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SERVICE MANUAL Level 1&2



RM-100

Transceiver characteristics:

Band: Tri-band phone for EGSM 900/1800/1900MHz; WCDMA 2100

Camera: Integrated 2.0 Megapixel camera

Display: Active matrix color 2.8" (7.112cm) display 320 x 240 pixel

16M colors

IRDA

WLAN

Bluetooth

FM radio

DVB-H

Connector: Pop-Port[™] connector



Transceiver with BP-5L Li-Ion battery pack

Network	Talk time	TV watch time	Video capture	Standby
GSM	up to 6 h	up to 5 h	1 h	9 days
WCDMA	up to 4 h	up to 5 h	1 h	7 days

Environmental characteristics:

Lead-free soldered



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CHANGE HISTORY

Status	Version No.	Date	Comments
Draft	0.1	31.Mai.2006	Initial draft
Approved	1.0	17.0kt.2006	Approval



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1. INTRODUCTION

The purpose of this document is to help NOKIA service levels 1 and 2 workshop technicians to carry out service to NOKIA products. This Service Manual is to be used only by authorized NOKIA service suppliers, and the content of it is confidential. Please note that NOKIA provides also other guidance documents (e.g. Service Bulletins) for service suppliers, follow these regularly and comply with the given instructions.

While every endeavor has been made to ensure the accuracy of this document, some errors may exist. If you find any errors or if you have further suggestions, please notify NOKIA using the address below: mailto:cc-ts-rc.documentation@nokia.com

Please keep in mind also that this documentation is continuously being updated and modified, so watch always out for the newest version.

Warnings and Cautions

Please refer to the phone's user guide for instructions relating to operation, care and maintenance including important safety information. Note also the following:

Warnings:

- 1. CARE MUST BE TAKEN ON INSTALLATION IN VEHICLES FITTED WITH ELECTRONIC ENGINE MANAGEMENT SYSTEMS AND ANTI–SKID BRAKING SYSTEMS. UNDER CERTAIN FAULT CONDITIONS, EMITTED RF ENERGY CAN AFFECT THEIR OPERATION. IF NECESSARY, CONSULT THE VEHICLE DEALER/MANUFACTURER TO DETERMINE THE IMMUNITY OF VEHICLE ELECTRONIC SYSTEMS TO RF ENERGY.
- 2. THE HANDPORTABLE TELEPHONE MUST NOT BE OPERATED IN AREAS LIKELY TO CONTAIN POTENTIALLY EXPLOSIVE ATMOSPHERES, EG PETROL STATIONS (SERVICE STATIONS), BLASTING AREAS ETC.
- 3. OPERATION OF ANY RADIO TRANSMITTING EQUIPMENT, INCLUDING CELLULAR TELEPHONES, MAY INTERFERE WITH THE FUNCTIONALITY OF INADEQUATELY PROTECTED MEDICAL DEVICES. CONSULT A PHYSICIAN OR THE MANUFACTURER OF THE MEDICAL DEVICE IF YOU HAVE ANY QUESTIONS. OTHER ELECTRONIC EQUIPMENT MAY ALSO BE SUBJECT TO INTERFERENCE.

Cautions:

- 1. Servicing and alignment must be undertaken by qualified personnel only.
- 2. Ensure all work is carried out at an anti-static workstation and that an anti-static wrist strap is worn.
- 3. Use only approved components as specified in the parts list.
- 4. Ensure all components, modules screws and insulators are correctly re-fitted after servicing and alignment.
- 5. Ensure all cables and wires are repositioned correctly.



Electrostatic discharge can easily damage the sensitive components of electronic products. Therefore every Service Supplier has to take care of all precautions, which are mentioned in the service level related "Service Partner Requirements", available on NOKIA Online. Also see ESD Protection Requirements in this Service Manual.



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2. GENERAL REPAIR INFORMATION

In this section the technician will get some general hints how to carry out repairs:

- To familiarize oneself with NOKIA product read the tutorials or user guide on www.nokia.com -->Support--> Phones, by selecting the Phone Model.
- Before starting the repair you must take care of ESD precautions like being in your ESD Protected Area and connecting your wristband.
- Use gloves to avoid corrosion and fingerprints.
- Protect windows and displays with a film to avoid dust and scratches.
- When cleaning the LCD Module any lint-free cloth can be used (e.g. Micro-Fibre cloth).
- When cleaning the pads you have to use a soft cloth/ESD brush and Isopropanol. It is not allowed to use a glass fiber pencil because it scratches the surface and will lead later on to corrosion.
- Mechanical parts (except shielding lids and bent parts), which didn't repair the failure, can be reused, if they are not soldered.
- When removing the shielding lids make sure to replace them with new ones, otherwise the high-frequency leakage can have an influence on the device.
- Always use original NOKIA spare parts.
- Check the soldering joints of the parts, which are concerned regarding the indicated error (e.g. soldered connectors or switches) and re solder them if necessary (Level 2 only).
- Remove redundant soldering flux after repair.
- Meet the torque requirements when assembling the unit (see also the document "torques for transceiver assembly" on NOKIA Partner Web Site/NOKIA Online).
- Always use your own equipment for testing where you are sure that it works. E.g. if the customer complains about charger function, please test the phone with your own charger to be sure if phone or charger causes the malfunction.
- A SIM card is needed for all GoNoGo tests.
- When doing the fault log entries, always note the Item code, which caused the malfunction. Also, fill in the appropriate part code from the assembly, if needed.
- Please be aware that some malfunctions could be software related and solved by an update.
- There are several documents available on NOL, which have to be followed:
- First, take care for the latest content pages of Service Bulletins, which are always available for each folder on NOKIA Online. This is also important to recognize, if existing documents have become invalid.
- The service level indicator at the bottom of each document tells the appropriate destination.

Downloads > Support Library >

- 1. Instructions
- 2. General Service Bulletins
- Product related documents
- Spare Part Service Bulletins
- Service Tools Service Bulletins
- 6. Common Software Service Bulletins etc....

Use General SB-217 as a reference or overview.

Please also check NOKIA Online (NOL) for latest news and files on a regular basis.



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3. PATHFINDER FOR WORKSHOP STAFF

This is the NOL page (NOKIA Online) which is currently available in Europa, Middle East and Africa only!

In addition to the information in this Service Manual, there are several instructions and information, which have to be followed. Main documentation database is **NOKIA Online** with the purpose of serving different multimedia content, like video clips or interactive tutorials.

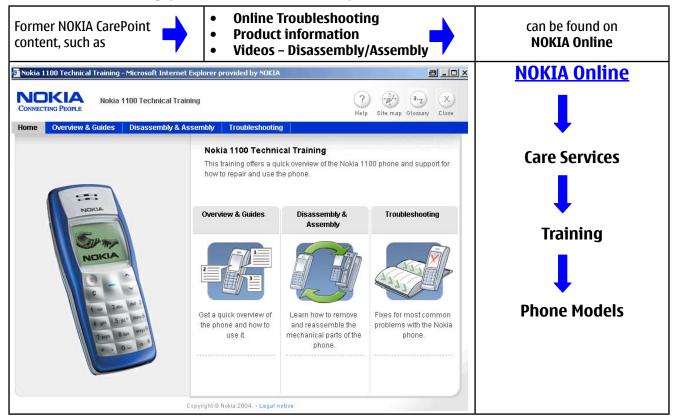
It is mandatory to watch for newest technical and organizational information on a daily basis to be updated as required (see "Latest files in Support Library"). Every new information has to be processed and implemented as soon as possible.

