Technical Document

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After-sales Services Manual (Level

1)

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1. Product Overview

No.	Part Name	Qty
1	Handset	1
2	Lithium Battery	1
3	Battery Charger	1

1.1 Standard Configuration

1.2 Specifications

- Overall Appearance: Foldable mobile phone with color screen
- Dimension: 43mm*86mm*23mm
- Weight: 85g (Standard Battery Included)
- Antenna: built-in antenna
- Talking Time: About 2 hours
- Standby Time: About 120 hrs

1.3 Feature Introduction

- Single screen and CSTN color screen display with 65536 kinds of color and a 128*128 array
- Supporting short messages sending in group
- Supporting 6 groups of phone number.
- 12 chord ring tones
- Supporting BREW picture and ring tone downloading.
- Supporting UTK function
- Built-in vibrator
- Supporting using earphones





1.4 Internal Number

Internal Model	External Model
P300D1	ZTE C260

2. Internal Structure and Principle

2.1 Function Test

Version Check Instruction: *983*837#

ESN Check Instruction: *#06#

Testing Functions:

Input "*983*3641#" \rightarrow Press the **OK** key \rightarrow Press the * key to enter the **Quick Test** status, which is automatic. Test LCD, ring tones, motor, backlight, red/green/blue light indicators, keys (manually press each key), end key, echo, and end key in sequence, and earphone. Then perform earphone test and press end key. After these operations, restart the mobile phone.

2.2 Downloading Software

• About software downloading

Every handset sent to repair must be updated to the latest version.

Make ensure that the mobile phone is switched on and connects to the computer successfully, and its battery must be installed when its software is downloaded. During the download process, the mobile phone can not be powered off. And it could not be removed until software download finishes and PASS identification appears. Otherwise, the mobile phone can not be switched on.

• Cables for Downloading Data

Note: The cable for downloading data can be normally used only when driver files are installed.

Name of the cable: E798

Materials Code of the cable: IS011259



Name of the cable:C700 download data cable Materials Code of the cable: ISO10158



Notice: When using E798 data cable to download software, it is necessary to install the driver for the data download cable. This document only introduces the operation process while downloading software using E798 data cable.

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- Driver files for data download cable
 E798 USB Driver
- Connect the cable with the computer:
- Select No, not this time, and then click Next.:

Found New Hardware Wizard					
	Welcome to the Found New Hardware Wizard				
	Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission). <u>Read our privacy policy</u>				
	Can Windows connect to Windows Update to search for software?				
	○ Yes, this time only				
	 Yes, now and every time I connect a device No, not this time 				
	Click Next to continue.				
	< <u>B</u> ack <u>N</u> ext > Cancel				

• Select Install from a list or specific location (Advanced) and then click Next.

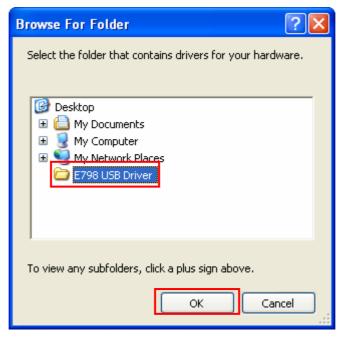
Found New Hardware Wizard				
It is wizard helps you install software for: USB High Speed Serial Converter Image: Series				
< <u>B</u> ack <u>N</u> ext > Cancel				



• Select Include this location in the search, click Browse, then click Next.

Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM)
✓ Include this location in the search:
D:\Documents and Settings\zte\Desktop\MF332
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< <u>B</u> ack Next > Cancel

• Select E798 USB Driver, and click OK.





- During the software installation, an interface appears as shown below:
- Click Continue Anyway.



• Wait while installing the software.

