ZTE中兴

# Technical Document

**Document Title:** C260 CDMA 1X Digital Mobile Phone After-sales Services Manual (Level 1)

**Document No.**:

**Version:**

**Document Quality Level**:

All 29 Pages

(Cover Included)

| | |
|---|---|
| Drafted | Kuang Fengzhi |
| Checked | Ying Chenguang |
| Signed | |
| | |
| | |
| | |
| Standardize | |
| Approved | |

**ZTE CORPORATION**

<ZTE corporation copyright reserved. No spreading aboard.>

# Modification Record

| Document No. | Version | Drafted | Date | Reason | Main Modification Points |
|---|---|---|---|---|---|
| | | Kuang Fengzhi | 2007-11-24 | None | None |

Notice:

1、Once you modify the document, you need to fill in the table.

2、Please fill “none” in the modification reason and main modification points during the initial document making.

<ZTE corporation copyright reserved. No spreading aboard.>

# CONTENT

**1. PRODUCT OVERVIEW ..... 1**

1.1 STANDARD CONFIGURATION ..... 1
1.2 SPECIFICATIONS ..... 1
1.3 FEATURE INTRODUCTION ..... 1
1.4 INTERNAL NUMBER ..... 2

**2. INTERNAL STRUCTURE AND PRINCIPLE ..... 2**

2.1 FUNCTION TEST ..... 2
2.2 DOWNLOADING SOFTWARE ..... 2
2.3 DISASSEMBLING FLOW ..... 10
2.4 COMPONENTS ..... 16

**3. BASIC FLOW CHART OF FAMILIAR TROUBLESHOOTING (LEVEL 1) ..... 18**

3.1 OUTER PARTS FAILURE ..... 18
3.2 HANGING UP ..... 18
3.3 SWITCHING ON FAILURE ..... 18
3.4 AUTOMATICALLY SWITCH OFF ..... 19
3.5 CHARGING FAILURE ..... 19
3.6 HANDSET HOT/STANDBY TIME SHORT ..... 20
3.7 CAN NOT DETECT SIM CARD ..... 20
3.8 NO TRANSMISSION VOICE ..... 21
3.9 MUTE RING/LOW RING VOLUME ..... 21
3.10 VIBRATION FAILURE ..... 22
3.11 KEY-PRESS FAILURE ..... 22
3.12 KEYBOARD BACKLIGHT FAILURE ..... 23
3.13 NO CALL OUT ..... 23
3.14 NO SIGNAL ..... 24
3.15 FILP COVER FAILURE ..... 24
3.16 DISPLAY FAILURE ..... 25
3.17 NO TRANSMITTED VOICE ..... 25

**4. PARTS LIST ..... 26**

ZTE Corporation copyright reserved. No spreading aboard.

# 1. Product Overview

## 1.1 Standard Configuration

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

## 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

<ZTE corporation copyright reserved. No spreading aboard.>

### 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#" →Press the **OK** key→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

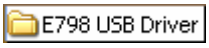
- About software downloading
  Every handset sent to repair must be updated to the latest version.
  Make ensure that the mobile phone is switched on and connects to the computer successfully, and its battery must be installed when its software is downloaded. During the download process, the mobile phone 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

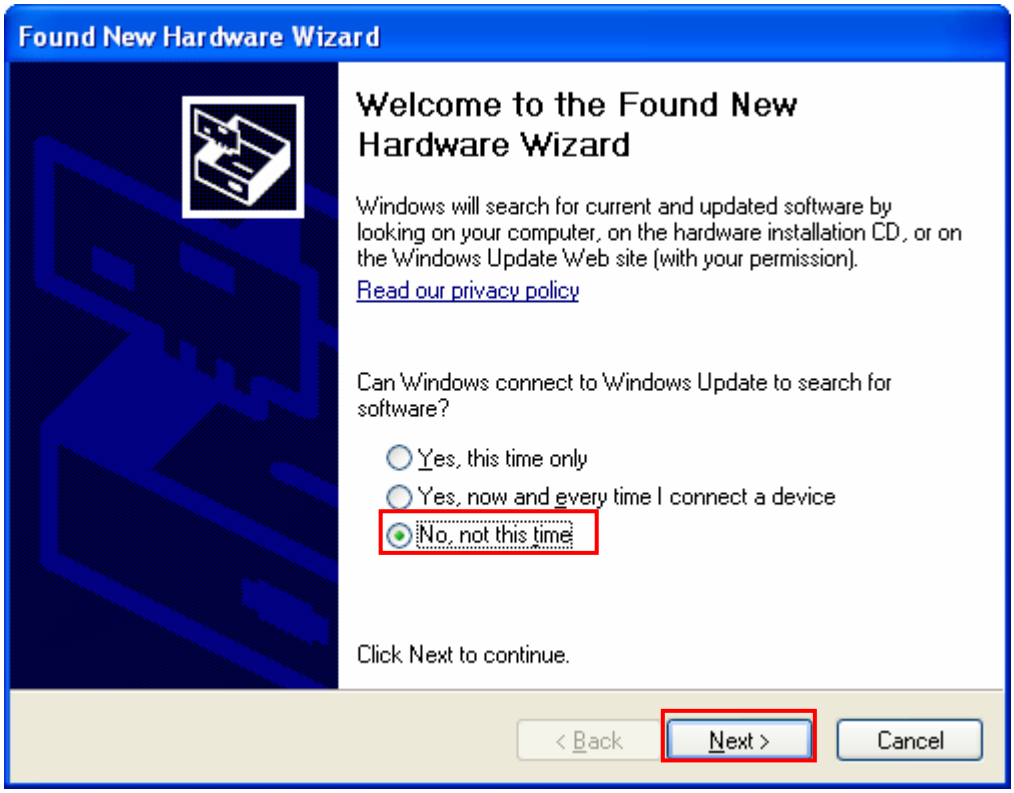
  Notice: When using E798 data cable to download software, it is necessary to install the driver for the data download cable. This document only introduces the operation process while downloading software using E798 data cable.

ZTE Corporation copyright reserved. No spreading aboard.

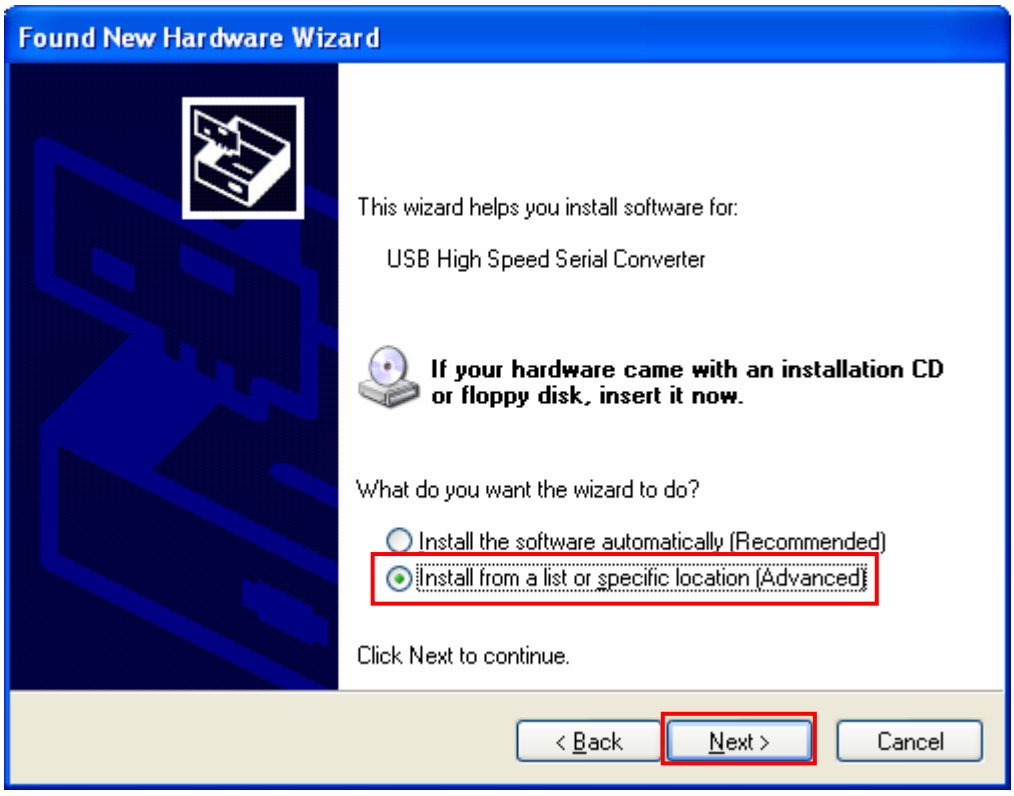
- Driver files for data download cable




- Connect the cable with the computer:
- Select **No, not this time**, and then click **Next**.:

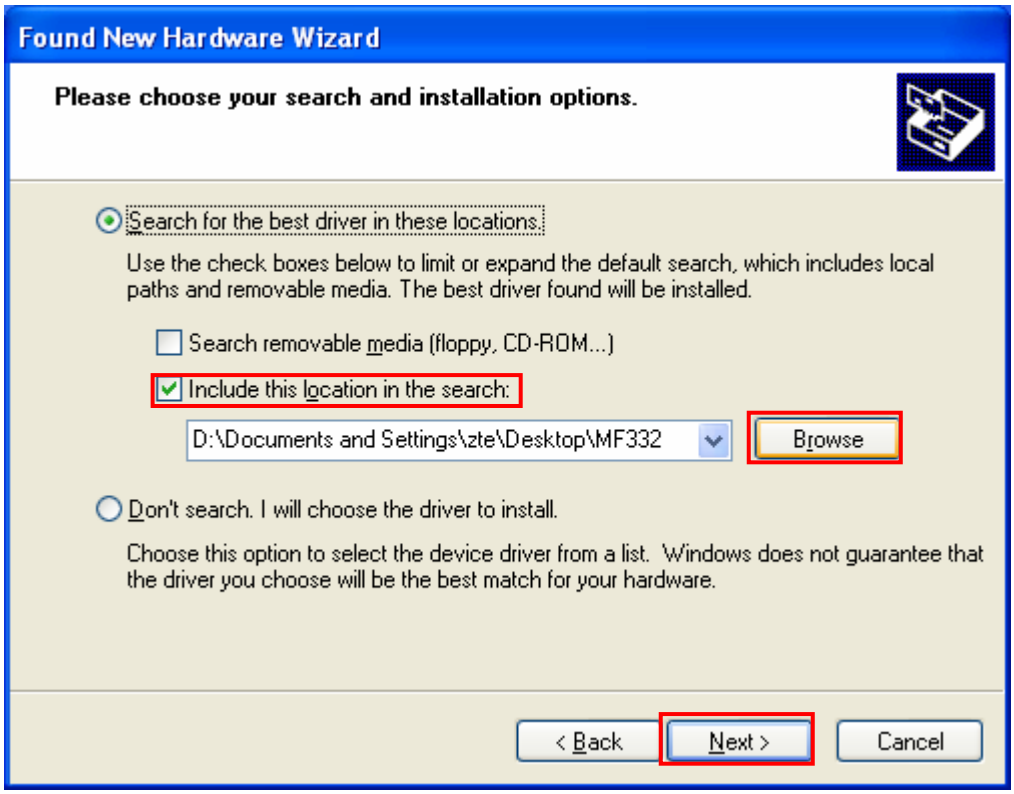



- Select **Install from a list or specific location (Advanced)** and then click **Next**.