When logged into NOL you can also find needed information in different folder like:



Service Manuals Service Bulletins Software Repair Information

Level 1&2 e-learning (former NOKIA CarePoint) on NOKIA Online



Level 1&2 e-learning courses offer a quick overview of the NOKIA phone and support for how to repair and use the phone:

Overview & Guides	Disassembly & Assembly	Troubleshooting
Basic information about the phone,	Instructions how to disassemble and	Step-by-step instructions on how to
features and technologies	assemble the phone	locate and repair the most common
		problems with the phone

To reduce the server traffic it is recommended to download newest version of huge files like videos, Phoenix packages or Service Manuals only once and distribute it internally for further use.



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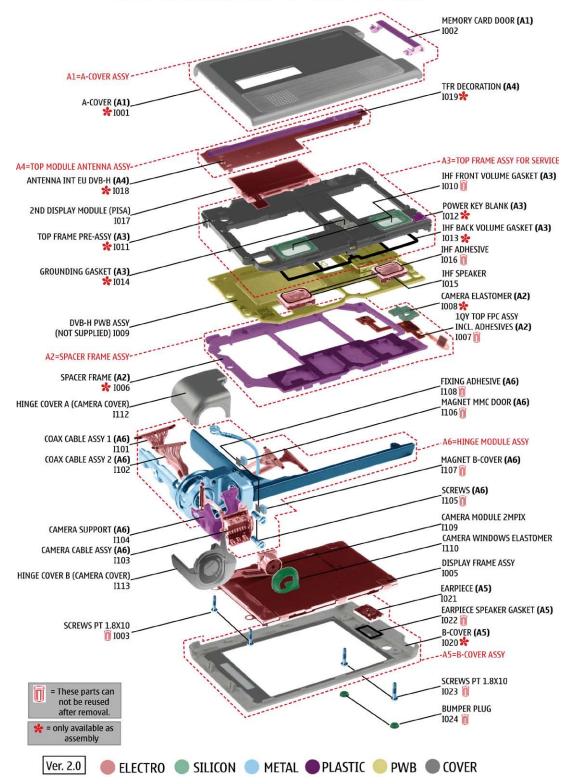
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4. EXPLODED VIEW AND COMPONENT DISPOSAL - UPPER BLOCK

Recommendation for the ecologically friendly disposal of components. Colorized components show the different categories. See corresponding ITEM/CIRCUIT REF in the Spare Parts Service Bulletins on NOL.

N92 RM-100 Exploded view - UPPER BLOCK AND HINGE





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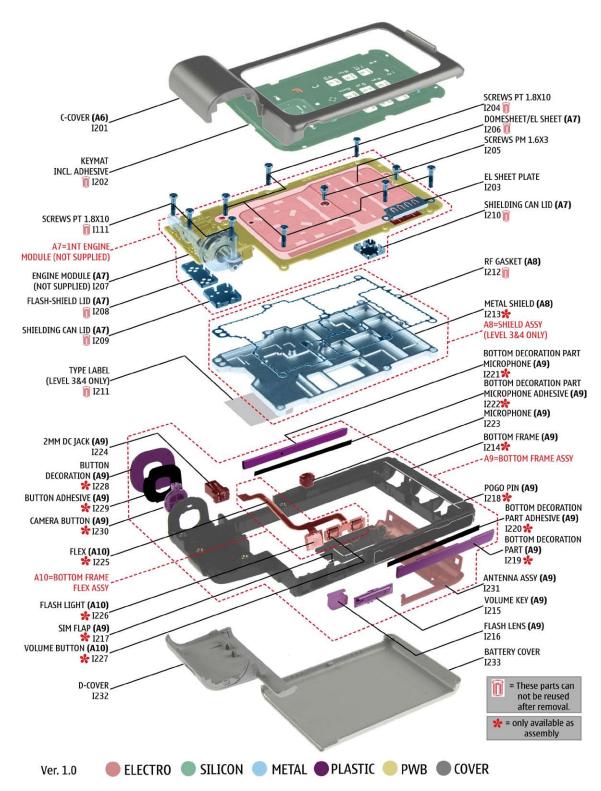
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5. EXPLODED VIEW AND COMPONENT DISPOSAL - LOWER BLOCK

Recommendation for the ecologically friendly disposal of components. Colorized components show the different categories. See corresponding ITEM/CIRCUIT REF in the Spare Parts Service Bulletins on NOL.

N92 RM-100 Exploded view - LOWER BLOCK



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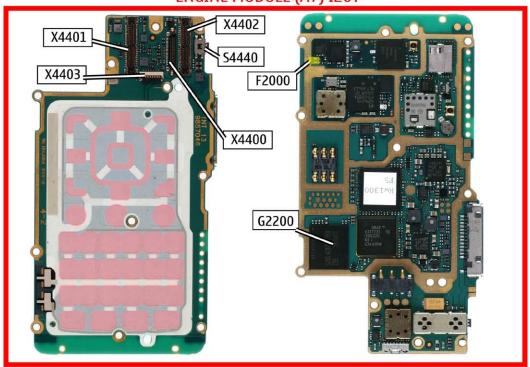
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6. COMPONENT OVERVIEW

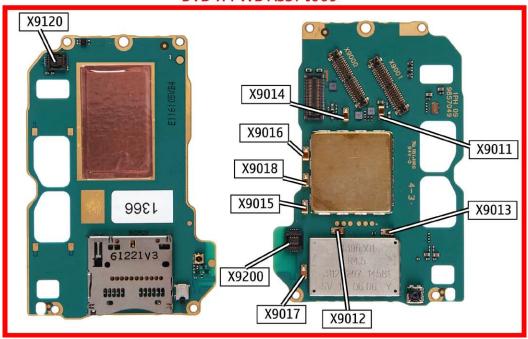
N92 RM-100 Components overview

LEVEL 2 SOLDER COMPONENTS

ENGINE MODULE (A7) I207



DVB-H PWB ASSY I009





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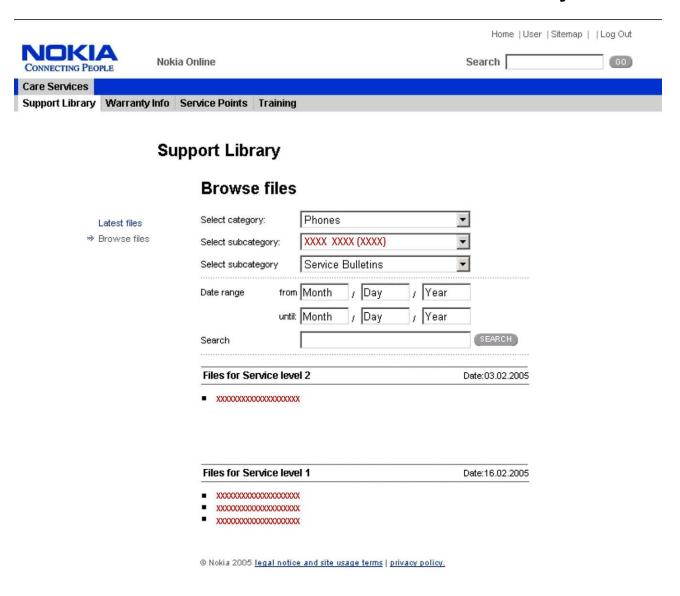
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7. SPARE PARTS LIST

NOL is the database where you can find the latest corresponding Service Bulletins (spare parts, SWAP units and service tools).