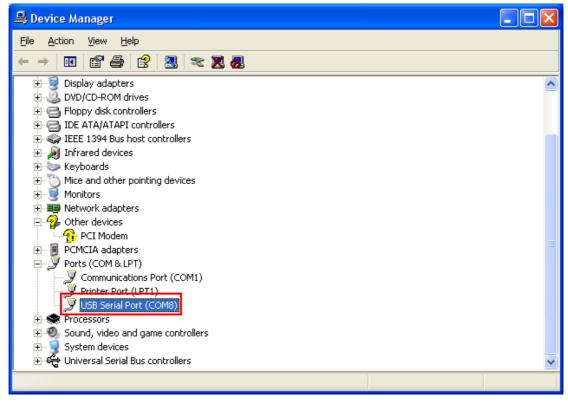
Found New Hardware Wizard				
Please wai	it while the wizard installs the	software		E
ţ	USB High Speed Serial Converter	ŗ		
	Ď		^с р	
		< <u>B</u> ack	<u>N</u> ext >	Cancel



• The installation is finished. An interface appears as shown below:

Found New Hardware Wizard		
Found New Hardware Wize	Image: Second system Completing the Found New Hardware Wizard Image: Second system The wizard has finished installing the software for: Image: Second system USB Second Port	
	Click Finish to close the wizard.	

- Click Finish.
- ♦ Connect the data cable to the computer, and then observe the serial port through the path :
 My Computer→Attribute→Hardware→Device Manager→Ports, as shown below:





- Install the download platform, ZPST_DL_P300V1.01.01.exe.
 ZPST_DL_P300V1.01.01setup.exe
- After installation, double-click the shortcut icon on the desktop.

 I_JS ZPST_DL_P300V1.01.01.exe
- The main interface of the downloading program is shown below:

☑ ZPST_DL_P300♥1.01.01	
Searching COM Port and Baud rate Select Bound 115200 Port: Com	ZTE中 兴
Download Page NV Page	
Phone Image File:	Browse
Boot Image Folder: C:\Program Files\ZTE\ZPST_DL_P300	Browse
Backup NV path: C:\Program Files\ZTE\ZPST_DL_P300\NV_BackUp	Browse
	Start
Progress	About
Status	Exit

• Set the item **COM Port and Baud rate Select** properly, as shown below:

101 ZPST_DL_P300V1.01.01	
COM Port and Baud rate Select Bound 115200 Com Com	ZTE 中兴
Port:	
Download Page NV Page	
Phone Image File:	Browse
Boot Image Folder: CAProgram Files/ZTE/ZPST_DL_P300	Browse
Backup NV path: CAProgram Files\ZTE\ZPST_DL_P300\NV_BackUp	Browse
	Start
Progress	About
Status Ready!	Exit

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• Connect the handset. The original software version of the handset is automatically read, as shown below:

1 ZPST_DL_P300V1.01.01	
COM Port and Baud rate Select Bound 115200 Com COMS V	ZTE 中兴
Port: COM8 0a7e52d7 (KS3.4.101PAT Jun 19 2006 08:44:23 STDEN P300D1V1	.0.0B01)
Download Page NV Page	
Phone Image File:	Browse
Boot Image Folder: C:\Program Files\ZTE\ZPST_DL_P300	Browse
Backup NV path: C:\Program Files\ZTE\ZPST_DL_P300\NV_BackUp	Browse
	Start
Progress Status Ready!	<u>A</u> bout <u>E</u> xit

• Click **Browse** to select proper software version, as shown below:

😼 ZPST_DL_P3	00V1.01.01	
Ready Port:	COM Port and Baud rate Select Bound 115200 Com Com COM8 Com COM8 Com COM8 Com	
Download Pag	ge NV Page	
Phone Image	Open ? X Look in: C260	Browse
Boot Image	C ZPST_DL_P300 C H P300D1V1.0.1B01 STDEN_P300D1V1.0.0B01	Browse
Backup NV		Browse
		Start
Progress	File name: STDEN_P300D1V1.0.0B01 Open Files of type: Bin Files(".bin) Cancel	About
Status Re	auy:	<u> </u>



• Click **Start** to download the version, as shown below:

B ZPST_DL_P300V1.01.01	
COM Port and Baud rate Select Bound 115200 Com Com	ZTE 中兴
Port: COM8 0a7e52d7 (KS3.4.101PAT Jun 19 2006 08:44:23 STDEN_P300D1V1.0.0)B01)
Download Page NV Page	
Phone Image File: D:\Documents and Settings\zte\Desktop\C260\STDEN_P300D1V1.(Browse
Boot Image Folder: C:\Program Files\ZTE\ZPST_DL_P300	Browse
D. 4. MIL 14. CAD., SHERE EXC. STEVED DI DOOMMIL D. 441.	
Backup NV path: C:\Program Files\ZTE\ZPST_DL_P300\NV_BackUp	Browse
	Start
Progress	About
Status Backup NV item	Exit
download	
	(
Progress Status Download the image file complete! Reseting	<u>A</u> bout Exit
Status Download the mage the complete: Reseting	
Progress	About
Status Start download file, please wait	Exit
Progress	About
Status Searching handset	Exit
Progress	About
Status Eraseing flash ,please wait for a moment	East
Progress	About
Status Restore NV item	Exit
Progress	About
Status Download the image file complete! Restore NV success. Reseting	Exit

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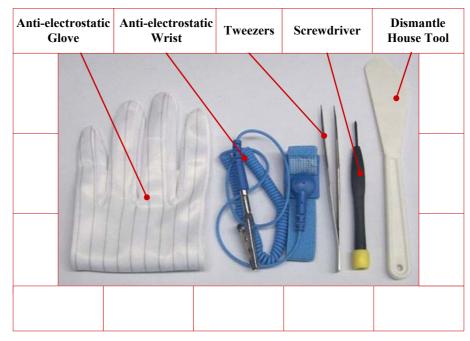
Progress		About	1
Status	Reset handset	Exit	

• The installation ends up, as shown below:

B ZPST_DL_P300V1.01.01	
COM Port and Baud rate Select Bound 115200 Com COMS V	ZTE 中兴
Port: COM8 0a7e52d7 (KS3.4.101PAT Jun 19 2006 08:44:23 STDEN_P300D1V1.0.	DB01)
Download Page NV Page	
Phone Image File: D:\Documents and Settings\zte\Desktop\C260\STDEN_P300D1V1.C	Browse
Boot Image Folder: C:\Program Files\ZTE\ZPST_DL_P300	Browse
Backup NV path: C:\Program Files\ZTE\ZPST_DL_P300\NV_BackUp	Browse
	Start
Progress	<u>A</u> bout
Status Success!	Exit

2.3 Disassembling Flow

• Tools Used to Disassemble





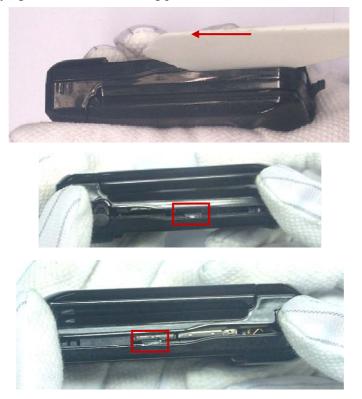
- Do as described to disassemble the mobile phone.
- Take out the battery carefully. Pay attention to the touch point and the touch plate, as shown below:



• Notes: Positions of four screws are as shown below:



• Disassemble the upper and lower shells of the lower housing using the disassembly, paying attention to the locking positions, as shown below:



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• Notes: The disassembled upper and lower shells of the lower housing are as shown below:



• Pay attention to the proper position of the built-in antenna.



Touch Plate of Antenna

• Take down FPC using the tweezers, as shown below:





• Disassemble the upper housing and the upper shell of the lower housing. Pay attention to the strength direction of the tweezers and try to push the pivot down in place.



• Exert strength along the direction of the arrow until a gap appears.

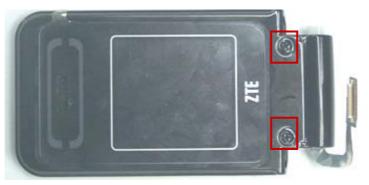


• The separated upper housing and the upper shell of the lower housing are as shown:





• Notes: Pay attention to the positions of two screws in the upper housing.