ZTE Corporation copyright reserved. No spreading aboard.

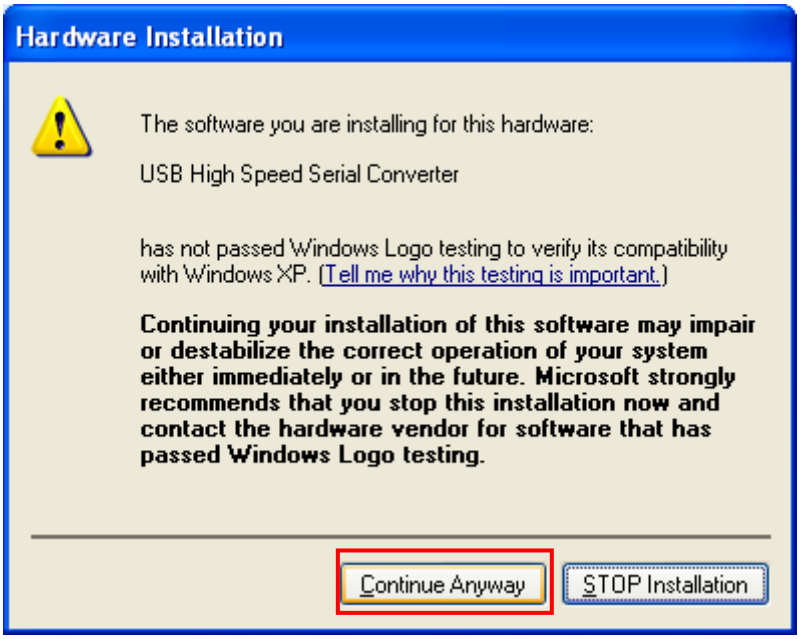
♦ Select **Include this location in the search**, click **Browse**, then click **Next**.



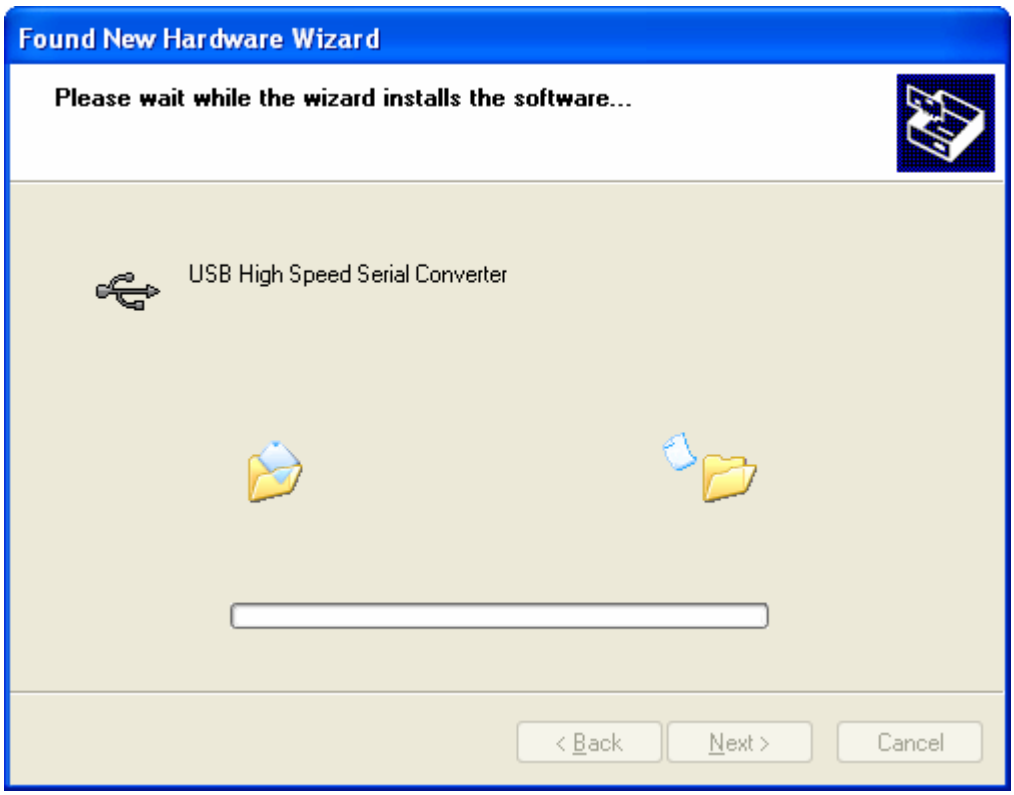

♦ Select **E798 USB Driver**, and click **OK**.

ZTE Corporation copyright reserved. No spreading aboard.

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



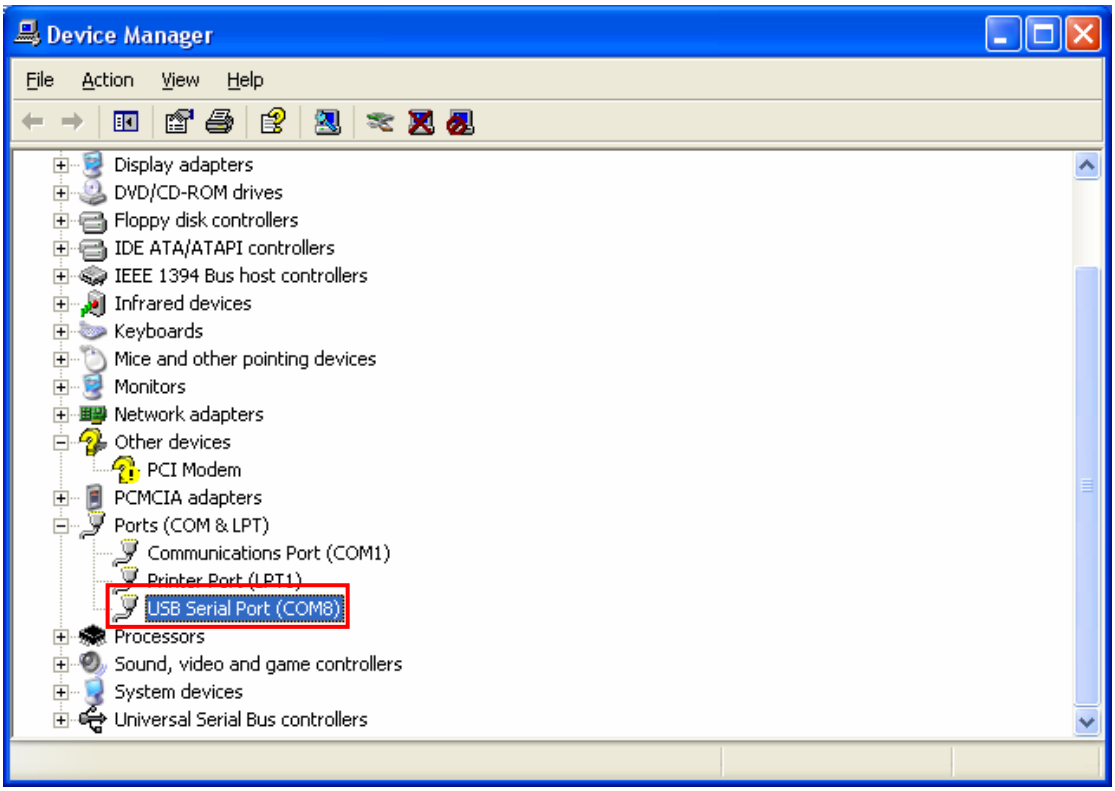

- Wait while installing the software.




ZTE Corporation copyright reserved. No spreading aboard.

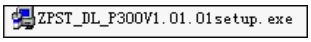
- The installation is finished. An interface appears as shown below:

- 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:

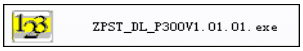



ZTE Corporation copyright reserved. No spreading aboard.

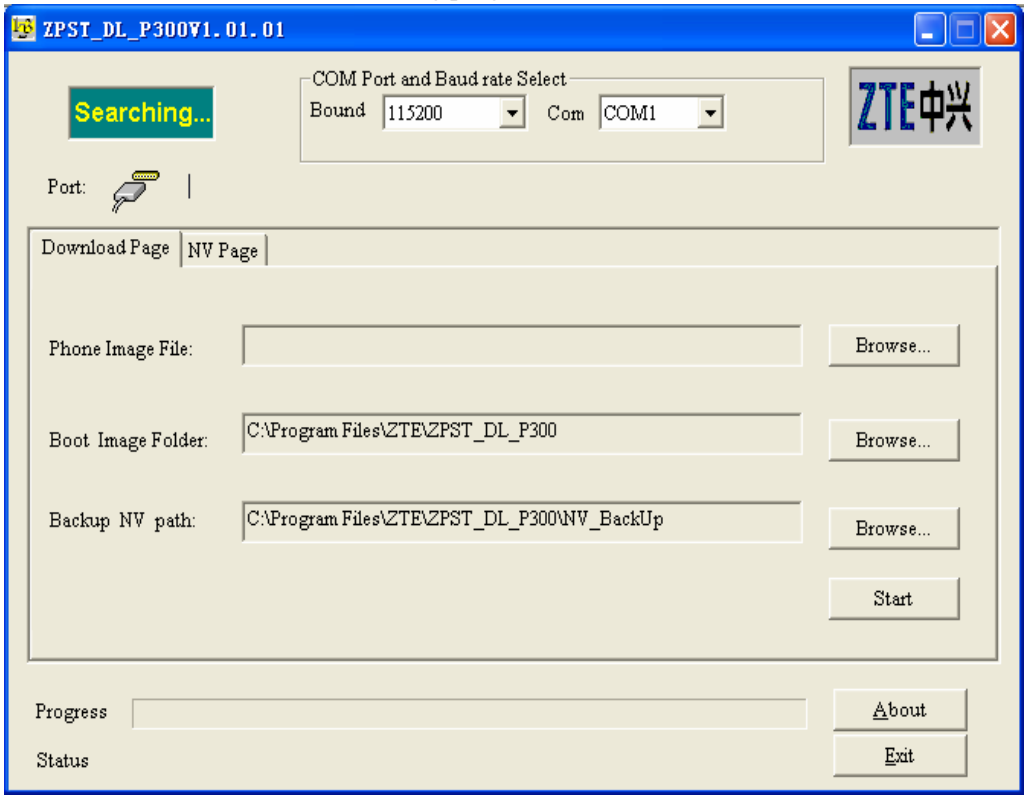
- Install the download platform, ZPST_DL_P300V1.01.01.exe.



