

Technical Document

Document Title: GOTA G5100 After-sales Service

Manual (Level 1)

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ZTE CORPORATION



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1. Product Summary

1.1 Standard Configuration

SN	Name	QTY
1	Handset	1
2	Li Battery	1
3	Charger	2
4	USB Data Cable	1
5	Earphone	1

1.2 Specifications

- ◆ Network: GOTA (based on CDMA network)
- ◆ Dimensions: about 160mm*55.5mm*27mm
- ◆ Battery capacity: 1700mAh
- ◆ Talk time: up to 5h (depending on the local network signal)
- ◆ Standby time: up to 72h (depending on the local network signal)

1.3 Functions

- ◆ Durability for PTT key / side key / emergency key: 100,000 times
- ◆ Durability for keypad: 300,000 times
- ◆ LCD: 64k colors, 176*220 TFT
- ◆ Call transfer, three-way calling and call waiting (if supported by network)
- Signal indicator, battery capacity indicator, charing indicator, talk time indication, date
 and time indicator
- ◆ Receiving and sending short messages; sending 10 messages as a group, call back with short message numbers; a maximum of 70 messages in message box
- ◆ Getting access to the internet as a peripheral Modem after connected to the PC with data cable; at a highest speed of 153.6kps



1.4 Inner Type

Inner Type	Outer Type
G5100	G5100

2. Inner Structure and Elements

2.1 Function Test

Function test code

- ♦ Input 147*2356#089 to enter function test mode
- Select '1. Test Automatically': press key '1' and the handset will be tested automatically; check whether the LCD is normal.
- ♦ Begin key test (test PTT key / up side key / down side key / OK key / Cancel key / up key / down key / left key / right key / Answer key, and plug in the earphone, press the earphone key, pull out the earphone, make emergency call), then start to test ring tone, echo, earphone, LED flashlight and vibration.
- ♦ Select '2. Test Manually': press key '2' to begin LCD, keypad LED, key-press, ring tone, echo, earphone, LED flashlight and vibration test, then press the right soft key to go back to the standby interface (plug in earphone to hear music before earphone test);
- Select '3. ESN': press key '3' to check whether the ESN number is the same with the one in the label and box;
- Select '4. Software Version': press key '4' to check whether the software version, model and frequency range meet the intended requirements, then record them and press the 'right soft key' to go back to the parent directory to begin next test;
- ♦ Select '5. Clear Data': press key '5' and select 'Yes' to clear data, then press the 'right soft key' to go back to the standby interface after test.

Main function tests

- ♦ LCD test: Check if the LCD has display defects such as line defect, spot defect, and screen contortion
- Ring tone and vibration test: Ring tone has no exceptional noise and burst noise, the volume is equal to or more than 90db; the vibration is eve, has no noise, and lasts more than 1s
- Keypad test: Check if it is possible to type the correct characters by each key. The strength should be even, and the keys should be elastic
- ♦ Audio loop test: Blow to the microphone, and the speaker sends out rustles, but no other noise
- Earphone test: Plug in the earphone, blow to the microphone, and the speaker sends out rustles, but no other noise
- ♦ FM test: Plug in the earphone, no exceptional noise and burst noise in music
- Press 'End' key after test and the handset will be restarted

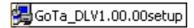


2.2 Software Download

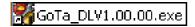
- Software download instruction
 Each handset to be repaired should be upgraded to the latest version, that is, each repaired handset should be in the latest version.
- Download data cable
 Download data cable of G5100



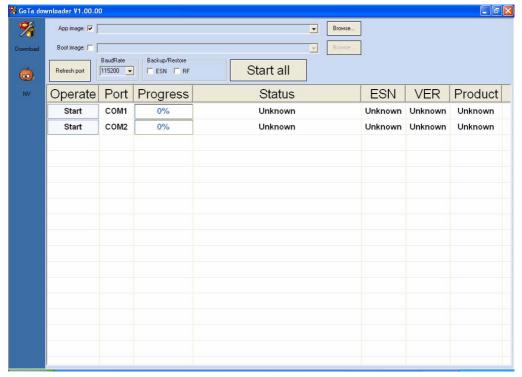
• Install download platform: GoTa_DLV1.00.00setup