• Separate the upper shell and the lower shell of the upper housing use the disassembly. Pay attention to the locking positions.



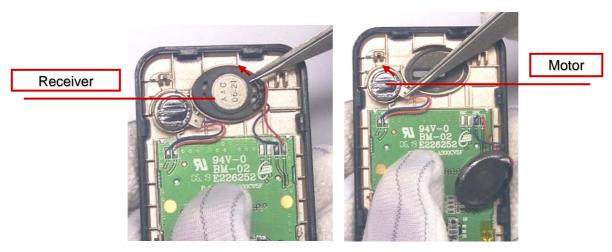




• Notes: The separated upper and lower shells of the upper housing are as shown:



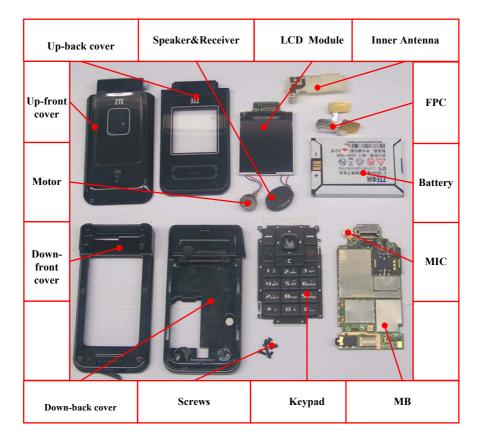
• Take down the motor, receiver using tweezers. Pay attention to the proper positions of the motor and the receiver.



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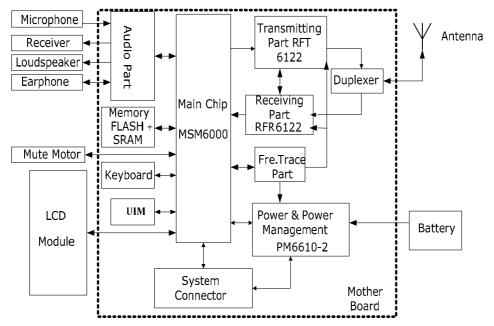


2.4 Components



2.5 Block Diagram

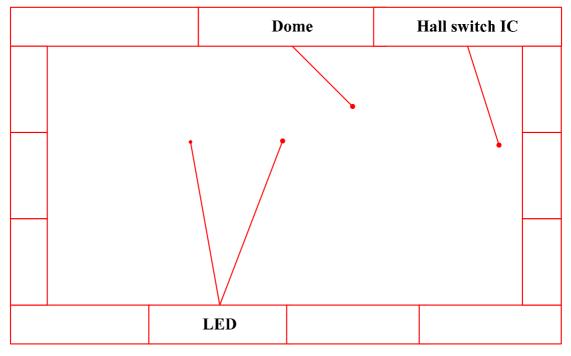
The principle of the mobile phone is as shown in the block diagram below:



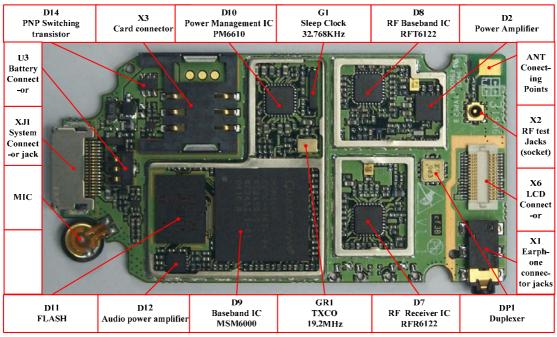
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2.6 Basic Device Distributing



