



MOTOROLA

Level 1-2 Service Manual

V171

Dual Band Wireless Telephone



V171
GSM 900/1800

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Introduction

Motorola® Inc. maintains a worldwide organization that is dedicated to provide responsive, full-service customer support. Motorola products are serviced by an international network of company-operated product care centers as well as authorized independent service firms.

Available on a contract basis, Motorola Inc. offers comprehensive maintenance and installation programs that enable customers to meet requirements for reliable, continuous communications. To learn more about the wide range of Motorola service programs, contact your local Motorola products representative or the nearest Customer Service Manager.

Product Identification

The model number on a label (usually on the housing) identifies Motorola products. Use the entire model number when inquiring about the product. Numbers are also assigned to chassis and kits.

Use these numbers when requesting information or ordering replacement parts.

Product Names

Product names are listed on the front cover. Product names are subject to change without notice. Some product names, as well as some frequency bands, are available only in certain markets.

Product Changes

When electrical, mechanical or production changes are incorporated into Motorola products, a revision letter is assigned to the chassis or kit affected, for example: -A, -B, or -C, and so on. The chassis or kit number, complete with revision number is imprinted during production. The revision letter is an integral part of the chassis or kit number and is also listed on schematic diagrams, and printed circuit board layouts.

Regulatory Agency Compliance

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

- This device may not cause any harmful interference, and
- this device must accept interference received, including interference that may cause undesired operation

This class B device also complies with all requirements of the Canadian Interference-Causing Equipment Regulations (ICES-003).

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Computer Program Copyrights

The Motorola products described in this manual may include Motorola computer programs stored in semiconductor memories or other media that are copyrighted with all rights reserved worldwide to Motorola. Laws in the United States and other countries preserve for Motorola, Inc. certain exclusive rights to the copyrighted Introduction computer programs, including the exclusive right to copy, reproduce, modify, decompile, disassemble, and reverse-engineer the Motorola computer programs in any manner or form without Motorola's prior written consent. Furthermore, the purchase of Motorola products shall not be deemed to grant either directly or by implication, estoppel, or otherwise, any license or rights under the copyrights, patents, or patent applications of Motorola, except for a nonexclusive license to use the Motorola product and the Motorola computer programs with the Motorola product.

About This Service Manual

Using this service manual and the suggestions contained in it assures proper installation, operation, and maintenance of V171 telephones. Refer questions about this manual to the nearest Customer Service Manager. This manual contains mechanical service information required for the equipment described and is current as of the printing date.

Audience

This document aids service personnel in testing and repairing V171 telephones. Service personnel should be familiar with electronic assembly, testing, and troubleshooting methods, and with the operation and use of associated test equipment.

Scope

This manual provides basic information relating to V171 telephones, and also provides procedures and processes for repairing the units at Level 1 and 2 service centers, including:

- Unit swap out
- Repairing of mechanical faults
- Basic modular troubleshooting
- Testing and verification of unit functionality
- Initiate warranty claims and send faulty modules to Level 3 or 4 repair centers.

Conventions

Special characters and typefaces, listed and described below, are used in this publication to emphasize certain types of information.



Note: Emphasizes additional information pertinent to the subject matter.




Caution: Emphasizes information about actions that may result in equipment damage.



Warning: Emphasizes information about actions that may result in personal injury.



Keys to be pressed are represented graphically. For example, instead of "Press the Menu Key", you will see "Press .

Information from a screen is shown in text as similar as possible to what appears in the display. For example, ALERTS or ALERTS.

Information that you need to type is printed in **boldface type**.

Warranty Service Policy

The product is sold with the standard 12-month warranty terms and conditions. Accidental damage, misuse, and extended warranties offered by retailers are not supported under warranty.

Non-warranty repairs are available at agreed fixed repair prices.

Out of Box Failure Policy

The standard out of box failure criteria applies. Customer phones that fail very early on after the date of sale are to be returned to Manufacturing for root cause analysis, to guard against epidemic criteria. Manufacturing to bear the costs of early life failure.

Product Support

The customer's original phones will be repaired but not refurbished as standard. Appointed Motorola Service Hubs will perform warranty and non-warranty field service for level 2 (assemblies) and level 3 (limited Transceiver component). Motorola High Tech Centers will perform level 4 (full component) repairs.

Customer Support

Customer support is available through dedicated Call Centers and in-country help desks. Product-Service training should be arranged through the local Motorola Support Center.

Parts Replacement

When ordering replacement parts or equipment, include the Motorola part number and description used in the service manual. When the Motorola part number of a component is not known, use the product model number or other related major assembly along with a description of the related major assembly and of the component in question. In the U.S.A., to contact Motorola, Inc. on your TTY, call: 800-793-7834

Accessories and Aftermarket Division (AAD)

Replacement parts, test equipment, and manuals can be ordered from AAD.