Connect the handset and computer with download data cable after successful installation.
 Double-click the shortcut icon on desktop

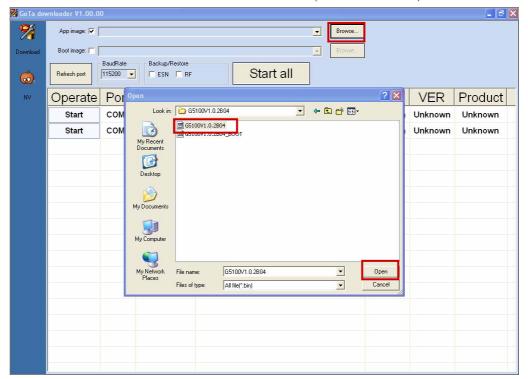


♦ The main interface as following

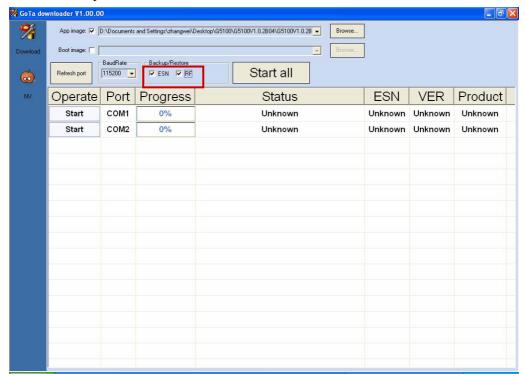




♦ Click 'Browse' to select the correct software version (G5100V1.0.2B04)

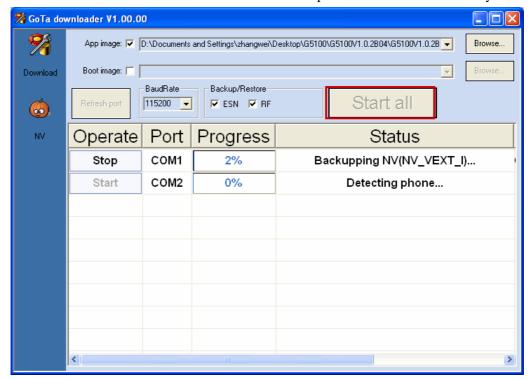


Select 'Backup/Restore ESN and RF'

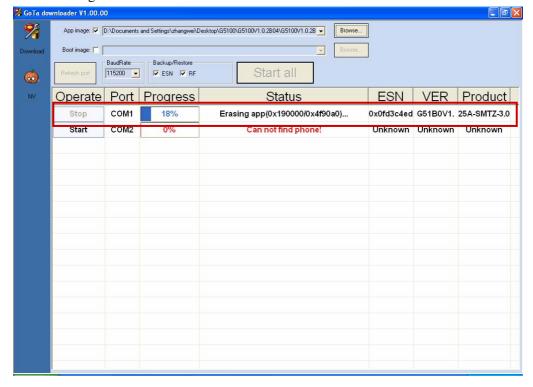




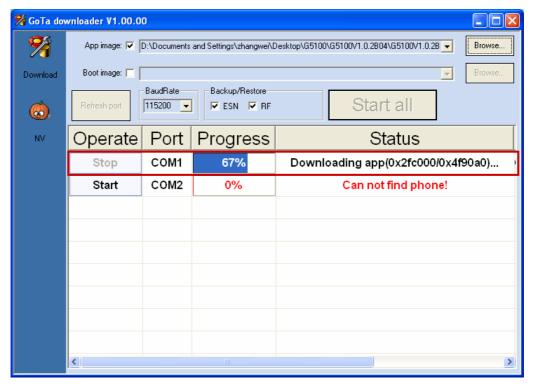
• Click 'Start all' and the handset will search the serial port to download automatically