MB Top Distributing



MB Bottom Distributing

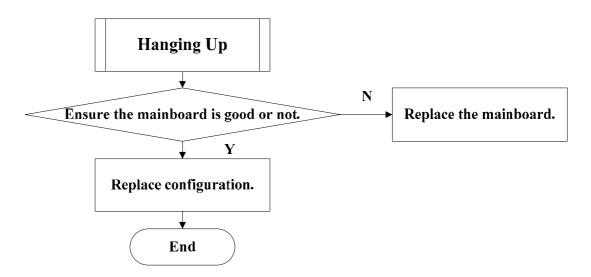
ZTE中兴

3. Basic flow chart of familiar troubleshooting (Level 1)

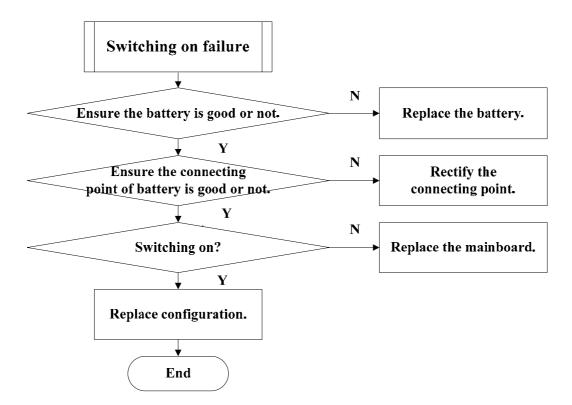
3.1 Outer Parts Failure

Outer parts failure according to the dismantling flow.

3.2 Hanging up



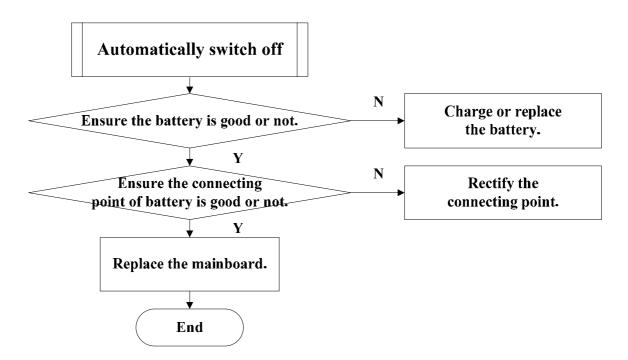
3.3 Switching On Failure



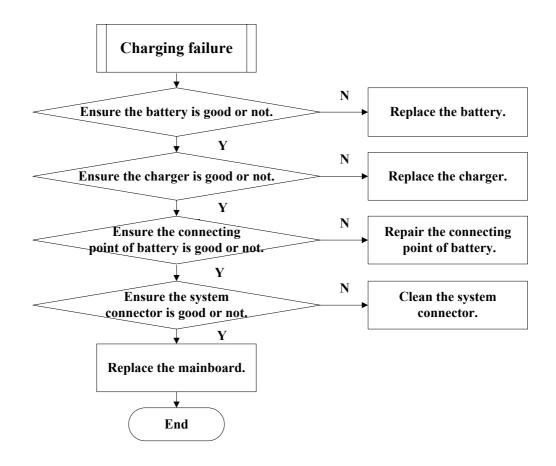
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3.4 Automatically Switch Off



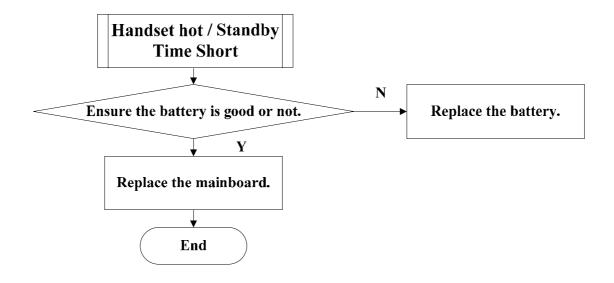
3.5 Charging Failure



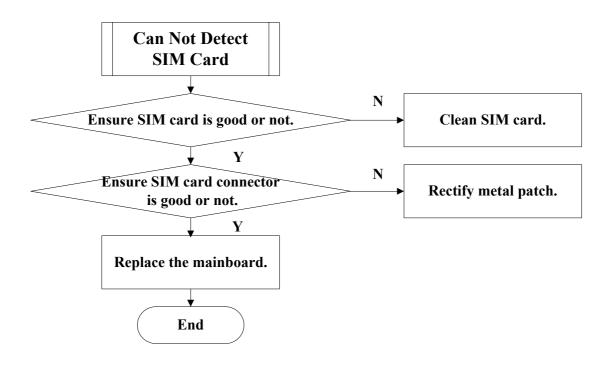
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3.6 Handset Hot/Standby Time Short