This will ensure, that you are using up-to-date order codes only.

Therefore Service Bulletins have to be checked from NOL on daily basis.



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8. SERVICE TOOLS

FLS-4S User Guide	FLS-4S incl. ACF-8, Driver and User Guide Dongle and flash device incorporated into one package, developed specifically for POS use.
	ACF-8 Universal Power Supply is used to power FLS-4S.
	Travel Charger AC-4 Small and lightweight charger for fast charging of your phone battery.
	Internal Battery BP-5L Inserted under the back cover, this Li-Ion battery provides power in a lightweight package.
	SS-45 Camera removal tool.
	CA-53 Service Cable to connect the PC with the Pop-Port™ connector.
	SS-82 Domesheet Assembly Jig.



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	RJ-81 Soldering Jig
S. SHOO, SAGE BOULT Toront on the Control of the Co	Lead-free Solder Wire Mandatory for lead-free products (Level 2 only).
	 NOKIA opening tool SRT-6 NOKIA No. 0770431 Tonichi torque driver NOKIA No. 6901525 Hoya micro Fibre cloth MX304 Dastex gloves S, M, XL Artilux goggles AH166
	 Wera bit T5 867/4TX 5x50 Wera 867/4 6IP; 50mm (Torx 6 PLUS®) Wera bit T6 867/4TX 6x50 Wera 867/1 5IP; 25mm (Torx 5 PLUS®) Wera bit T6 PLUS® 867/4TX 6IP Facom side cutter 416E Facom T5 driver SP.14032 Facom T6 driver SP.14033
	 Facom slot screwdriver AEF. 2x35.E Wetec tweezers 7abb SA-ESD Wetec tweezers 22 SA-ESD Wetec tweezers 13 SA-SMD ESD Wetec tweezers PSF SA-ESD Wetec ESD brush E1211 Kaiser Fototechnik airbrush 6315 Wetec dental tool DEM83266/0 RS Components Scissors 323-5732



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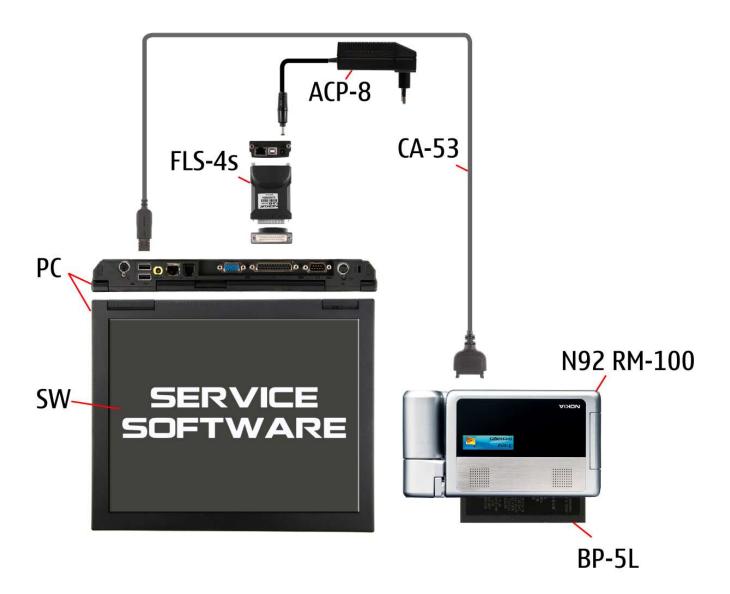
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9. SW-UPDATE

Flash Concept – (Point of Sales)

To use FLS-4S Flash Dongle you have to follow the user guide inside the sales package. Please check always for the latest version of flash software, which is available on **NOKIA Online**.



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10. UPPER BLOCK DISASSEMBLY



1. Needed tools: The SRT-6, the SS-93, metal tweezers, dental pick, a torque driver with a Torx plus size 6 bit, the SS-45 camera removal tool, and a Torx plus driver size 6.



2. Cover all windows with a protective film.



3. Ensure that no battery is inserted before going on.



4. Release the clips of the **Hinge Cover A** from the top side first.



5. Now release the clips of the Hinge Cover B.



6. Bring the assembly into position shown and remove the **Hinge Cover.**



7. Carefully release the clip of the **Hinge Cover B** ...



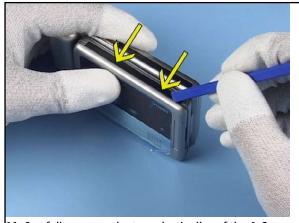
8. ... and remove it.



9. Remove the Camera Window Elastomer.



10. Use the SS-45 camera removal tool to release the **Camera Module 2Mpix** as shown.



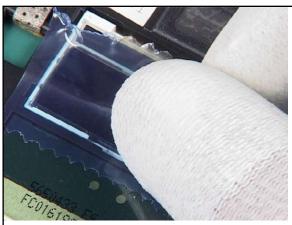
11. Carefully remove the two plastic clips of the **A-Cover** with the SS-93.



12. Release both clips on the hinge side too. Note that these clips are very delicate.



13. Use the SS-45 camera removal tool to release the **Camera Module 2Mpix** as shown.



14. Cover the 2nd Display Module with a protective film.



15. Prevent scratching the window while removing the **Bumper Plugs**.



16. Undo both screws and discard them.



17. Do not use them again.



18. Carefully release the snaps of the **B-Cover Assy**.



19. Lift up the **B-Cover Assy** carefully and release all clips.



20. Remove the **Earpiece**.



21. Cover the inner side window with a plastic film.



22. Cover the display with a protective film, too.



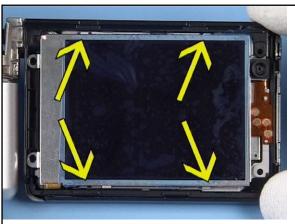
23. Undo both screws and discard them.



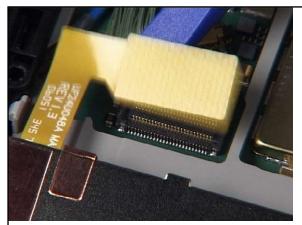
24. Do not use these screws again.