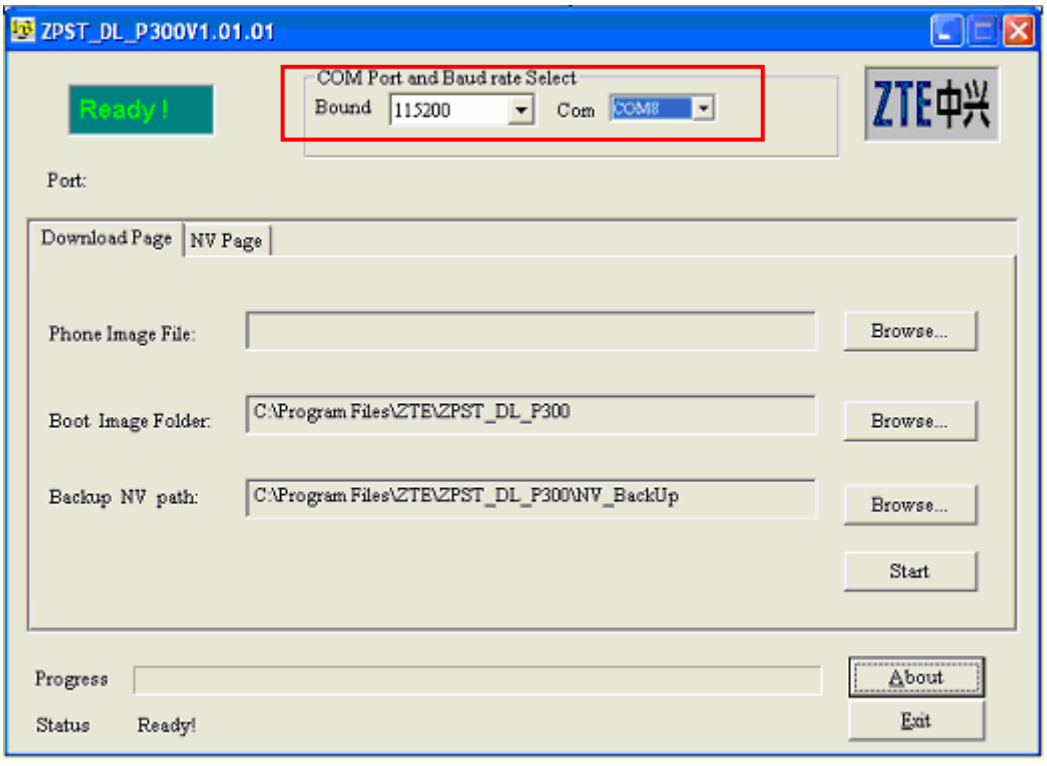

- After installation, double-click the shortcut icon on the desktop.




- The main interface of the downloading program is shown below:

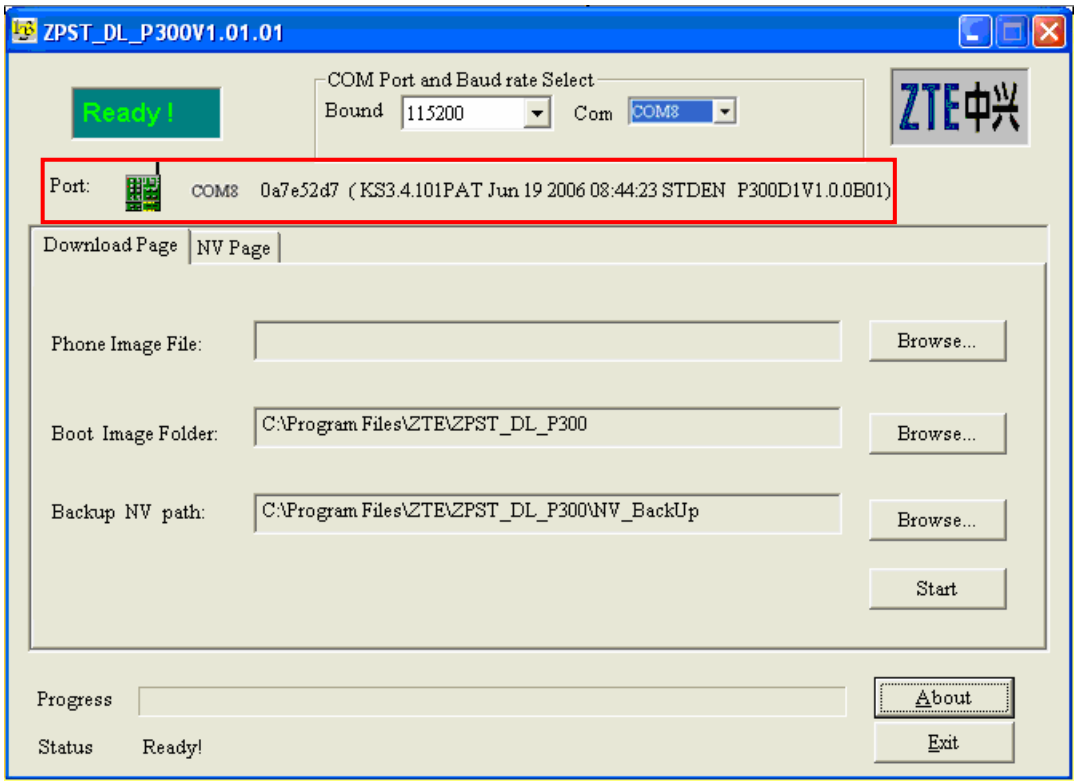



- Set the item **COM Port and Baud rate Select** properly, as shown below:

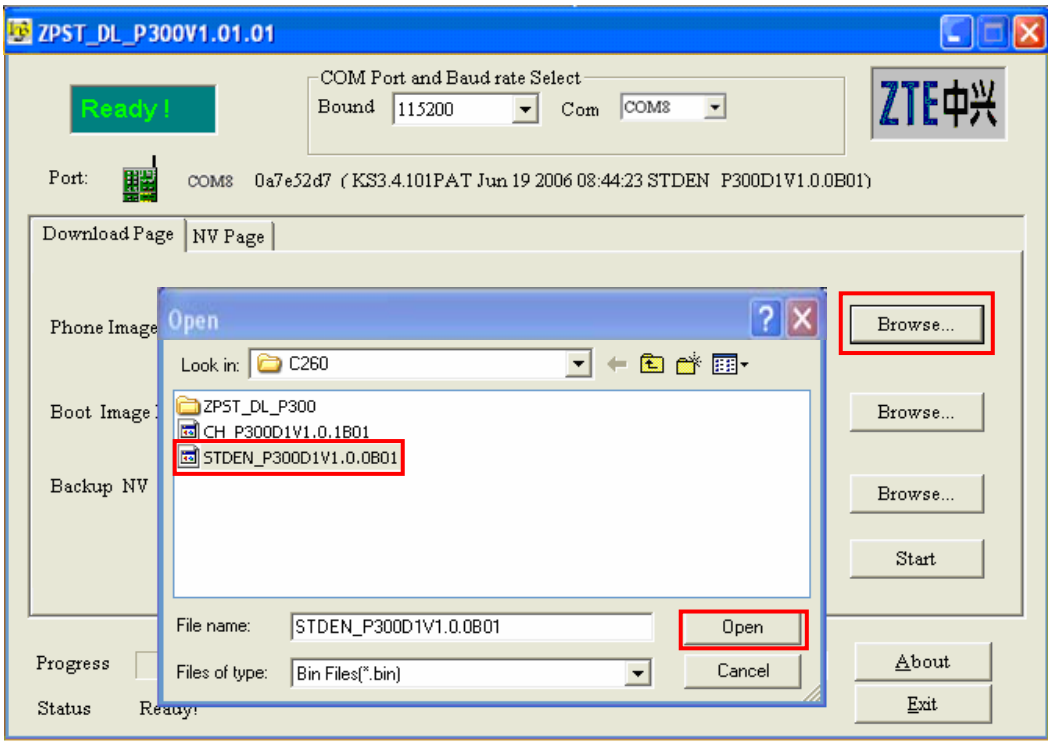



ZTE Corporation copyright reserved. No spreading aboard.

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

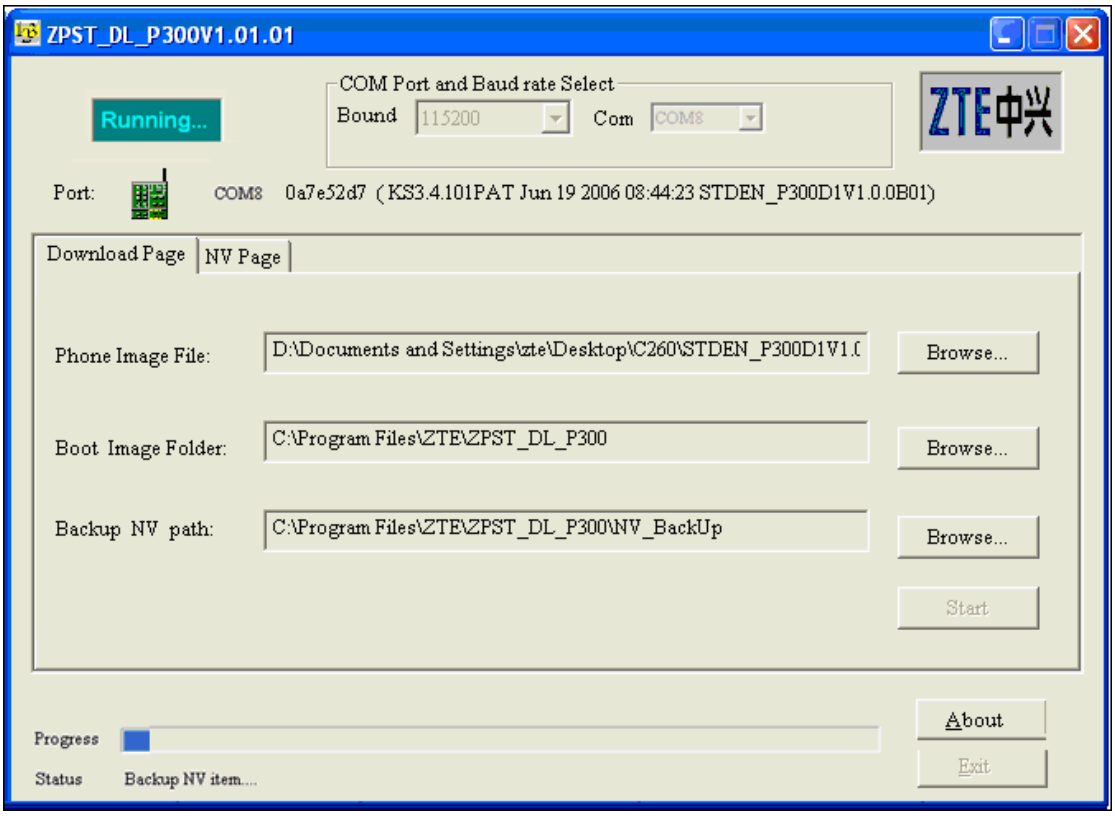



♦ Click **Browse** to select proper software version, as shown below:

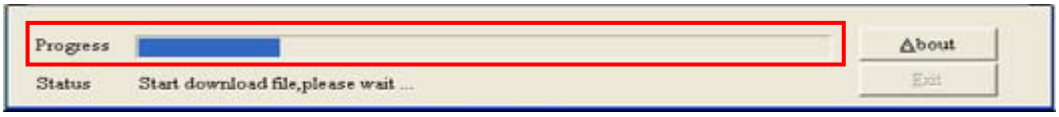


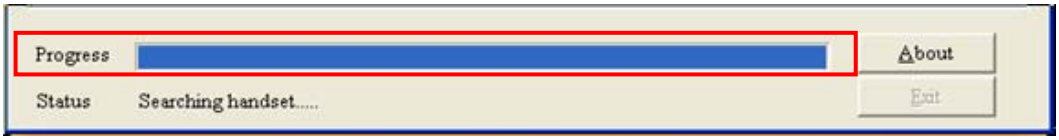

ZTE Corporation copyright reserved. No spreading aboard.