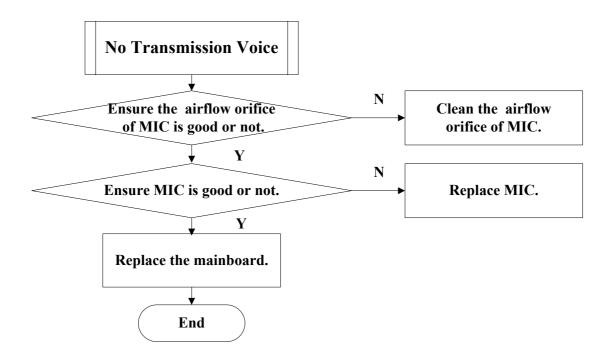


3.7 Can Not Detect SIM Card

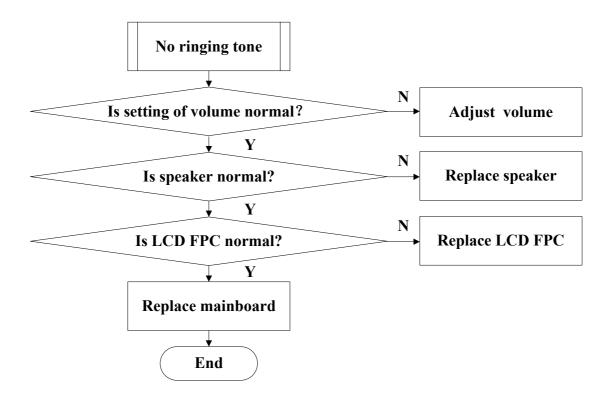




3.8 No Transmission Voice



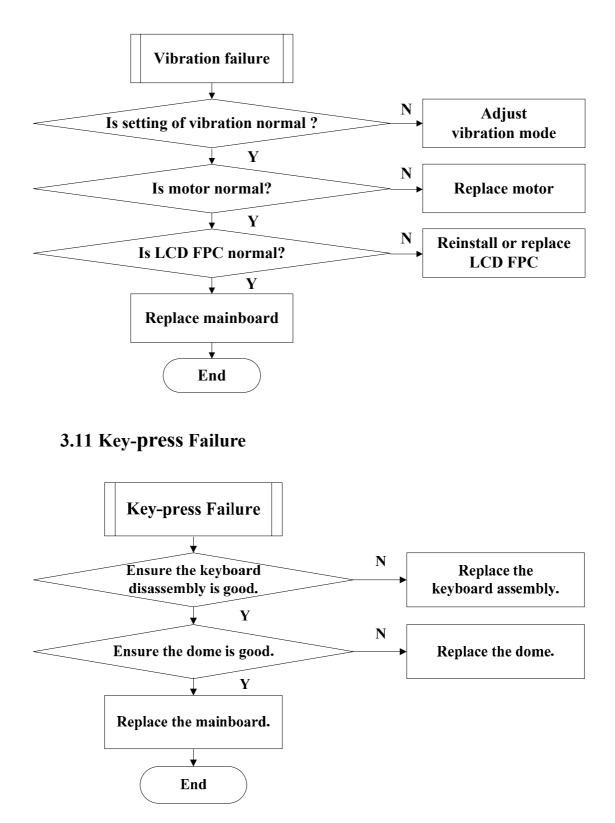
3.9 Mute Ring/Low Ring Volume



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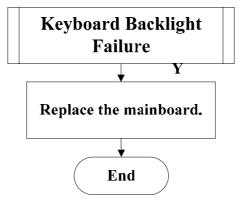