25. Carefully release and remove the clips of the **Display Frame Assy**.



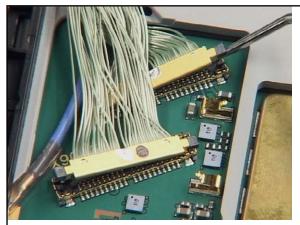
26. Release all these 4 snaps.



27. Open the connector with the SS-93.



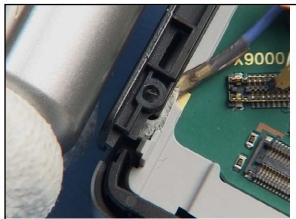
28. Disconnect the flex foil connector.



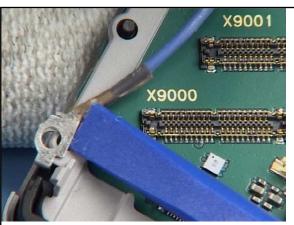
29. Carefully release the coax connector in the order shown.



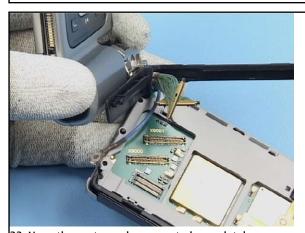
30. Remove them completely with the SS-93.



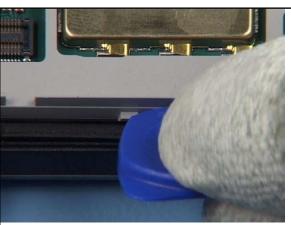
31. Release the snaps and separate the assemblies. Note that the grounding cable is still connected.



32. Shift up the grounding clip.



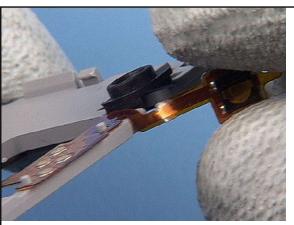
33. Now, the parts can be separated completely.



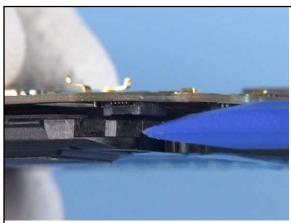
34. Release the snap as shown.



35. Now the **Spacer Frame Assy** can be removed.



36. Carefully release the glued in 1QY Top FPC Assy.



37. Release the flex connector of the 2nd Display Module with the SS-93.



38. Remove the **DVB-H PWB Assy**.



39. Remove the 2nd Display Module.



40. Use the SS-93 to ease out both IHF Speakers.



41. Always use a new IHF Adhesive when reassemble.



42. The disassembly procedure of the upper block is now complete.

11. UPPER BLOCK - HINGE MODULE DISASSEMBLY



1. The procedure to disassemble the **Hinge Module Assy** is shown here. The disassembly of the lower block was already done.



2. Carefully pull out the cables to achieve the screws.



3. Undo both screws and discard them.



4. Do not use them again.



5. Carefully remove the Camera Support.



6. Slot the **Camera Cable** through the recess of the hinge.

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7. Carefully twist the connector of the **Coax Cable**. Now pull the cable while slotting the connectors through the recess of the **Hinge Module Assy**.



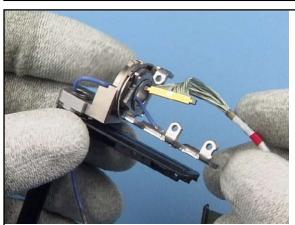
8. Note that the cables are not squeezed during this procedure.



9. Do the same with the second **Coax Cable**.



10. Carefully twist the connector of the **Coax Cable**. Now pull the cable while slotting the connectors through the second recess of the **Hinge Module Assy**.



11. Do the same with the second Coax Cable.

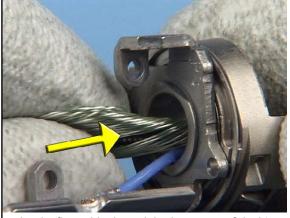


12. Now the disassembly of the Hinge assy is completed.

12. UPPER BLOCK - HINGE MODULE ASSEMBLY



1. Hinge Module Assy assembly.



2. Slot the first cable through both recesses of the hinge in direction shown.



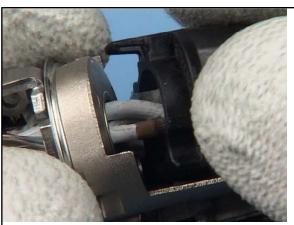
3. Do not squeeze the cables.



4. Do the same with the second **Coax Cable**.



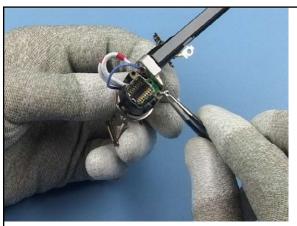
5. Place the Camera Cable Assy into its compartment.



6. Insert the **Camera Support**.



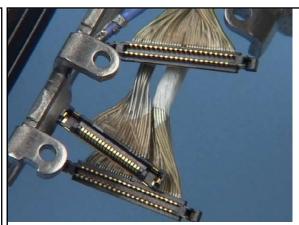
7. Note the correct positioning of the alignment tab.



8. Insert two new screws.



9. Tighten the screws with the correct torque.



10. Ensure that the cables are positioned as shown.



11. Red marks on the **Coax Cables** must be visible.

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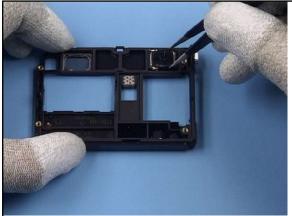
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13. UPPER BLOCK ASSEMBLY



1. Upper Block Assembly



2. Place the **IHF Speaker** into their compartments. Mind that new **IHF Adhesives** are fitted.



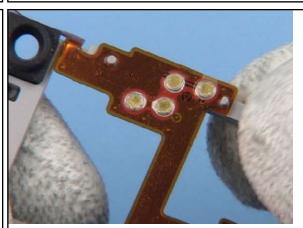
3. Push the **IHF Speakers** into their places, do not touch the spring contacts.



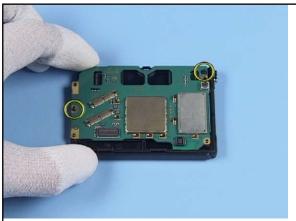
4. Remove the plastic film from the 2nd Display Module.



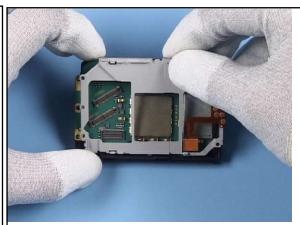
5. Position the display as shown.



6. Position the **1QY Top FPC Assy** to the **Spacer Frame** and smooth it down slightly, note the guide pins.



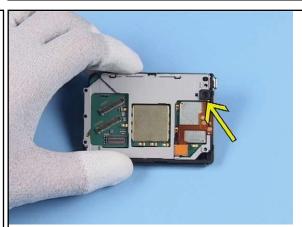
7. Position the **DVB-H PWB Assy**, mind the guiding pins.