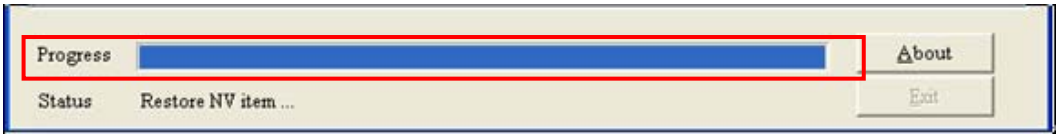
♦ Click **Start** to download the version, as shown below:

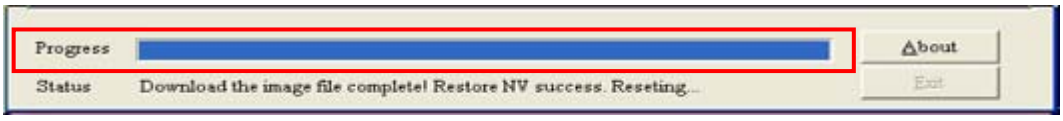



♦ download



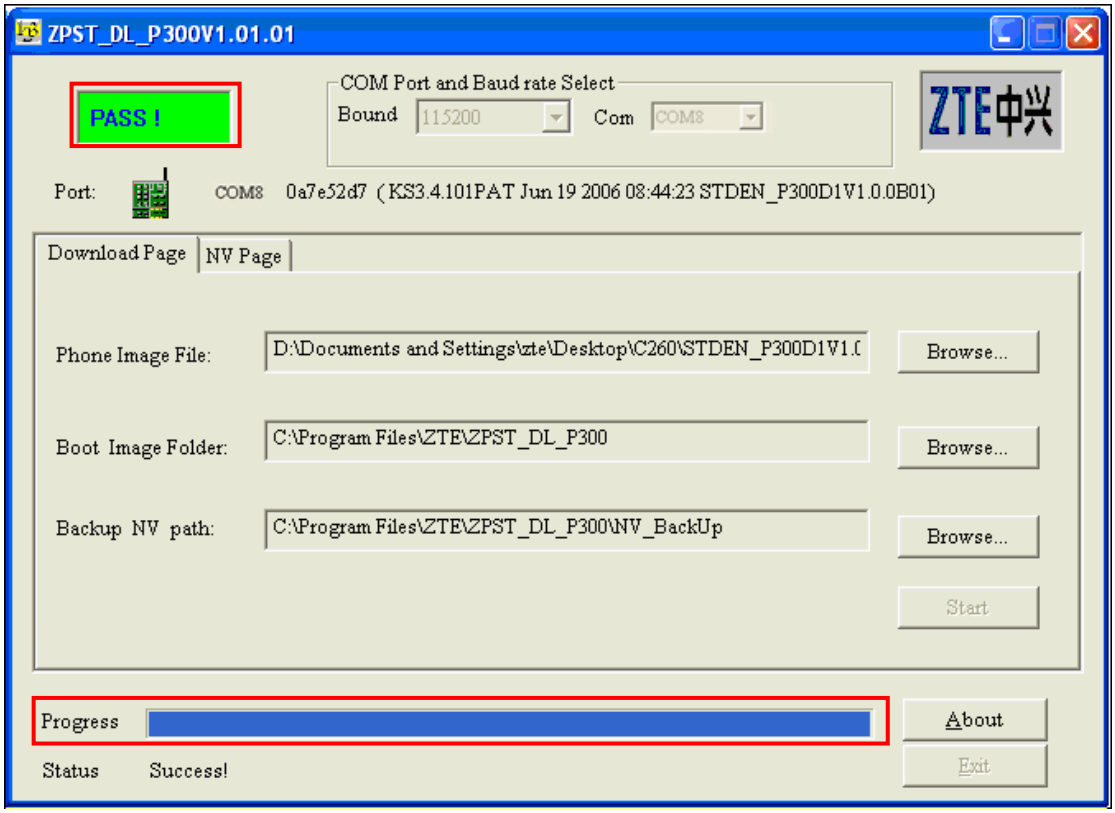





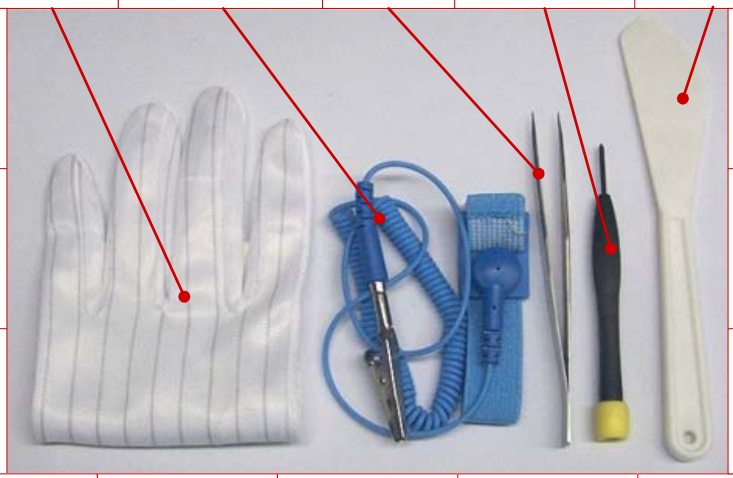

ZTE Corporation copyright reserved. No spreading aboard.

♦ The installation ends up, as shown below:




## 2.3 Disassembling Flow

- Tools Used to Disassemble

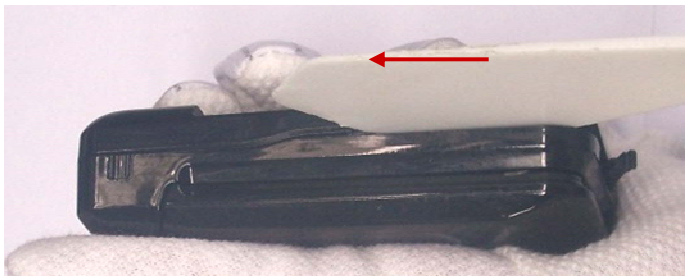
| Anti-electrostatic Glove | Anti-electrostatic Wrist | Tweezers | Screwdriver | Dismantle House Tool |
|---|---|---|---|---|
|  | | | | |

ZTE Corporation copyright reserved. No spreading aboard.

- 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:

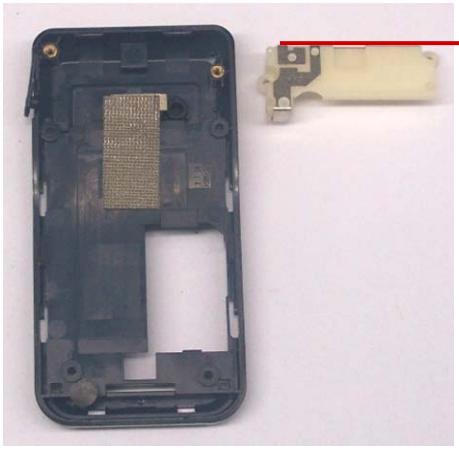
- Disassemble the upper and lower shells of the lower housing using the disassembly, paying attention to the locking positions, as shown below:



ZTE Corporation copyright reserved. No spreading aboard.

- 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.




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

ZTE Corporation copyright reserved. No spreading aboard.

- 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:

ZTE Corporation copyright reserved. No spreading aboard.

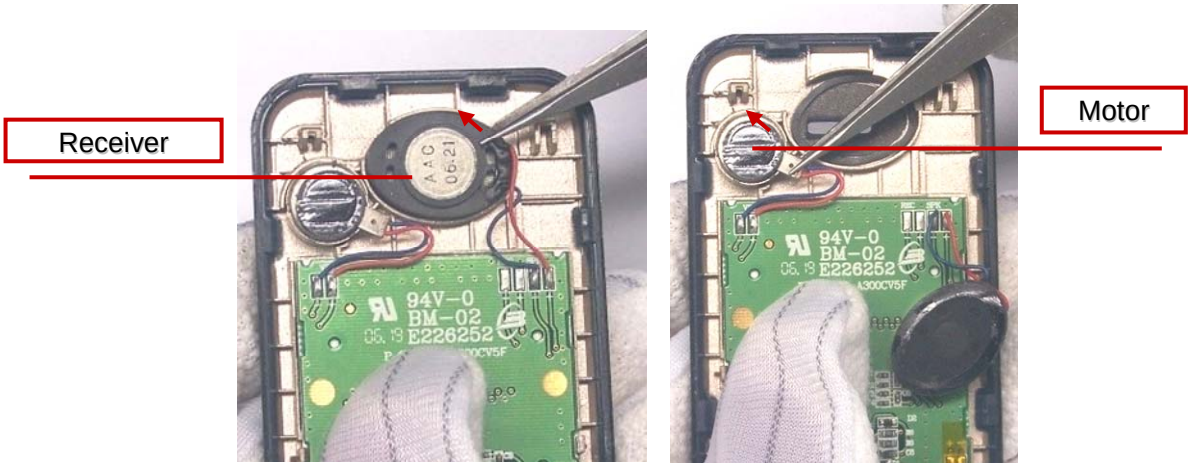
- Notes: Pay attention to the positions of two screws in the upper housing.

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

ZTE Corporation copyright reserved. No spreading aboard.

