

## Customization - build swap -



*Xperia XZ2 Compact  
H8314, H8324 (Dual SIM)*

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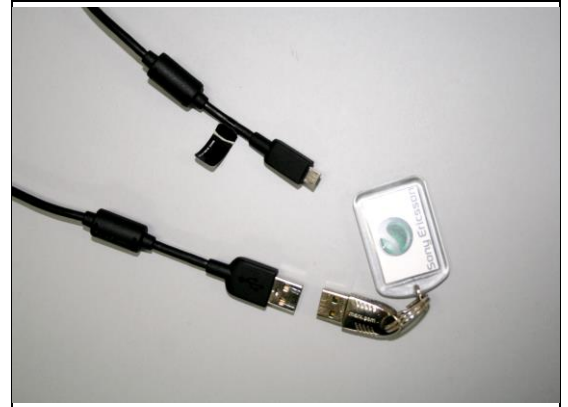
## 1 Emma Login & Script Execution

In order to change a phone from Customer A to Customer B you must run a 'Customization Script' followed by an 'Activation Script'.

Start by launching the Emma application.

Connect the USB TypeC to USB cable to one of the computer's USB ports but do not connect the cable to the phone.

The USB Activation Dongle has to be inserted into one of the computer's USB ports to be able to log in.



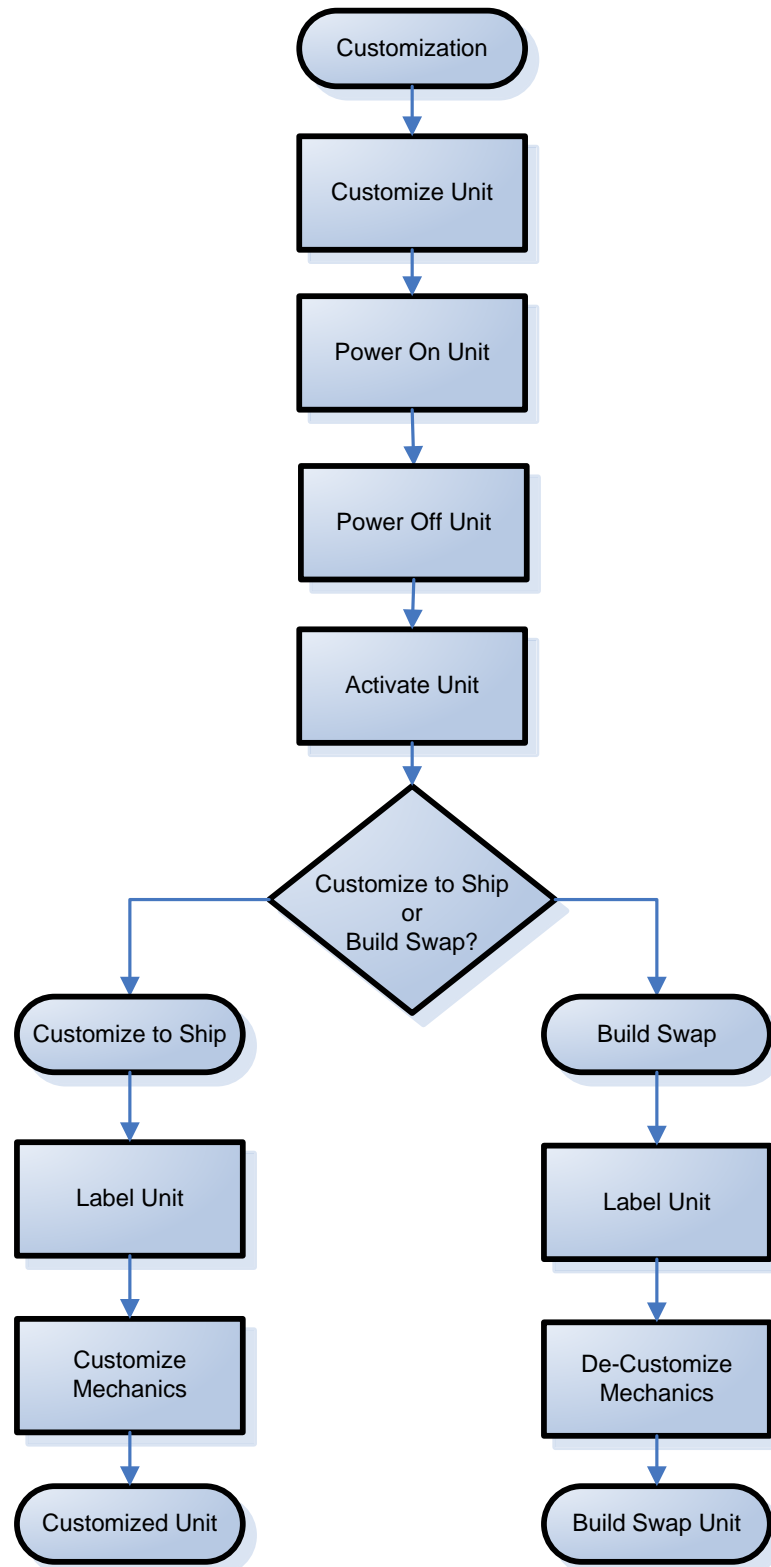
To execute a 'Customization' or 'Activation' you need to be properly logged on to the Emma application by using your User ID and Password.