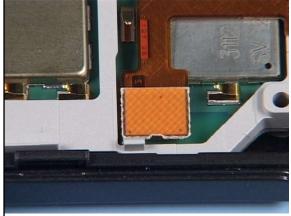
8. Now place the **Spacer Frame Assy**.



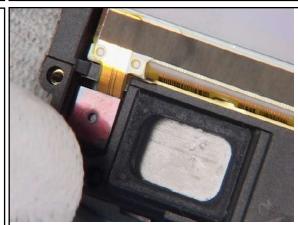
9. Mind that all snaps are clicked into their places.



10. Check the correct positioning of the **Camera Elastomer** before going on.



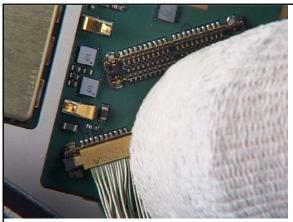
11. Close the connector.



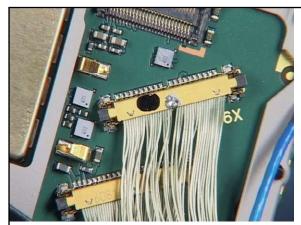
12. Turn the assembly and close the display connector.



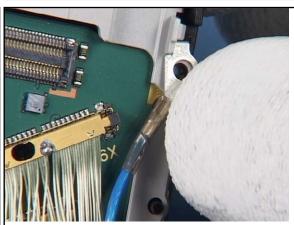
13. Cover the display with a protective film.



14. Close the connector of the shorter Coax Cable first.



15. Now close the second connector, too.



16. At least position the grounding clip as shown.



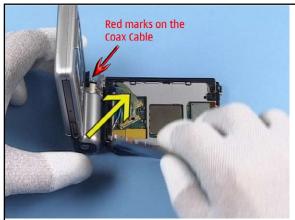
17. Click the snaps of the assembly into their places.



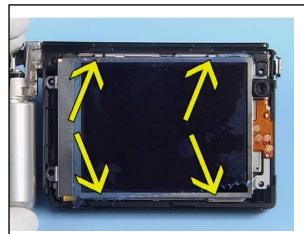
18. Ensure that all cables are correctly positioned before continuing.



19. Close the display connector.



20. Check the positioning of the cables again before going on. The "red marks" on the **Coax Cable** must be visible.



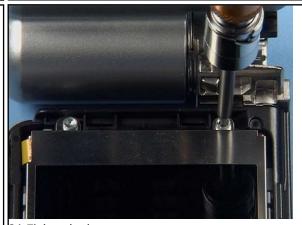
21. Click the four snaps of the display into their places.



22. Insert new screws.



23. Set the correct torque.



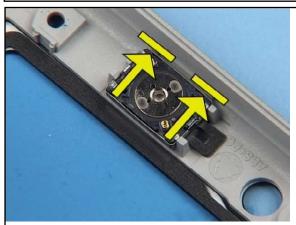
24. Tighten both screws.



25. Peel up the protective film first.



26. Insert the **Earpiece**. Always use a new Gasket.



27. Push it down evenly, position it as shown.



28. Remove the protective film, if not already done.



29. Place the **B-Cover**, beginning from the hinge side. Push it down evenly at the corners.



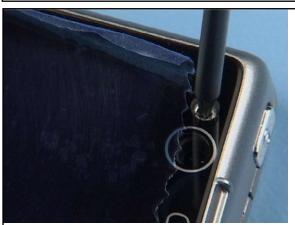
30. Now smooth it down evenly to click the side clips into their places.



31. Insert new screws.



32. Set the correct torque.



33. Tighten both screws.



34. Place the **Bumper Plug**. Do not scratch the window.



35. Close the assembly.



36. Remove the protective film from the display.



37. Assemble the **Memory Card Door** not already done before going on.



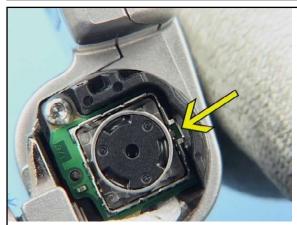
38. Place the **A-Cover** over the assembly, shift it carefully into hinge direction.



39. Push down at the hinge side to click the clips into their places.



40. Use the SS-45 camera removal tool to assemble the **Camera Module 2Mpix** as shown.



41. Note the correct positioning of the camera.



42. Place the **Camera Elastomer**.



43. Turn the assembly into position shown and place the **Hinge Cover B** first.



44. Click it into its place.



45. Now place the **Hinge Cover A**, push it down evenly.



46. Check the windows for cleanness.



47. Complete the Unit with the **Battery Cover**.

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14.LOWER BLOCK DISASSEMBLY



1. Needed tools: The SRT-6, the SS-93, metal tweezers, a dental 2. Cover all windows with a protective film and remove the pick, a torque driver with Torx plus size 6 bit, a Torx plus size 6 driver, and a DC plug.



battery if it is inserted.



3. Carefully unlock the latches of the **D-Cover** on both sides with the SS-93.



4. Now, the **D-Cover** can be removed easily.



5. Unlock the snaps of the **C-Cover** on the top.



6. Carefully release all the other snaps of the **C-Cover**.



7. Remove the **C-Cover** now.



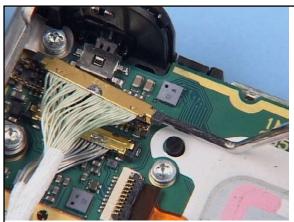
8. Release the glued **Keymat**, beginning at the edge with the SRT-6, mind the dome sheet.



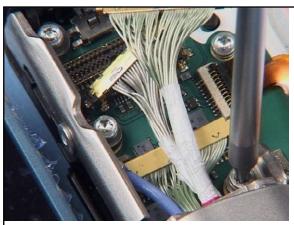
9. Carefully peel off the **Keymat**.



10. Lift and peel off the adhesive tape. Remove all adhesive residues.



11. Carefully open the three coax connectors with the dental pick as shown, note that there are 2 different kind of opening methods required.



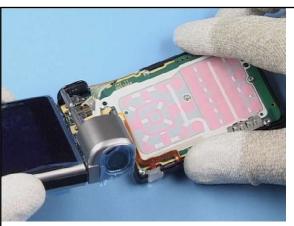
12. Unscrew the three Torx size 6 screws and discard them.

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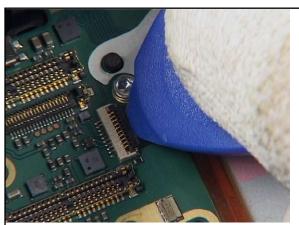
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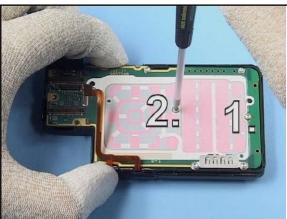
13. Do not use them again.