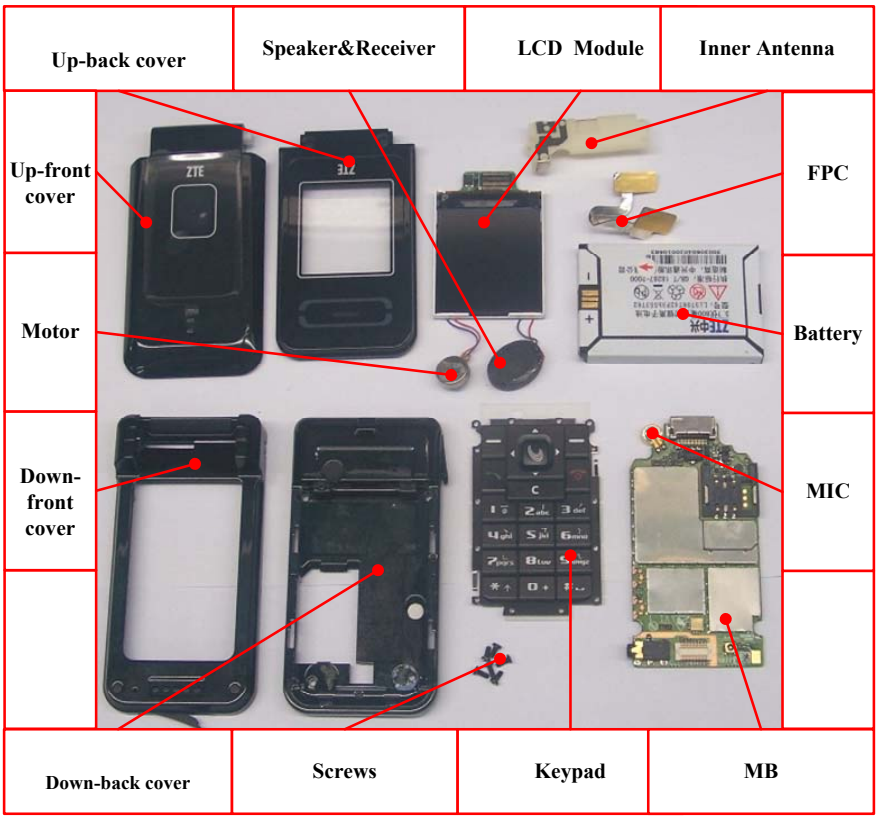
- Notes: The separated upper and lower shells of the upper housing are as shown:

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



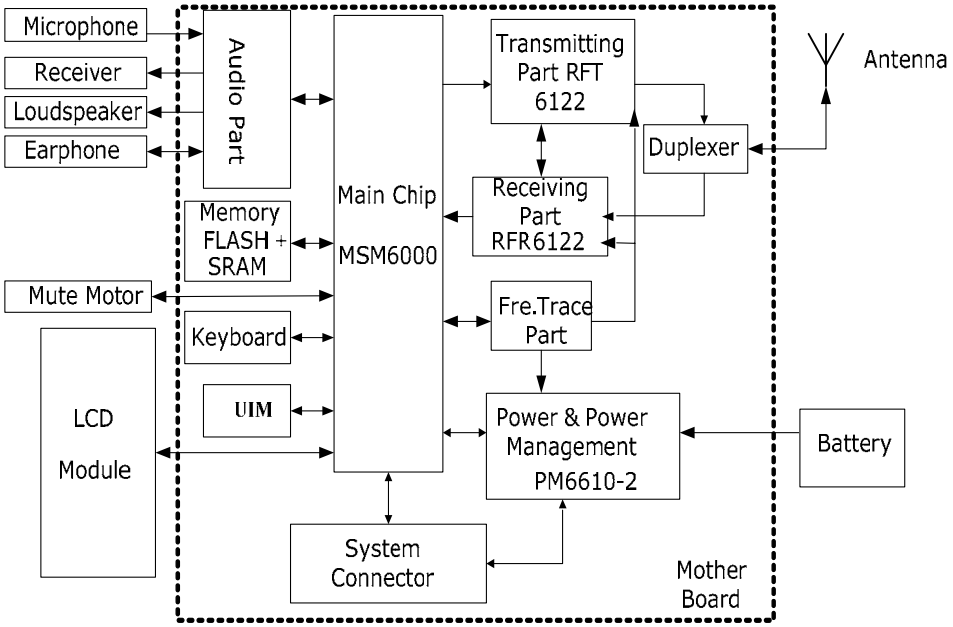

ZTE Corporation copyright reserved. No spreading aboard.

## 2.4 Components



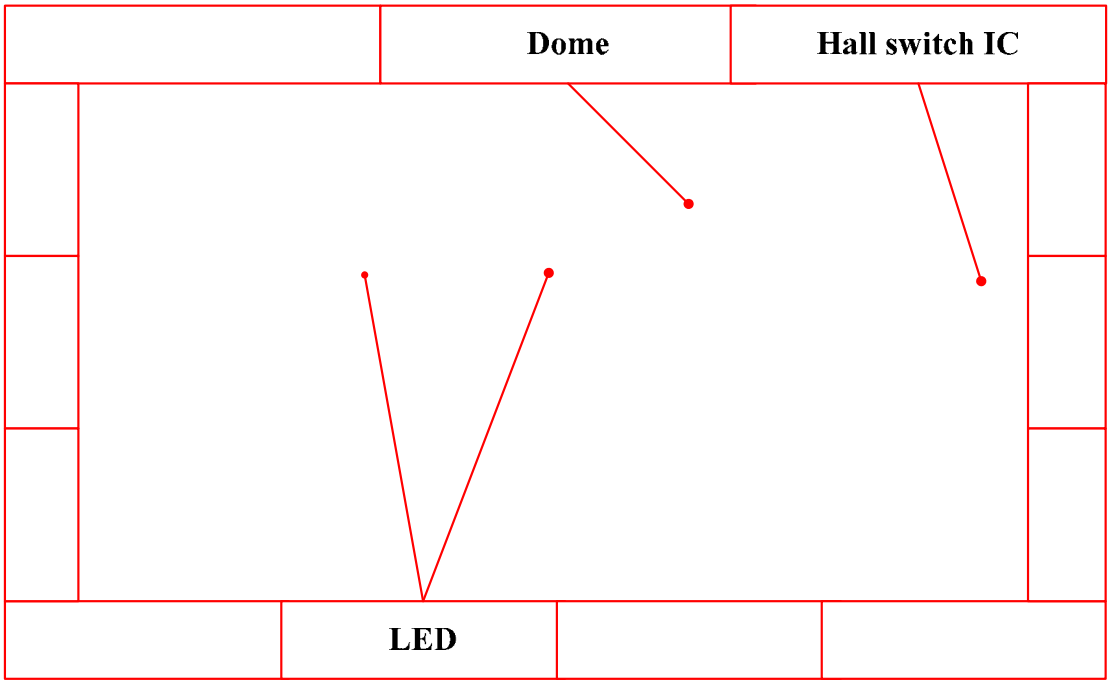

## 2.5 Block Diagram

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

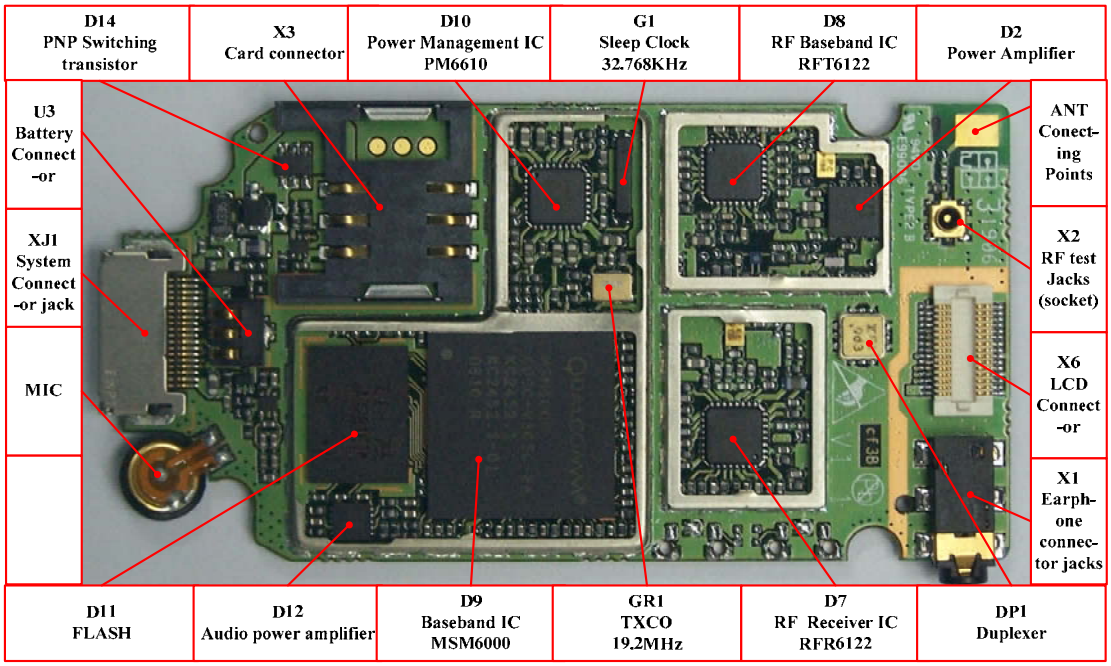



ZTE Corporation copyright reserved. No spreading aboard.

## 2.6 Basic Device Distributing




MB Top Distributing




MB Bottom Distributing

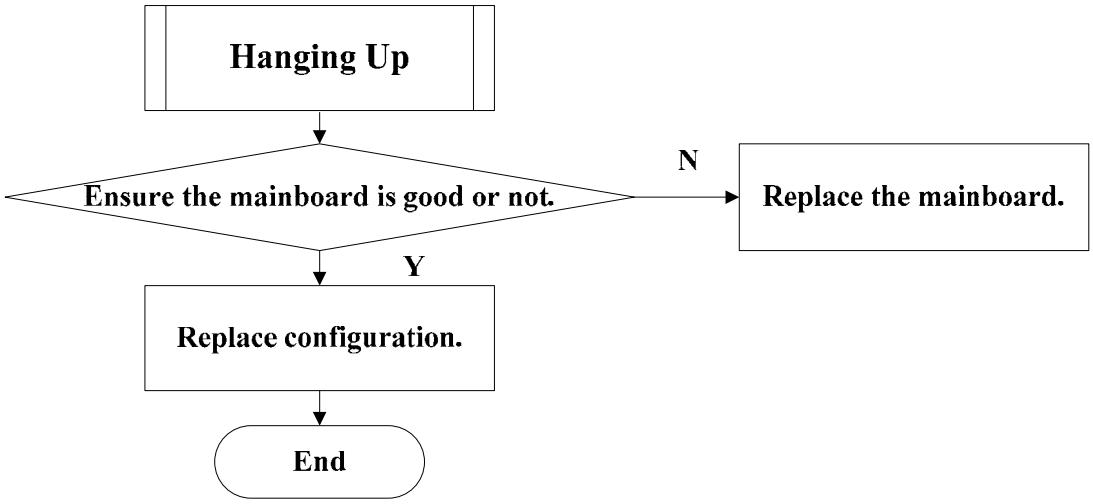
ZTE Corporation copyright reserved. No spreading aboard.