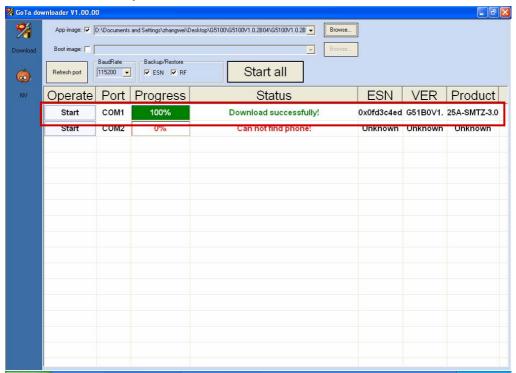
♦ Downloading with COM1







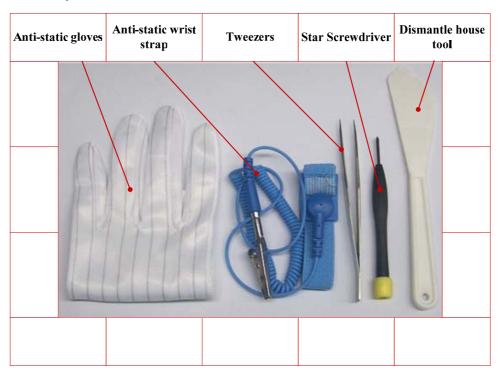
♦ Download successfully





2.3 Disassembly Flow

♦ Disassembly tools



♦ Appearance of G5100





• Take out the battery cover in the correct force direction.



◆ Take out the battery in the correct force direction. Pay attention to the positions of metal patches of battery.



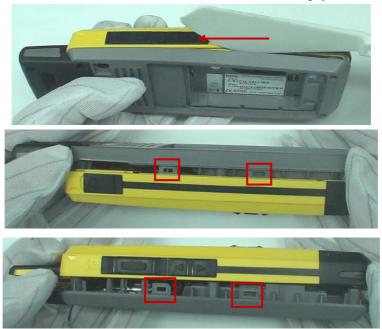




• Take out the foams and waterproof loop for battery with tweezers.

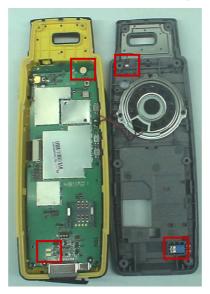


• Separate the front and back cover with dismantle house tool, and pay attention to the locks.





• Pay attention to the positions of antenna and motor after separating the front and back cover.



◆ Take off the three screws of speaker with screwdriver and take out the speaker. Pay attention to the positions of screws. (Note: please don't take out the speaker if not necessary.)







• Take out the antenna and motor with tweezers. Pay attention to the installation positions.



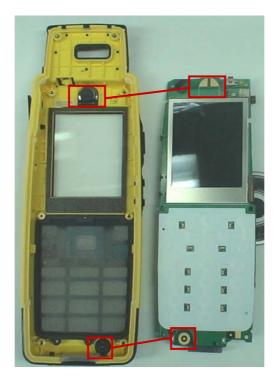
♦ Tilt the mainboard with tweezers, and then take out the main waterproof loop of the system connector.







♦ Take out the mainboard. Pay attention to the positions of connecting points of MIC and receiver.



◆ Take out the receiver, keypad and MIC with tweezers. Pay attention to their installation positions.



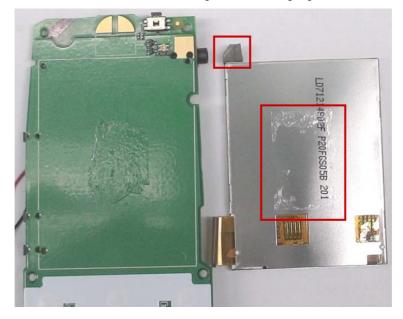


• Take out the LCD with tweezers.





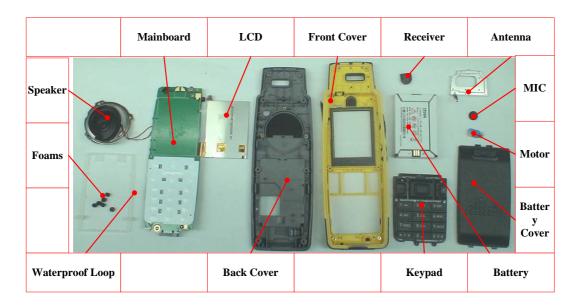
• Pay attention to the double-faced adhesive tape and isolating tape behind the LCD.