U.S.A.

Phone: 800-422-4210

FAX: 800-622-6210

Outside U.S.A.

Phone: 847-538-8023

FAX: 847-576-3023

For EMEA spare parts call +49 461 803 1638.

For Asia spare parts call +65 648 62995.

Specifications

General Function	Specification
Dimensions	87.2mm x 45.62mm x 22.5 mm (not include antenna)
Weight	87grams
External LCD	4K Color CSTN , Active Area:27.92mm x 19.082mm, Pixel Resolution: 98(RGB) x 67
Band	GSM900/1800 or GSM850/PCS1900
Battery	920mAh Li Ion Battery
Product type	Clamshell type
Antenna	External Antenna
Frequency Range (EGSM)	880-915 MHz Tx, 925-960 MHz Rx
Frequency Range (DCS)	1710 – 1785 MHz Tx, 1805-1880 MHz Rx
Frequency Range (GSM850)	824-849 MHz Tx, 869-894 MHz Rx
Frequency Range (PCS)	1850-1910MHz Tx, 1930-1990 MHz Rx
Channel Spacing	200KHz
Channels	174 WGSN, 374 DCS carrier with 8ch, per carrier
Modulation	GMSK at BT=0.3
Transmitter Phase Accuracy	5 Degrees RMS, 20 Degrees peak
Duplex spacing	45 MHz GSM, 95 MHz DCS
Frequency Stability	±0.1PPM of the downlink frequency (Rx)
Operating voltage	3.53V ~4.2V
Average Transmit Current	Power Level 5: 230mA Power Level 19: 105mA
Average Standby Current	DRX 2: 6mA DRX 9: 3mA
Temperature Range	-20°C to 55°C

Transmitter Function	Specification
RF Power Output	32.5 dBm nominal GSM900 30 dBm nominal DCS1800
Output Impedance	50 ohms nominal
Spurious Emissions	-36 dBm from 0.1 to 1GHz, -30 dBm from 1 to 4 GHz

Receiver Function	Specification
Receive Sensitivity	-107 dBm GSM 850/GSM900 -106 dBm DCS1800/PCS1900
Rx Bit Error Rate (100K bits) type II	<2%
Channel Hop Time	500 microseconds
Time to Camp	Approximately 6~10 Second

Speech Coding Function	Specification
Speech Coding Type	Regular pulse excitation/linear predictive coding with long term prediction (PRE LPC with LTP)
Bit Rate	13.0 Kbps
Frame Duration	20 ms
Block Length	260 bits
Classes	Class 1 bits =182 bits; Class 2 bits = 78 bits
Bit Rate with FEC Encoding	22.8 Kbps

Product Overview

The Motorola V171 features a global system for mobile communications wireless interface and general packet radio service (GPRS) transport technology. It also features a simplified icon and graphical user interface (UI) for easier operation in addition to short message service text messaging (SMS), speed dialing, quick dialing, an alarm, a calculator, games, and an address book.

V171 telephones support GPRS and SMS in addition to traditional circuit switched transport technologies. GPRS, where available, provides substantial increases in mobile data communications performance and the efficient use of radio spectrum. Data transmission rates for GSM networks can potentially increase from the current rate of 9.6 kbps up to a theoretical maximum of 171.2 kbps. An increased data rate is by no means the only benefit provided by GPRS. A key advantage is the provision of a permanent virtual connection to the network. This "always on" connection is possible because GPRS uses packet data transfer so that, for example, email can be downloaded in "background mode." There is no need for the user to reconnect before requesting a service, eliminating connection set-up delays and adding convenience and immediacy to data services access. The "virtual" nature of this connection means that network resources are not consumed during periods when a user is not actually sending or receiving data.

The telephones are made of polycarbonate plastic with a metal enclosure. The display and speaker, as well as the 21-key keypad, transceiver printed circuit board (PCB), microphone, charger and headphone connectors, and power button are contained within the candy bar form-factor housing. The user-replaceable 730 mAh Lithium-Ion (Li-Ion) battery provides up to 180 minutes of talk time with up to 250 hours of standby time. The phone accepts 3V mini subscriber identity module (SIM) cards that fit into the SIM holder next to the battery. These telephones feature a 98 x 67 pixel high-resolution color graphics display and an internal antenna.

Features

V171 telephones use advanced, self-contained, sealed, custom integrated circuits to perform the complex functions required for GSM GPRS communication. Aside from the space and weight advantage, microcircuits enhance basic reliability, simplify maintenance, and provide a wide variety of operational functions.