To execute a 'Customization Script' or 'Activation Script' (or any other function):

- check that the phone is powered off
- press and keep the "Volume Down" key down on the phone
- connect the phone to the USB Cable
- release the "Volume Down" key

When executing an 'Activation Script' you will be prompted for the PIN of your USB Activation Dongle.

## 2 Customization Workflow



## Customization Workflow

The primary reason for the customization process is to create a customized unit.

A customized unit is a unit that is ready to ship as a final swap unit.

The second reason for customization is to create “build swap” units and this can be done by selecting the ‘Service Exchange Unit’ customization script for the particular model.

The instruction steps below refer to the flowchart on previous page.

## 2.1 Customize Unit

After following the steps in section 1, ‘Emma Login & Script Execution’, you can customize a phone as follows:

- look for the Customize script for the desired operator:  
`<Model> <Target> <Lang region> CDF<CDFId>`
- if that script is not available locally, select ‘Server search’ for a complete list of available scripts.

**When creating a ‘build swap’ unit, select an Exchange Unit as the customization scripts!**

- choose the desired script
- the application will download all necessary software to run the script and then flash that software to the phone
- after successful update, disconnect the phone from the USB Cable

***In Swap flow, when changing a phone from Customer A to Customer B, always use the service Customization script!***

***It is important that the consumer get the same Sales Item customization after repair as before, since the consumers access to content, software upgrades and consumers support depend on this!***

**NOTE:** For phones with internal storage (built in “SD card” user memory), the only services which erase all user data in the internal memory and update the customization in the internal storage (MS CDF) are the Services “Refurbish” and “Customize”.

See also emma User Guide info.

[https://software.sonymobile.com/emma/doc/emma\\_user\\_guide.pdf](https://software.sonymobile.com/emma/doc/emma_user_guide.pdf)

(see “Service Types” and “Aspects of large files”)

## Customization Workflow

### 2.2 Power on unit

Press the **Key Power** to power on the unit, place unit on the flat desk and wait until system boot up has been completed.

**Please DO NOT move the unit during starting up until “Select Language” menu is shown on the display!**

## Customization Workflow

### 2.3 Customize to Ship or Build Swap

Is the unit a customized unit to be shipped?

Yes – proceed to 2.3.1 Customize to Ship

No – go to 2.3.2 Build Swap

#### 2.3.1 Customize to Ship

##### 2.3.1.1 Label Unit (Label or Laser printed part)

Place product unique information, Barcode and IMEI etc. on the phone as described in the products *Working Instructions – mechanical*.

##### 2.3.1.2 Customize Mechanics

If necessary, apply the proper custom mechanical parts (co-branding, keyboard, etc.) for the variant being created in accordance with the *Cross Reference List* by following the instructions of the products *Working Instructions – mechanical*

#### 2.3.2 Build Swap

##### 2.3.2.1 Label Unit

Using a red marker, label the unit with the correct Exchange Unit number.

Refer to the *Cross Reference List* for the appropriate variant, which should be based on the non-customizable mechanics of the unit.

##### 2.3.2.2 De-Customize Unit

Remove any co-branding as described in the products *Working Instructions – mechanical*

## 3 Revision History

Rev	Date	Changes / Comments
1	2018-03-09	Initial release