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

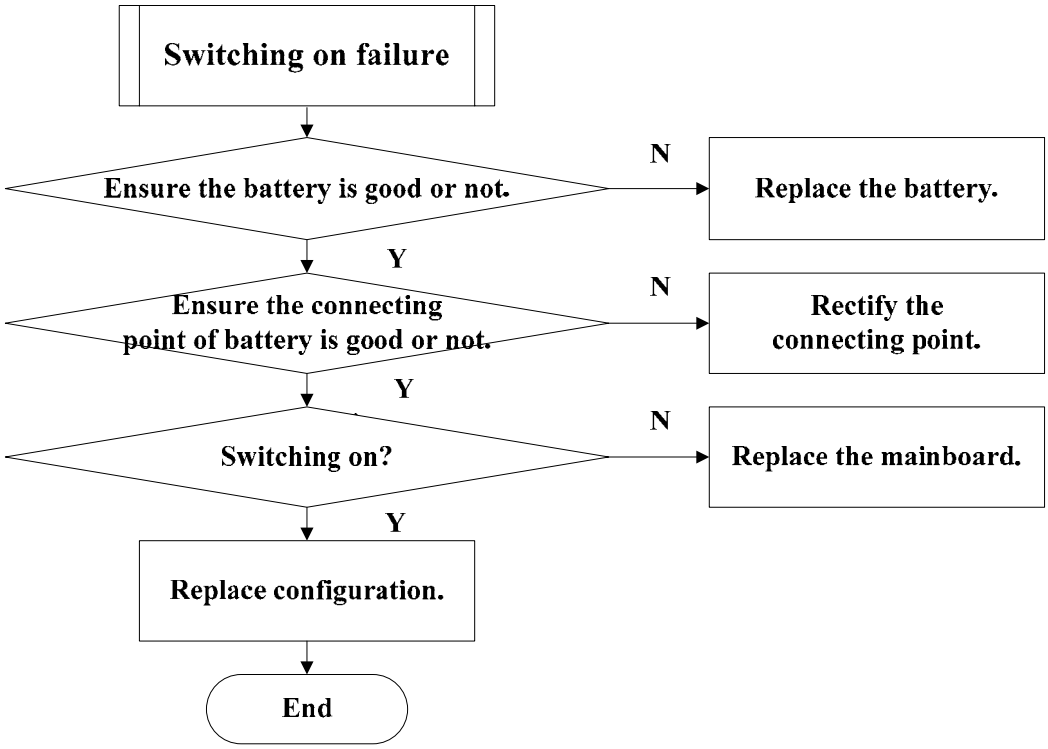
## 3.1 Outer Parts Failure

Outer parts failure according to the dismantling flow.

## 3.2 Hanging up

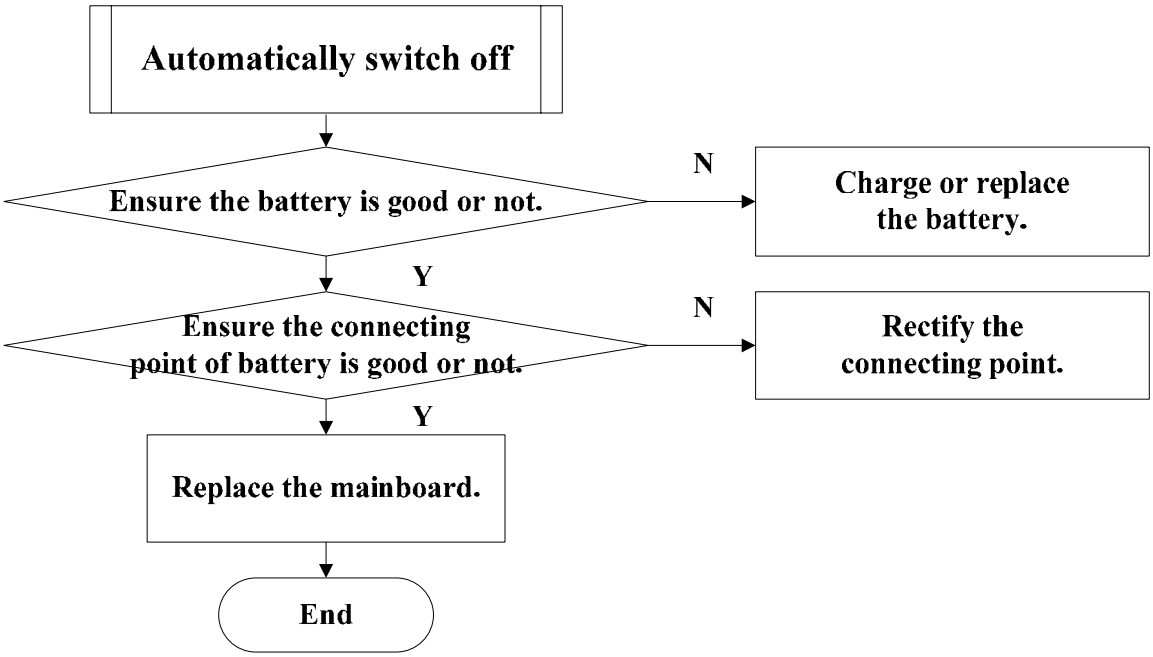



## 3.3 Switching On Failure

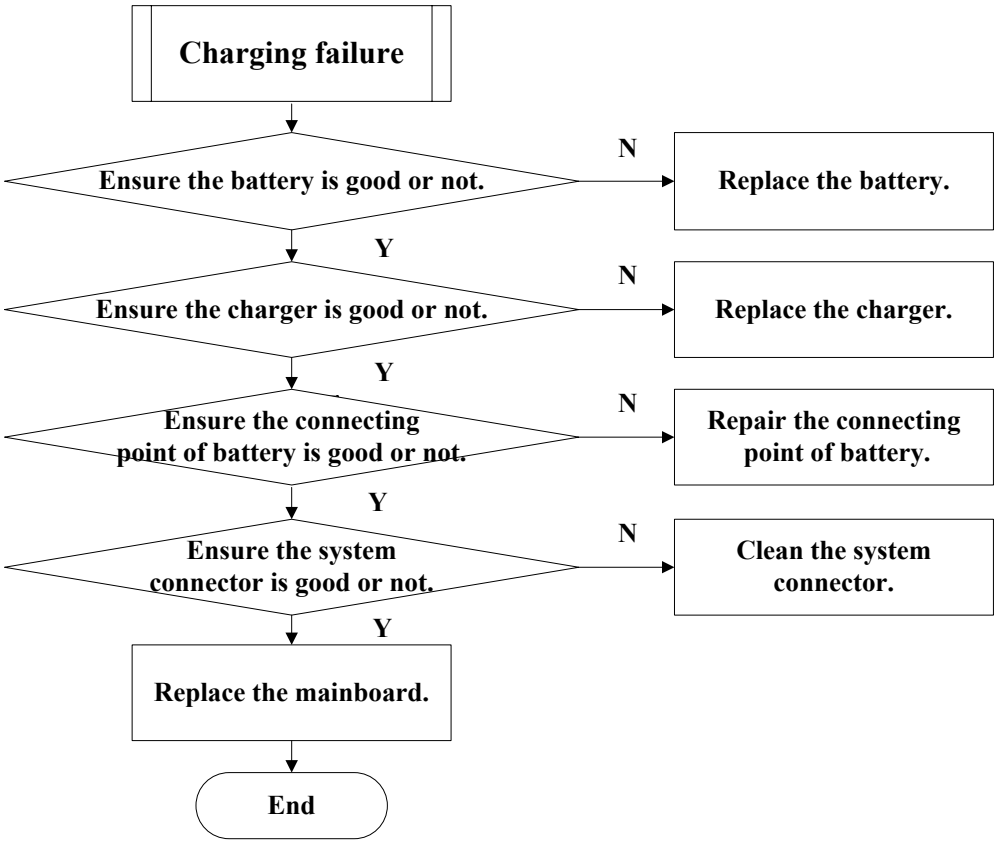



ZTE Corporation copyright reserved. No spreading aboard.

## 3.4 Automatically Switch Off

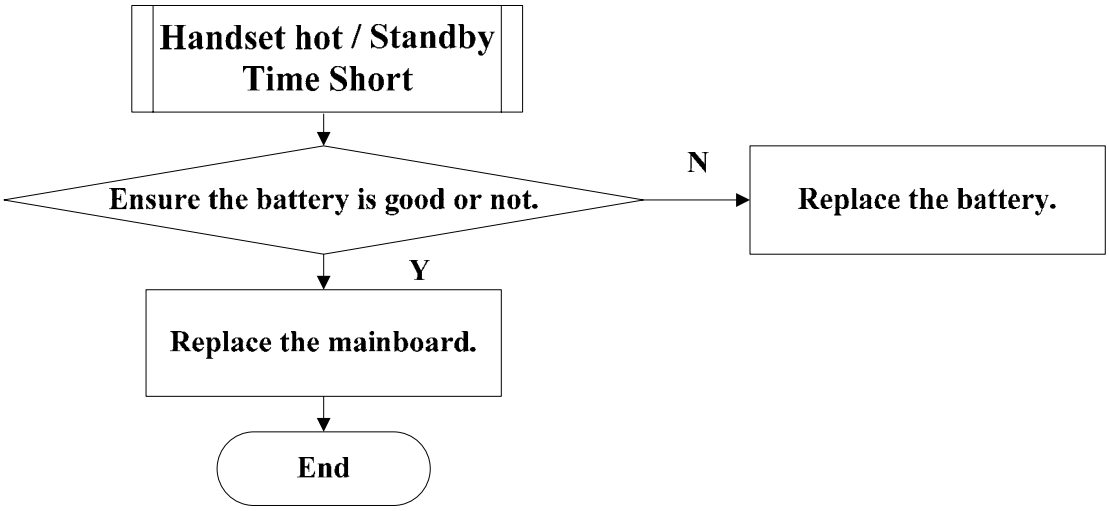



## 3.5 Charging Failure

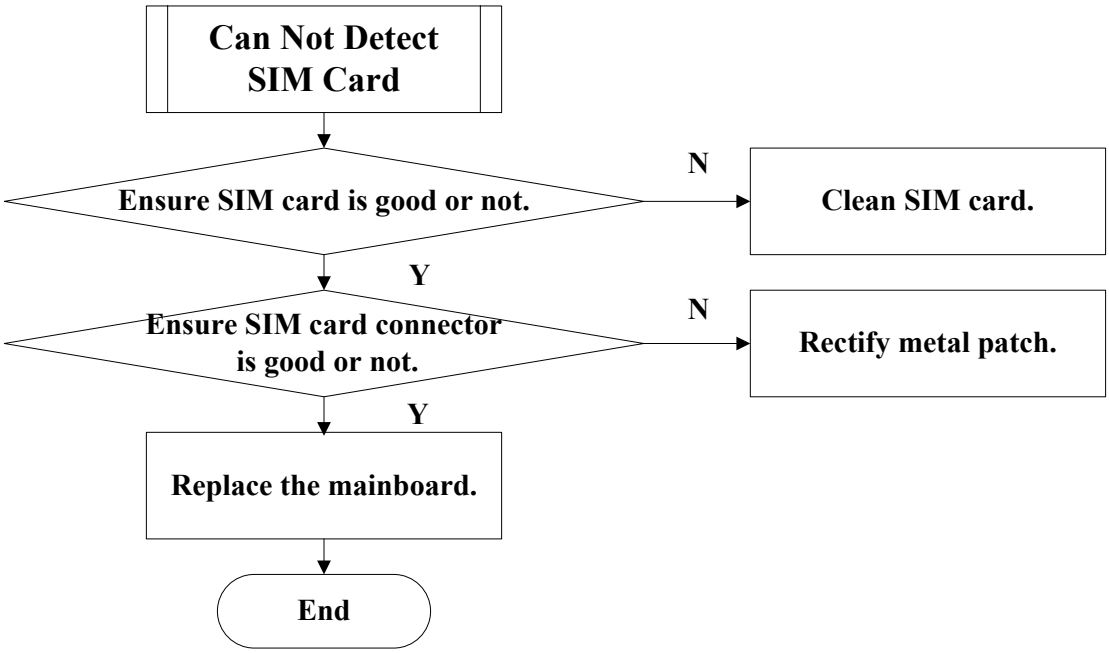



ZTE Corporation copyright reserved. No spreading aboard.

