



# Working Instruction Repair Instruction Build Swap/G502, Swap

Applicable for G502

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# 1 General

The customization process is used to download customized data and activate a swap unit for delivery. The phone software must support customization for this process to work. The Customization process will be covered in detail in this document.

This overview of the Customization Process includes information on:

- Hardware requirements
- Software set-up
- Instruction

## 1.1 Hardware requirements

The hardware required to run the Emma application is as follows:

- DCU-65 USB Flashing Cable
- USB Activation Dongle

**NOTE! See the Electrical Equipment List for part numbers.**

More detailed information regarding the hardware needed for Emma is available on CSPN. For this information, go to the start page of CSPN and select the Emma option from the drop down menu. This will launch CSPN's Emma webpage. Select the "Go to the Emma Homepage" button. At the Emma home page select the "Installation Guide" under the Documentation header on the right hand column of the page. From there, search for the information you desire.

## 1.2 Software set-up

Detailed information for installing Emma is available on CSPN. For this information, go to the start page of CSPN and select the Emma option from the drop down menu. This will launch CSPN's Emma webpage. Select the "Go to the Emma Homepage" button. At the Emma home page select the "Installation Guide" under the Documentation header on the right hand column of the page. From there, search for the information you desire. To perform Activation, Activation drivers are required and can be found on the EMMA homepage.



## 1.3 Emma privileges/login

A registered USB Activation Dongle is required for activation. This document assumes that you have already applied for and received a USB Activation Dongle registration. In order to change a phone from Customer A to Customer B you must run a Customization script followed by an Activation script.

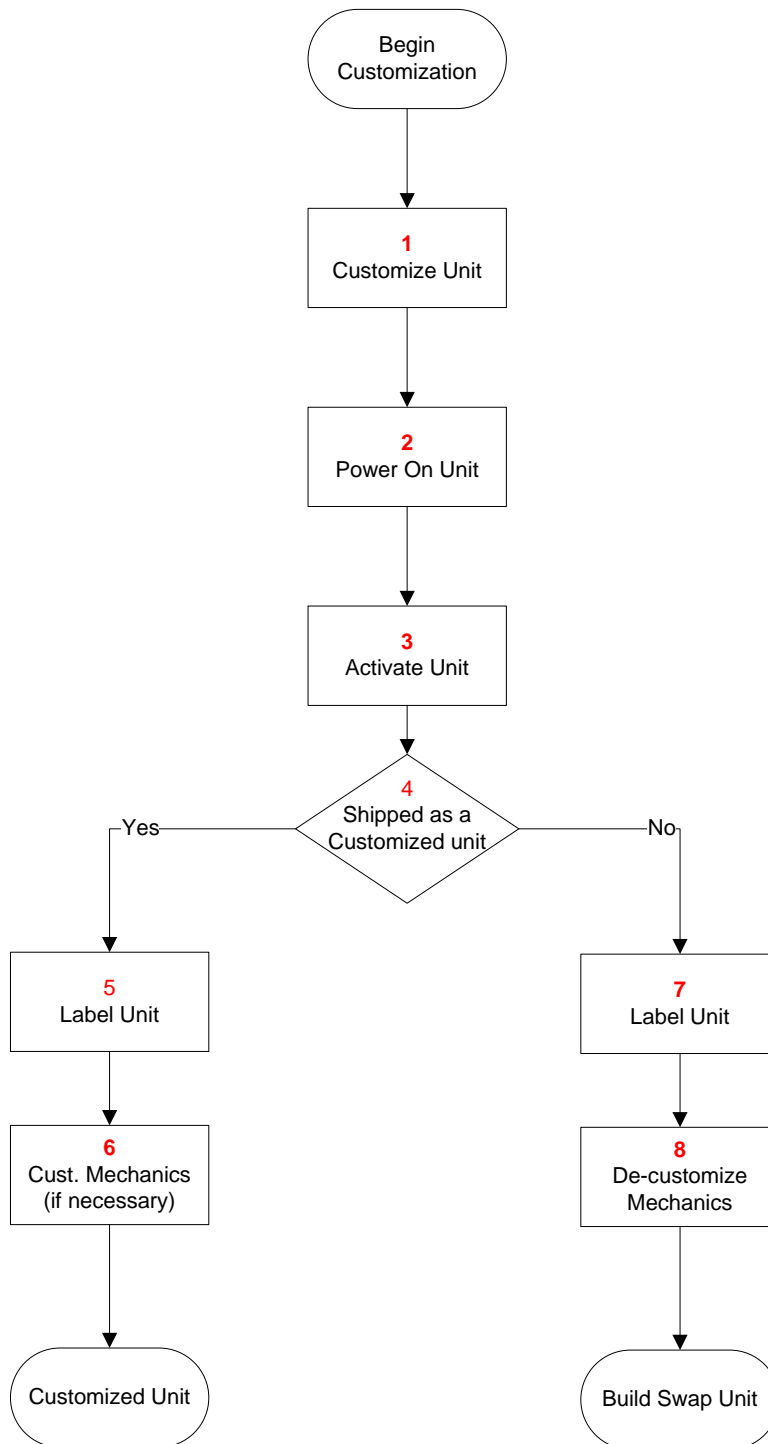
Detailed information for the USB Activation Dongle usage with Emma is available on CSPN. For this information, go to the start page of CSPN and select the Emma option from the drop down menu. This will launch CSPN's Emma webpage. Select the "Go to the Emma Homepage" button. At the Emma home page select the "User Guide" under the Documentation header on the right hand column of the page. From there, search for the information you desire.