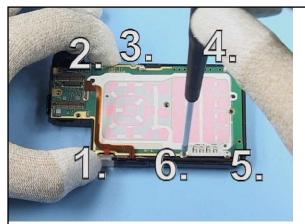
14. Now the parts can be separated.



15. Open the Flex foil connector with the SRT-6.



16. Undo the 2 Torx screws. These screws are different to the others, do not mix them.



17. Now unscrew the other screws in the shown order and discard them.



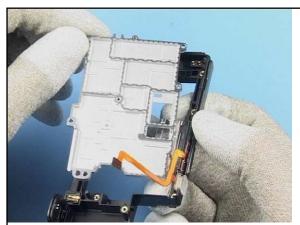
18. Do not use them again.



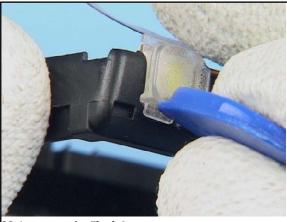
19. Remove the **Engine Module**.



20. And the **EL Shield Plate**.



21. Remove the Shield Assy.



22. Lever out the Flash Lens.



23. Carefully pull out the **Bottom Frame Flex Assy**.



24. Unlock the snaps of the **Volume Bottom** first, then push it out.

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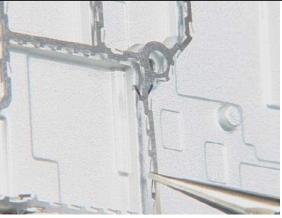
25. Release the **DC Jack** with a DC Plug.



26. Unlock the snaps of the Antenna Assy.



27. Pull out the **Microphone**.



28. Carefully pull up the RF Gasket from the Shield Assy.



29. The disassembly procedure is now completed.

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15.LOWER BLOCK ASSEMBLY



1. Assembly.



2. Insert the Microphone into its recess.



3. Place the **Antenna Assembly**. Check that all 5 snaps are locked properly.



4. Insert the **DC Jack** into its compartment.



5. Place the **Volume Button** into the **Bottom Frame Assy**.



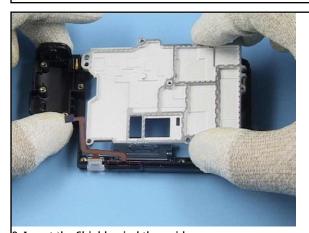
6. Insert the Flash Lens.



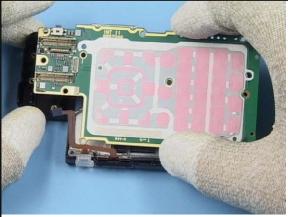
7. Now insert the **Bottom Frame Flex Assy**.



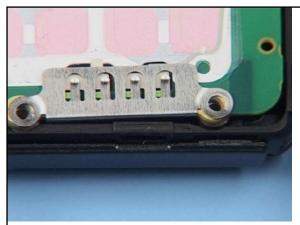
8. Place the **Grounding Gasket**.



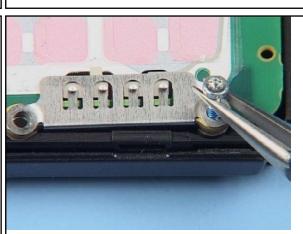
9. Insert the Shield, mind the guides.



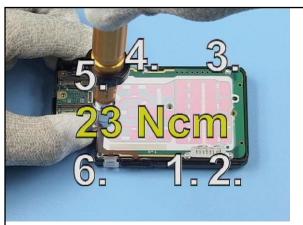
10. Place the **Engine Module**.



11. Place the **EL Shield Plate**.



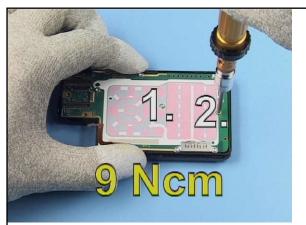
12. Insert 6 new screws and tighten them slightly.



13. Tighten all screws in the shown order with the correct torque.



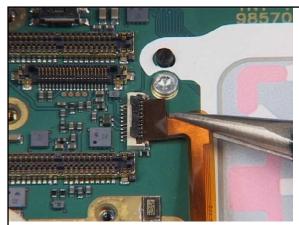
14. Insert the two short screws.



15. Tighten these screws in the shown order with the correct torque, too.



16. The Shield can be reused 4 times only. If it is not possible to tighten these 2 screws correctly, the Shield and **Type Label** must be replaced.



17. Insert the flex foil and close the connector.



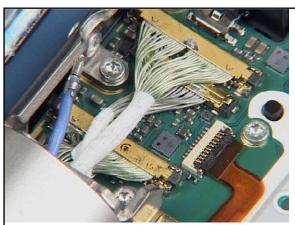
18. Couple the parts as shown.



19. Insert three new screws.



20. Tighten these screws with the correct torque.



21. Close the coax connectors in the shown order.



22. Place the **C-Cover** and click all snaps into their places.



23. Insert the **Keymat**. Do not touch the adhesive surface.



24. Turn the unit and join the parts, beginning from the bottom. Click all snaps into their places.



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25. Complete the unit with the **Battery Cover**.

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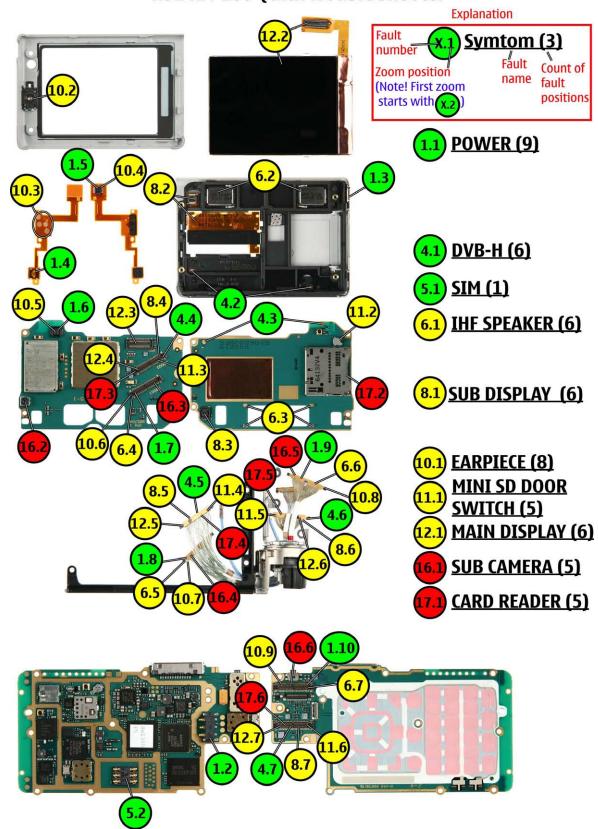
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16.QUICK TROUBLE SHOOTER - MAIN OVERVIEW PART 1