## 3.6 Handset Hot/Standby Time Short

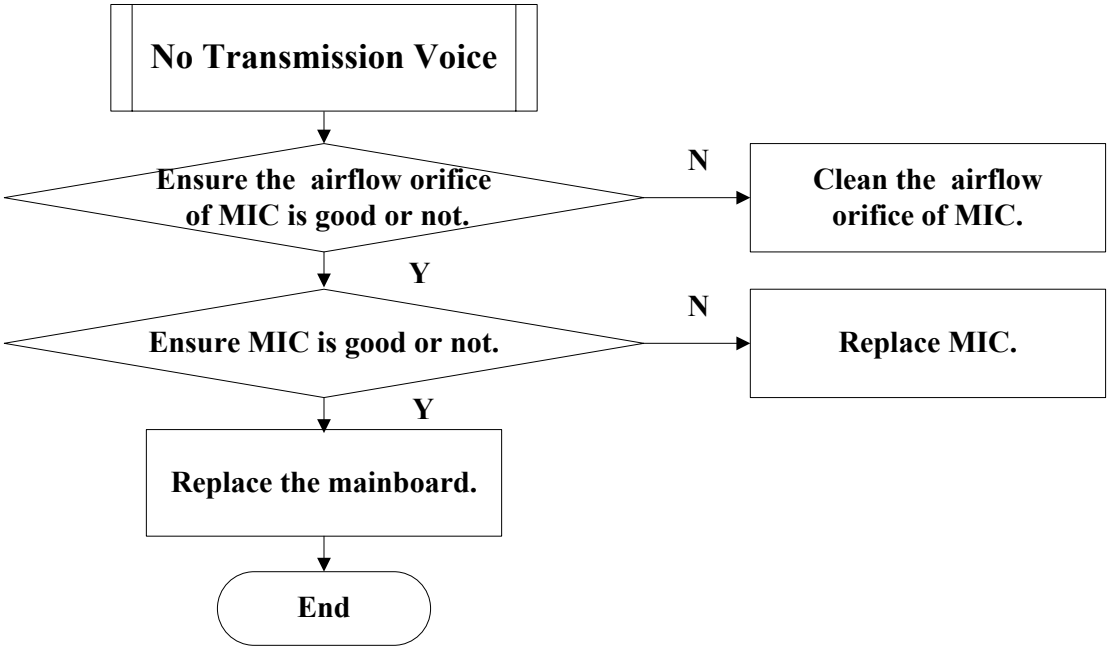



## 3.7 Can Not Detect SIM Card

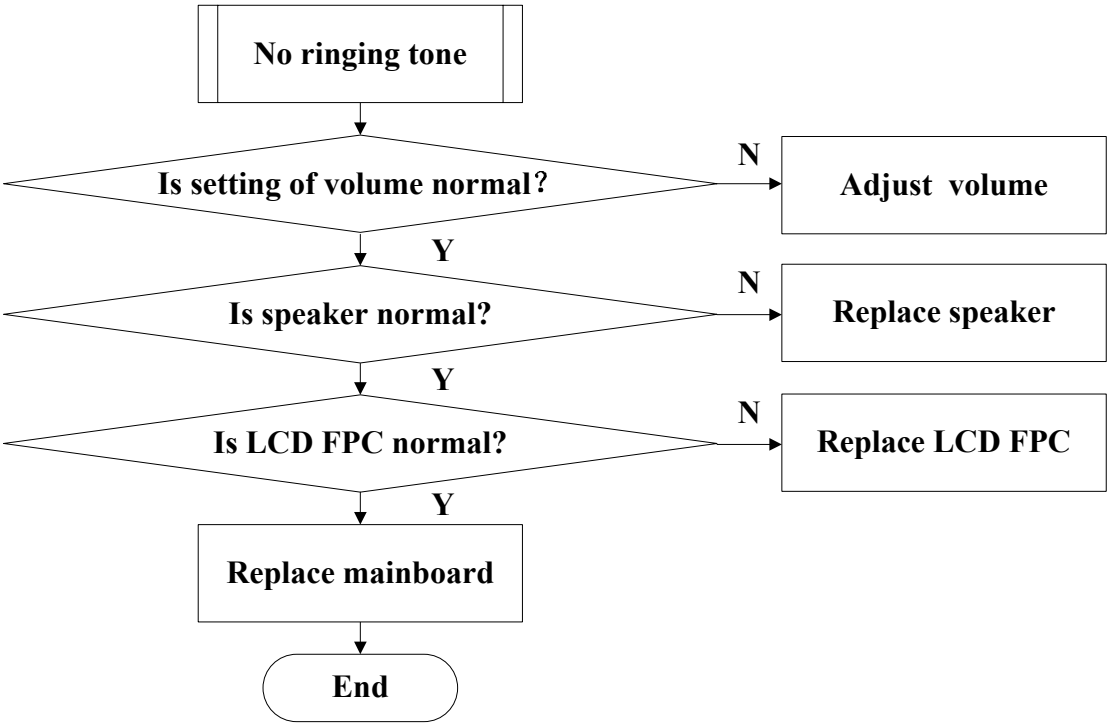



ZTE Corporation copyright reserved. No spreading aboard.

## 3.8 No Transmission Voice

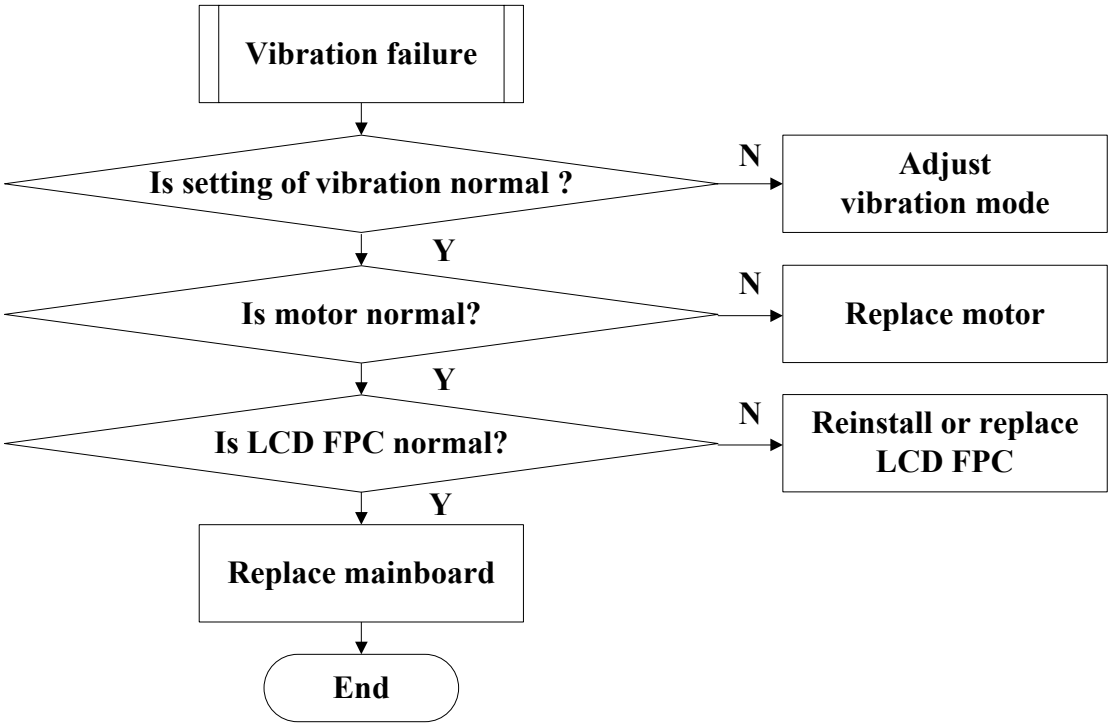



## 3.9 Mute Ring/Low Ring Volume

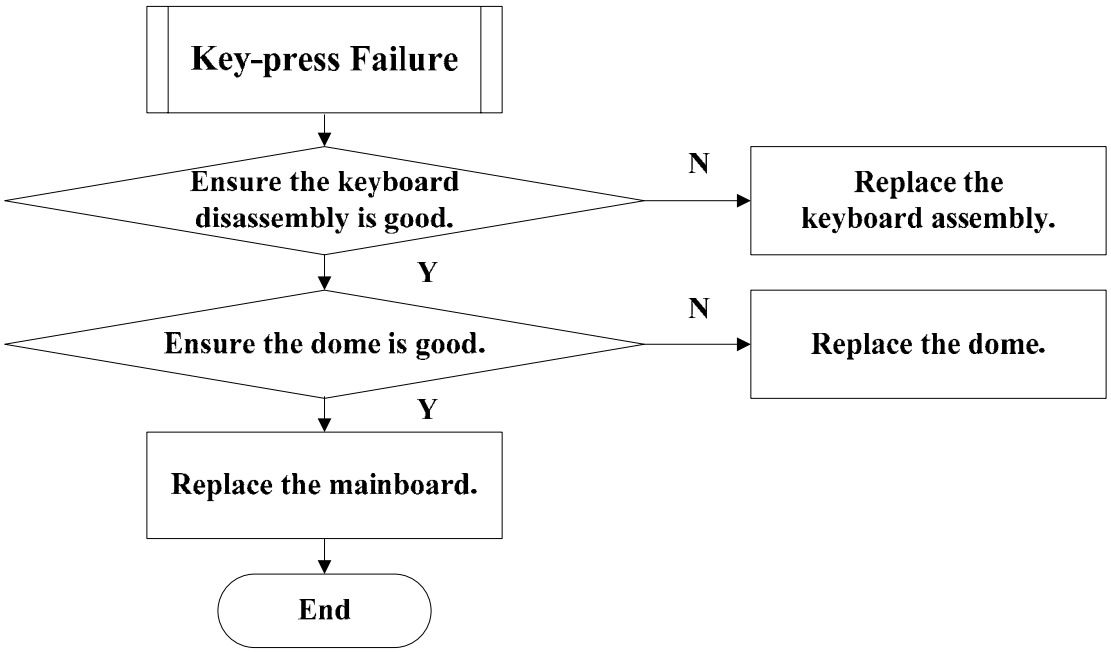



ZTE Corporation copyright reserved. No spreading aboard.