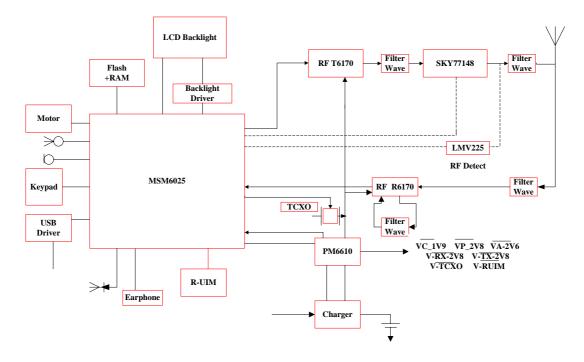
• Note: The assembly flow can refer to the disassembly flow in reverse.



2.4 Composing

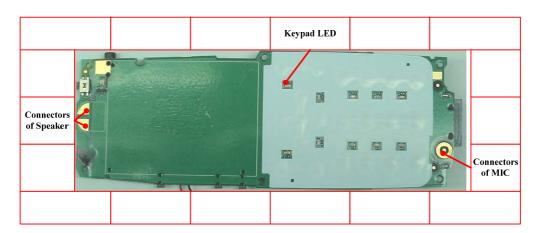


2.5 Principle Block Diagram

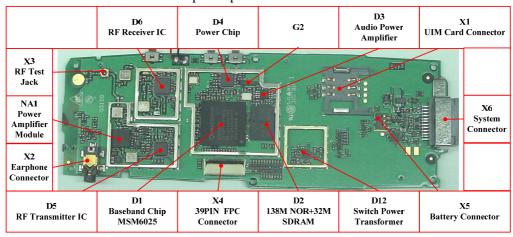




2.6 Basic Component Distribution



Top Component Distribution



Bottom Component Distribution

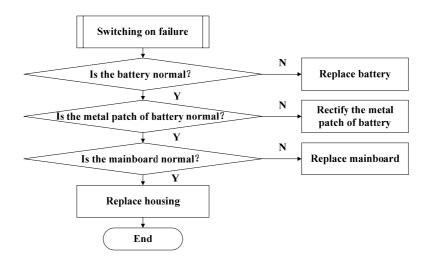
3. Troubleshooting Flow Chart (Level 1)

3.1 Housing Failure

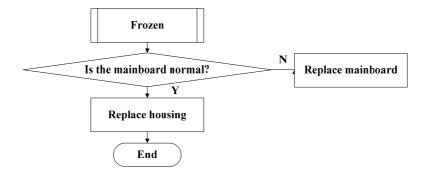
For the housing failure, please make the corresponding replacement according to the Disassembly Flow.