3.10 Vibration failure

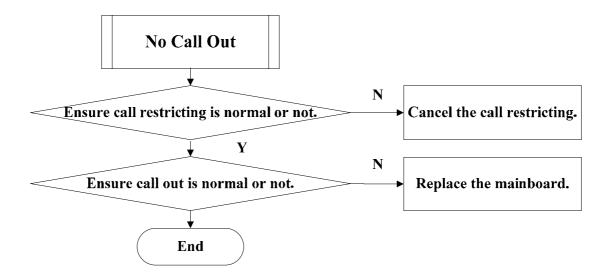




3.12 Keyboard Backlight Failure

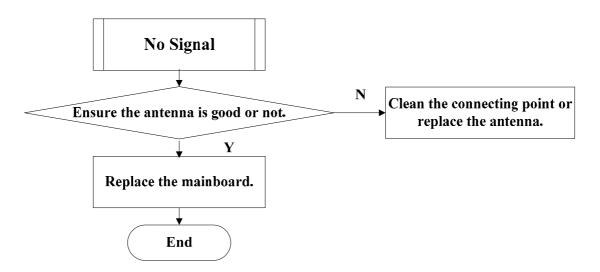


3.13 No Call Out

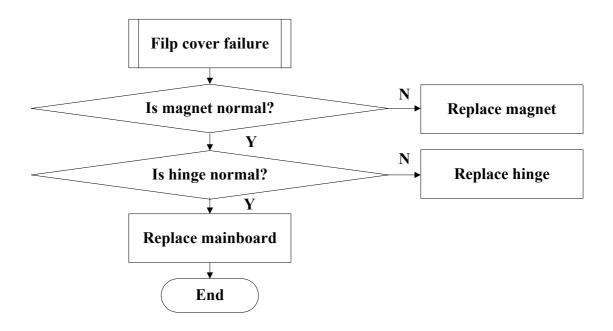




3.14 No Signal

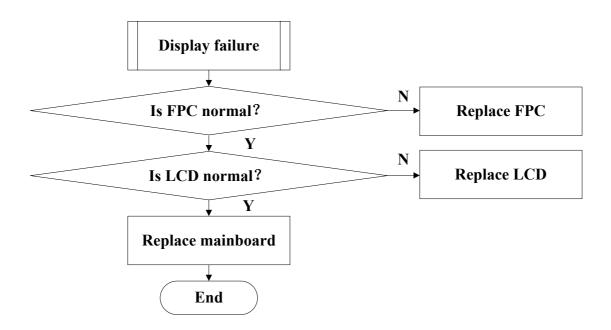


3.15 Filp cover failure

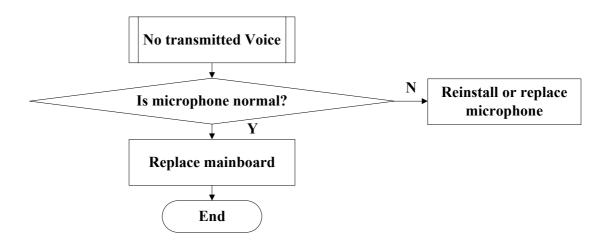




3.16 Display failure



3.17 No transmitted Voice





4. Parts List

0	C260 CDMA 1X Digital Mobile Phone After-sales Parts Lists		
No.	P/N	Part Name	
1	055401001775	P300D1 Upper Shell Components of upper housing	
2	055401001776	P300D1 Lower Shell Components of upper housing	
3	055401001777	P300D1 Upper Shell Components of lower housing	
4	055401001778	P300D1 Lower Shell Components of lower housing	
5	055403100015	P300D1 Internal Mirror	
6	055403100016	P300D1 External Mirror	
7	055402000458	P300D1 Keyboard Keys	
8	055402000461	P300D1 Vaulted Membrane	
9	055402000459	P300D1 Coaxial Plug	
10	056465000162	C900 Hinge	
11	126752850003A	P300D1 CDMA 1X Digital Mobile Phone Board Material List	
12	035030100057	A300C LCD Module	
13	035040300026	Microphone	
14	035070100033	Vibration Motor	
15	035040100040	1318-L17 Integrated Receiver &Loudspeaker	

Note: This is the main parts list. If you need a detail one, please apply it from local after-sales service manager.