## 3.10 Vibration failure

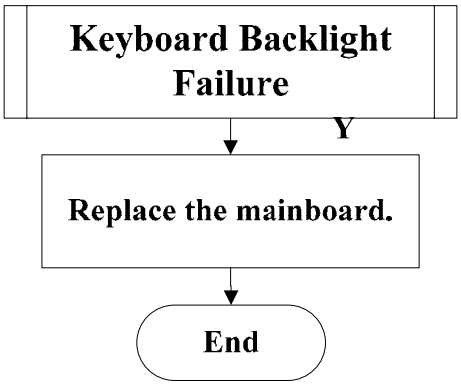



## 3.11 Key-press Failure

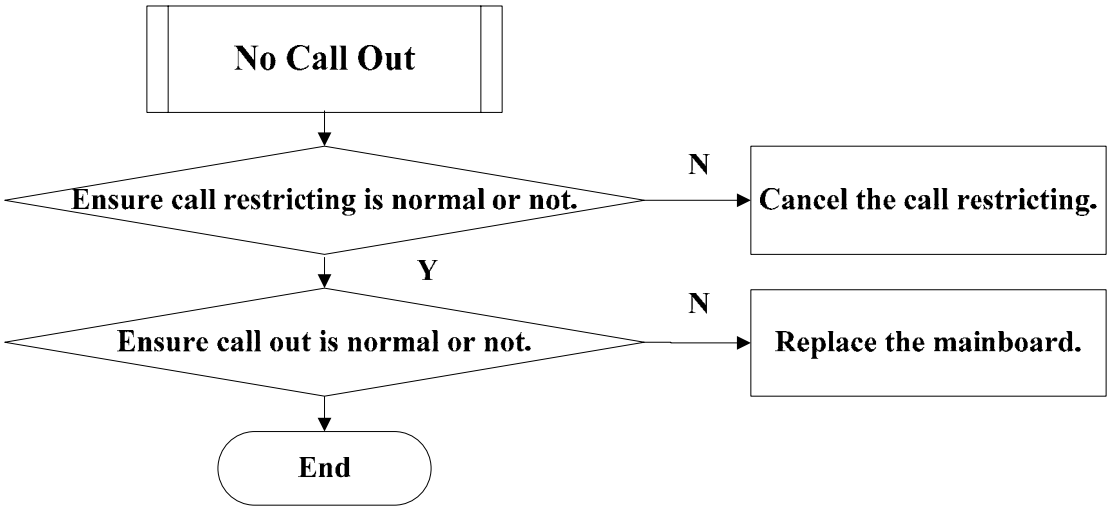



ZTE Corporation copyright reserved. No spreading aboard.

## 3.12 Keyboard Backlight Failure

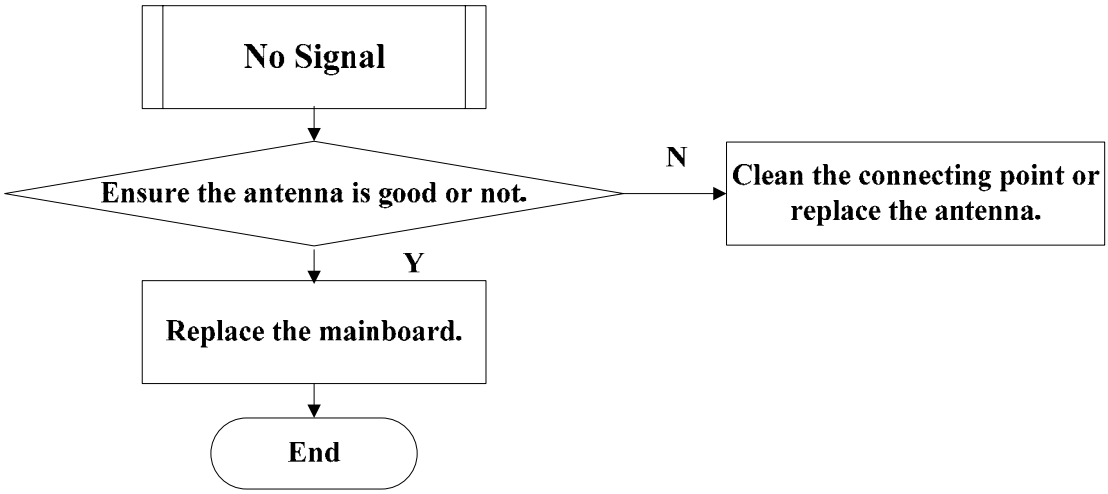



## 3.13 No Call Out

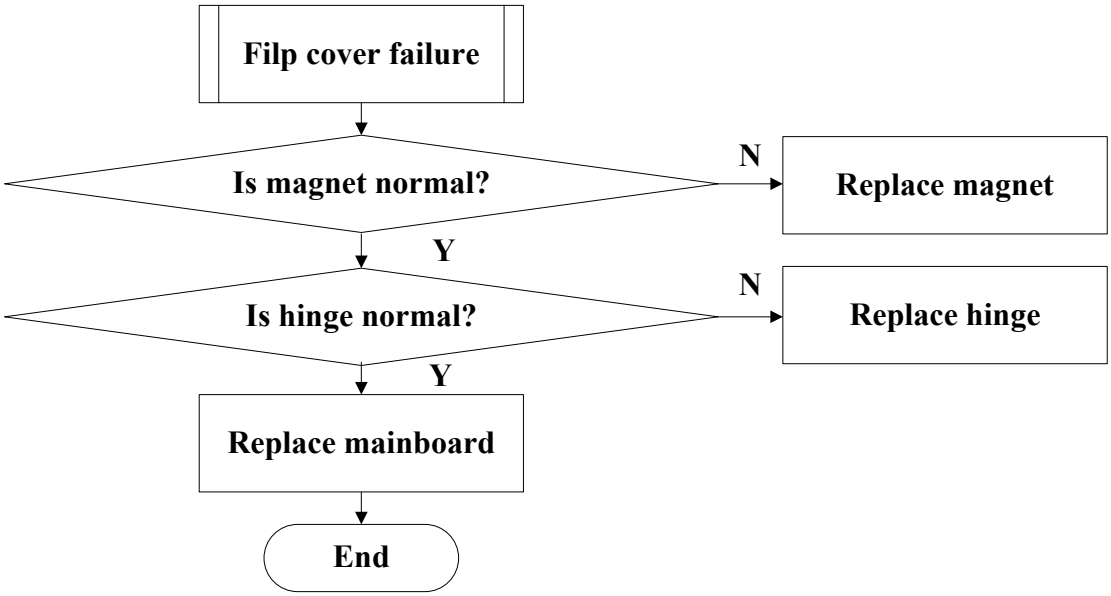



ZTE Corporation copyright reserved. No spreading aboard.

## 3.14 No Signal

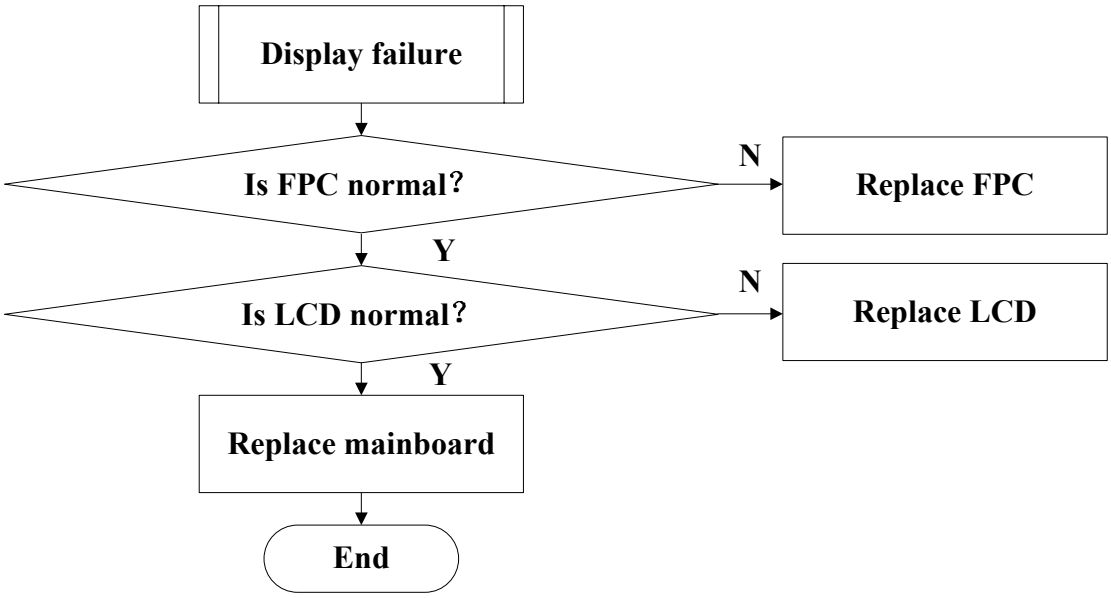



## 3.15 Filp cover failure

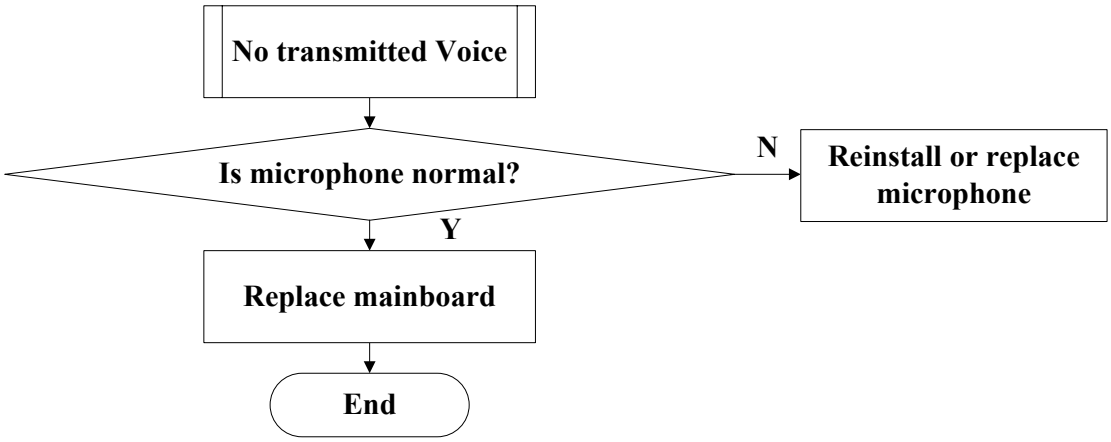



ZTE Corporation copyright reserved. No spreading aboard.

## 3.16 Display failure




## 3.17 No transmitted Voice




ZTE Corporation copyright reserved. No spreading aboard.

# 4. Parts List

| 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.

ZTE Corporation copyright reserved. No spreading aboard.