To perform "Activation" you need to be properly logged on to the Emma application. This is achieved by doing the following:

- Start the Emma application (Note that you will need to have The USB Activation Dongle inserted when you login. A USB Activation Dongle is required for activation. In addition, only one activation can be performed at a time with no other services being attempted).
- Login to Emma using your User ID and Password.
- If you are running an Activation script you will be prompted for your PIN. Enter your USB Activation Dongle PIN that you received with your USB Activation Dongle registration.
- To perform any functionality but Activation, **hold** the '5' button down on the Phone and connect it to the USB Flashing Cable. To perform an Activation, turn the phone on and **do not hold** the '5' button down before connecting the USB Flashing Cable.

## 2 Workflow

The following workflow describes, in general terms, how to perform a “Customization”.





## 3 Instructions

The primary reason for the customization process is to create a customized unit. A customized unit is one that is ready to ship as a final swap unit. The second reason is to create Build Swap units this can be done by selecting the "Service Exchange Unit" customization script for the particular model. Please refer to the Customization workflow diagram in Section 2.

### 3.1 Instructions, Customized Unit

#### 3.1.1 Customize unit (Block 1)

After logging on by following the steps described in section 1.3, you can customize a phone by doing the following:

- With the Phone powered off hold the '5' button and connect it to the USB Flashing cable. At this point you will have a screen of available scripts displayed with the usual selections ("Settings", "Customize", etc.). Look for the "Customize" script for the desired operator, "G502 Operator Country" If the desired script is not available locally select "Server search" for a complete list of script's available).

**NOTE!** When creating a Build Swap unit select "G502 Service Exchange Unit" as the customization script.

- Choose the desired script.
- The application will download all necessary software to run the script and then flash that software to the phone.
- Disconnect the phone from the Flashing Cable.

#### 3.1.2 Power on Unit (Block 2)

Power on the Phone fully (wait until "Insert Sim Card" is displayed on the phone), This is to ensure that the Initialization of the phone is complete, Power off the phone.

#### 3.1.3 Activate Unit (Block 3)

After logging on by following the steps described in section 1.3, you can activate a phone by doing the following:

**To perform an Activation:**

- Run Customize service in Emma.
- Power on the phone and wait until "Insert SIM" dialog appears.
- Power off the phone and remove and insert the battery.
- Press "c" button and connect the phone to Emma.
- Select the activation service.
- When activation script is completed, power on the phone and wait until "Insert SIM" dialog appears.
- Check SIM lock settings in service menu



### **3.1.4 Shipped as a Customized unit? (Block 4)**

Is the unit a Customized unit? If yes continue to 3.1.5 (Block 5).

If no skip to 3.1.7 (Block 7).

### **3.1.5 Label unit (Block 5)**

Print two (2) KRH labels.

Place one of the labels on the phone. Refer to Working Instructions, Mechanical for information on correct label placement.

Place the other label on the exchange unit box.

### **3.1.6 Customize Mechanics (if necessary) (Block 6)**

Apply the correct custom mechanical parts (e.g. co-brand inlays, keypads, etc.) for the DPY variant that is being created (reference the PCS for the appropriate parts) by following the instructions in the Working Instructions, Mechanical 1213-7894

### **3.1.7 Label unit (Block 7)**

Using a red marker, label the unit with the correct Exchange unit number (e.g. SI xxxx-xxxx). Reference the PCS for the appropriate variant, which should be based on the non-customizable mechanics of the unit.

### **3.1.8 De-customize unit (Block 8)**

Remove any co-branding by following the instructions in the Working Instructions, Mechanical 1213-7894

## 4 Revision History

Rev.	Date	Changes / Comments
1	2008-05-26	1 <sup>st</sup> release
2	2008-06-23	Update flash key
3	2008-09-08	Chapter 3.1.3 updated