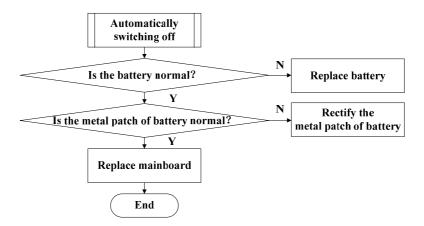
3.2 Switching On Failure



3.3 Frozen

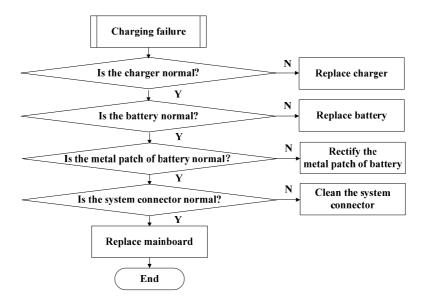


3.4 Automatically Switching Off

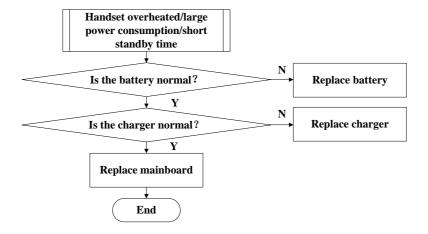




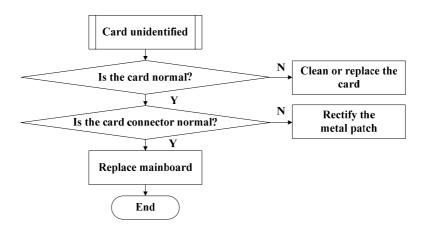
3.5 Charging Failure



3.6 Handset Overheated/Large Power Consumption/Short Standby Time

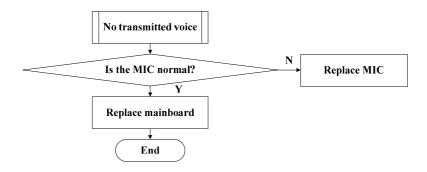


3.7 Card Unidentified

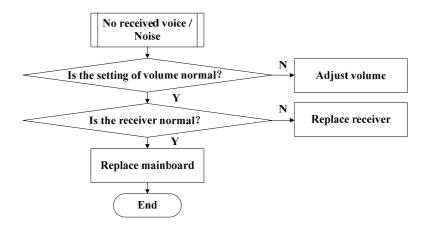




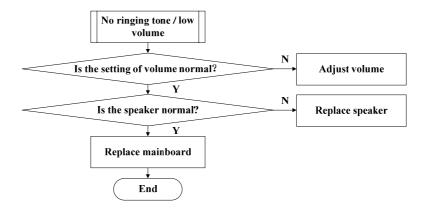
3.8 No Transmitted Voice



3.9 No Received Voice / Noise

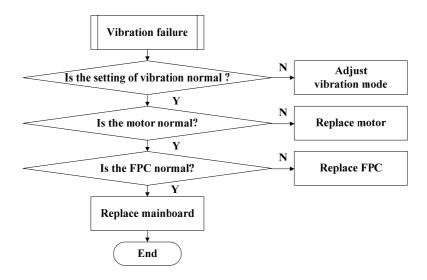


3.10 No Ring Tone / Low Volume

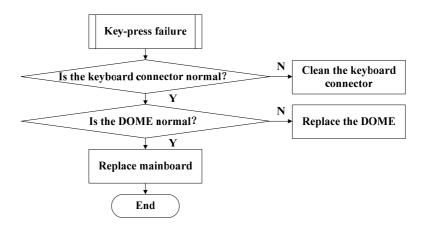




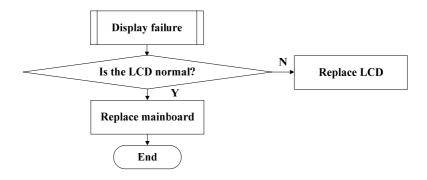
3.11 Vibration Failure



3.12 Key-press Failure

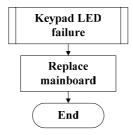


3.13 Display Failure

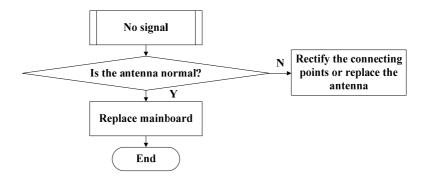




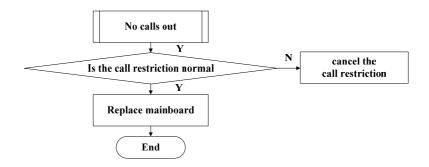
3.14 Keypad LED Failure



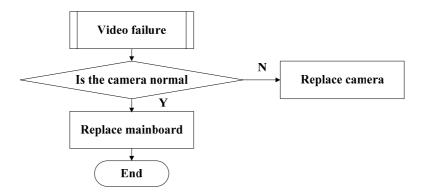
3.15 No Signal



3.16 No Calls Out



3.17 Camera Failure





4. Parts List

	Parts List of GOTA G5100 Mobile Phone		
SN	Material Code	Material Name	
1	55401002376	Front cover of G5100	
2	55402000684	Main waterproof loop of G5100	
3	55401002878	Back cover of G5100	
4	55402000685	Waterproof loop for battery of G5100	
5	55401002378	Battery cover of G5100	
6	55402000668	Keypad of G5100	
7	50603100121	Antenna of G5100	
8	35040300013	MIC of G600	
9	35070100031	Motor	
10	35040100063	Speaker	
11	056472400289	Double-faced adhesive tape	

OMIT (Note: The primary elements position diagrams are given. If all the mainboard BOMs are needed, please make an application to our document base.)