N92 RM-100 Quick Trouble Shooter





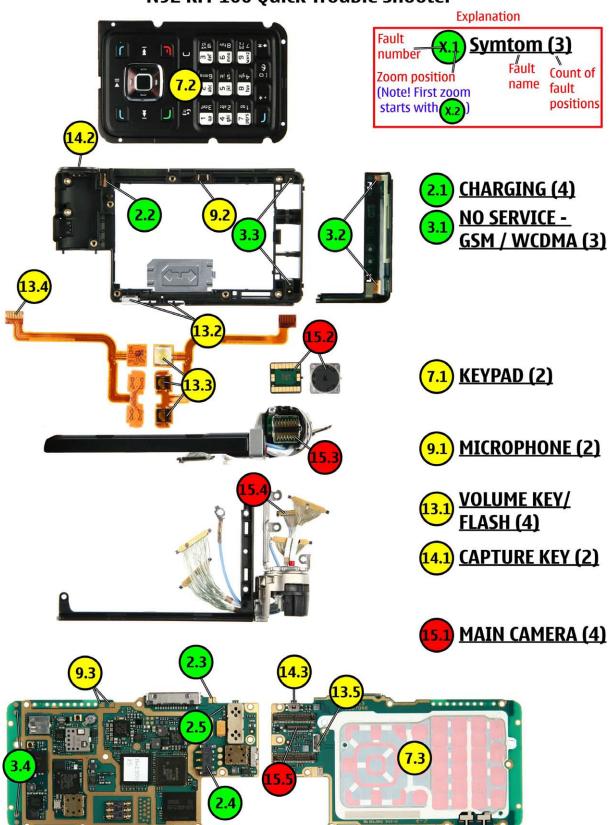
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17. QUICK TROUBLE SHOOTER - MAIN OVERVIEW PART 2

N92 RM-100 Quick Trouble Shooter



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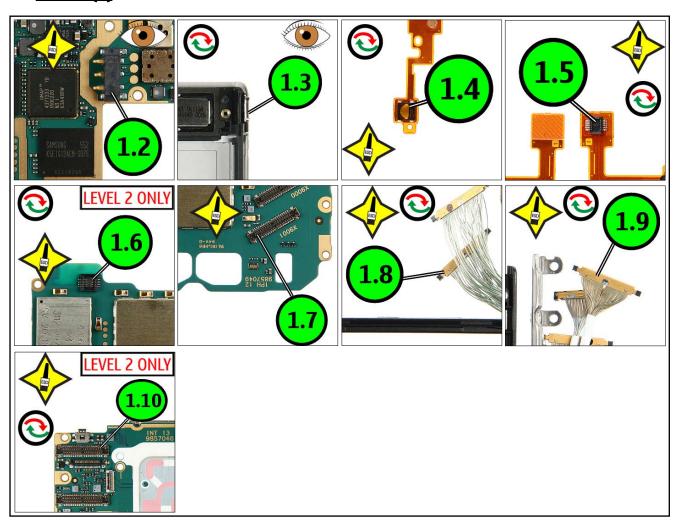
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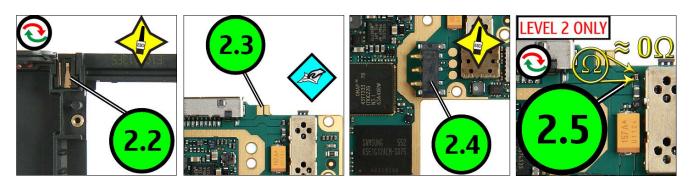
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18. QUICK TROUBLE SHOOTER - ZOOMS PART 1

1.1 **POWER (9)**



2.1 **CHARGING (4)**



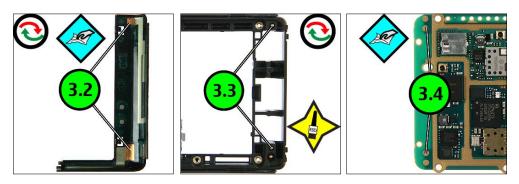
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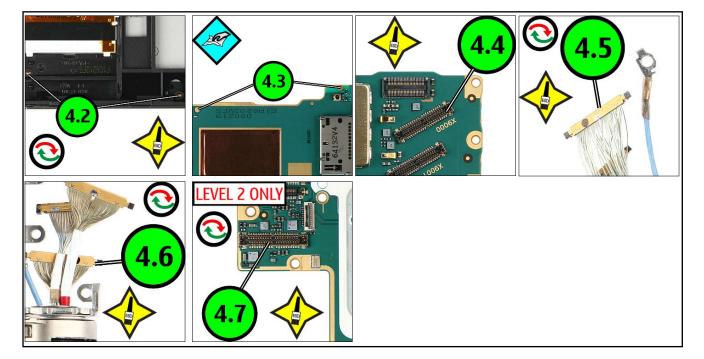
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19.QUICK TROUBLE SHOOTER - ZOOMS PART 2

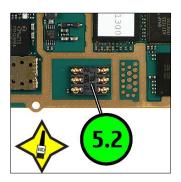
3.1 NO SERVICE (3)



4.1 DVB-H (6)



5.1 SIM (1)



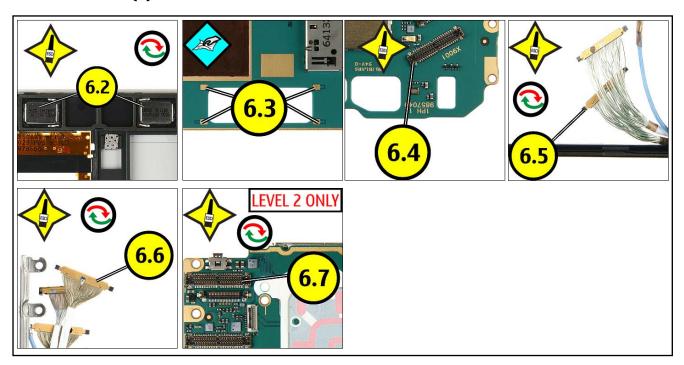
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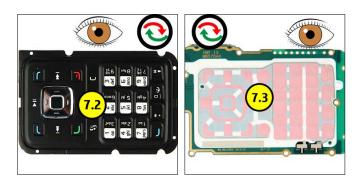
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20.QUICK TROUBLE SHOOTER - ZOOMS PART 3

6.1 IHF SPEAKER (6)



7.1 **KEYPAD (2)**



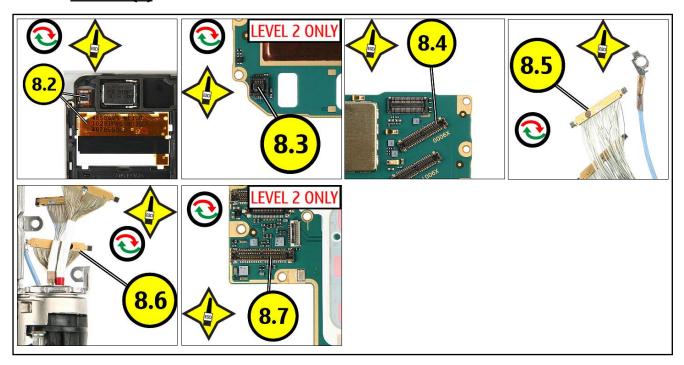
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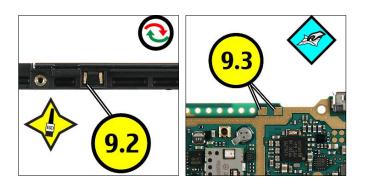
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21.QUICK TROUBLE SHOOTER - ZOOMS PART 4

8.1 SUB **DISPLAY** (6)



9.1 MICROPHONE (2)



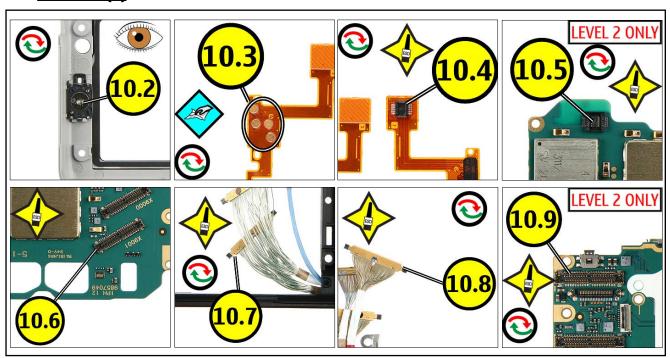
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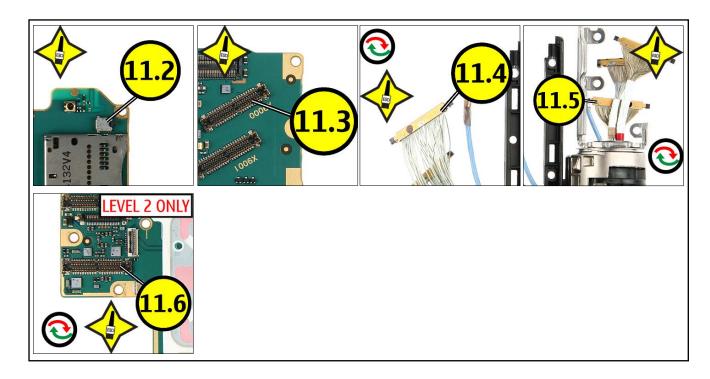
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22.QUICK TROUBLE SHOOTER - ZOOMS PART 5

10.1 EARPIECE (8)



11.1 MINI SD DOOR SWITCH (5)



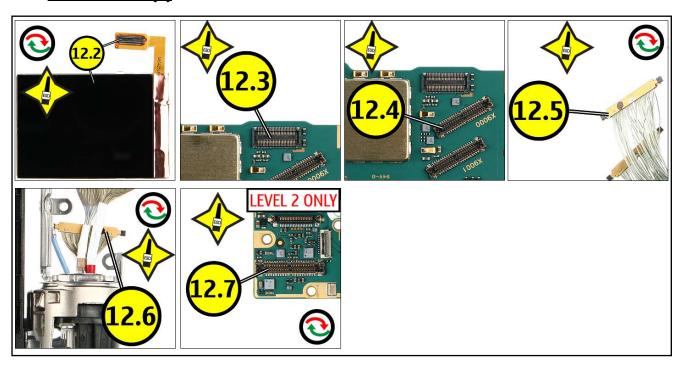
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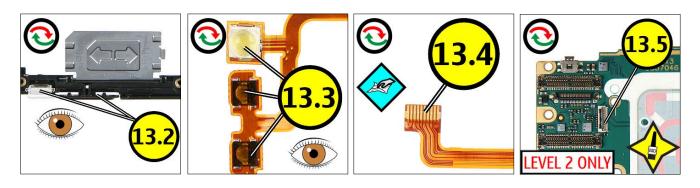
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23.QUICK TROUBLE SHOOTER - ZOOMS PART 6

12.1 MAIN DISPLAY (6)



13.1 VOLUME KEY/FLASH (4)



14.1 **CAPTURE KEY (2)**



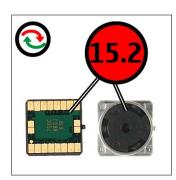
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24.QUICK TROUBLE SHOOTER - ZOOMS PART 7

15.1 MAIN CAMERA (4)

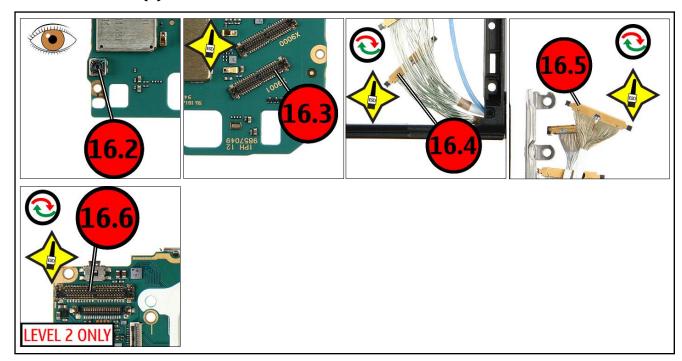








16.1 SUB CAMERA (5)





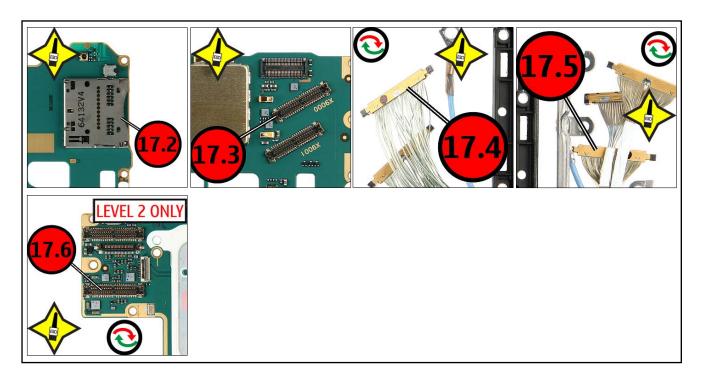
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25.QUICK TROUBLE SHOOTER - ZOOMS PART 8

17.1 **CARD READER (5)**





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26.GONOGO TEST

To test the Camera, Bluetooth, IRDA and DVB-H functionality refer to the phone User's guide.

The User's Guide is available on www.nokia.com.

Before starting the GoNoGo test, check that camera window is clean. If not, clean the window with cloth.



Bluetooth test

You need another Bluetooth device (e.g. 6230) to do a GoNoGo test.

Make sure that Bluetooth is activated in the reference unit. The distance of the devices should be not more than 5m from each other.

Infrared test

You need another infrared device (e.g. 6230) to do a GoNoGo test. The infrared windows of the devices must be directed to each other and should have a distance of approximate 15 cm. Make sure that infrared is activated in receiver device.

Warning: Do not point the IR (infrared) beam at anyone's eye or allow it to interfere with other IR devices. This device is a Class 1 Laser product.









Reference unit, Bluetooth /infrared activated

Test unit



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27.BATTERY TEST

A battery tester lets you test the capacity of NOKIA batteries.

Please refer to the actual information on NOKIA Online.



http://www.astratec.co.uk/



http://www.cadex.com/