Features available in this family of telephones include:

- A 98 x 67 pixel high-resolution color graphics display
- Internal antenna
- Lower voltage technology that provides increased standby and talk times
- Extended GSM (EGSM) channels
- Tri-coder/decoder (CODEC) that allows full rate, half rate, and enhanced full rate modes of transmission
- Display animation
- VibraCall® vibrating alert
- 5-Way navigation key
- SIM Toolkit™ Class 2 (STK) (Network, subscription and SIM card or service provider dependent feature. Not available in all areas.)
- Backlight
- Speed-, Quick- and One-Touch dialing
- Call Forwarding and Holding
- Customized Menus

-
- Personal management tools calculator with currency converter, real time clock with date, reminders, and caller profiling
 - Other features

Caller Line Identification

Upon receipt of a call, the calling party's phone number is compared to the phone book. If the number matches a phone book entry, that name will be displayed. If there is no phone book entry, the incoming phone number will be displayed. In the event that no caller identification information is available, an incoming call message is displayed.

SIM Toolkit™ - Class 2

SIM Application Toolkit is a value-added service delivery mechanism that allows GSM operators to customize the services they offer their customers, from the occasional user who requests sports news and traffic alerts, to a high call time business user who receives stock alerts and checks flight times. Operators can now create their own value-added services menu quickly and easily in the phone.

The customized menu will appear as the first menu and may be updated over-the-air with new services when customers request them.

General Functions

Controls, Indicators, and Input/Output (I/O) Connectors

The V171 phone's controls are located on the front side of the device and on the keyboard as shown in Figure 1. Indicators icons are displayed on the LCD.

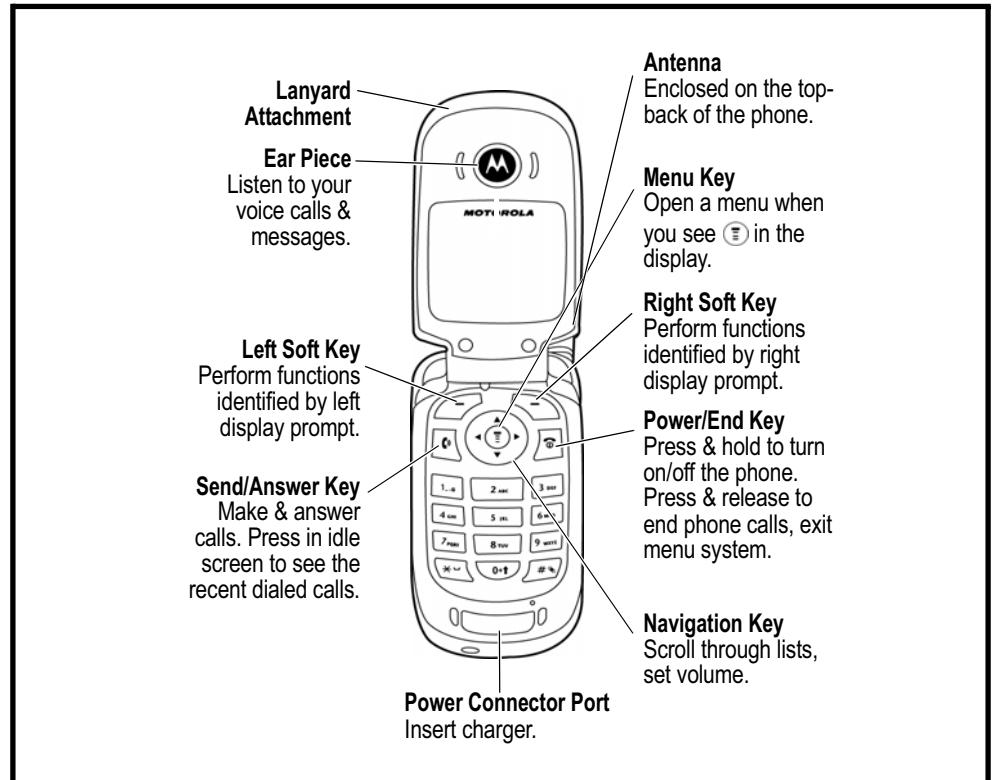


Figure 1. Controls and Indicators

Menu Navigation

V171 telephones are equipped with a simplified icon and graphical-based user interface. See the table below for details of the V171 menu structure. A five-way navigation key allows you to move easily through menus and confirm your selection.

Liquid Crystal Display (LCD)

The LCD provides a 700 square millimeter multicolor backlit color display with user-adjustable contrast settings for optimum readability in all light conditions as shown in Figure 2. The bit-map 98 x 67 pixel display includes up to 3 lines of text, 1 line of icons, and 1 line of prompts.

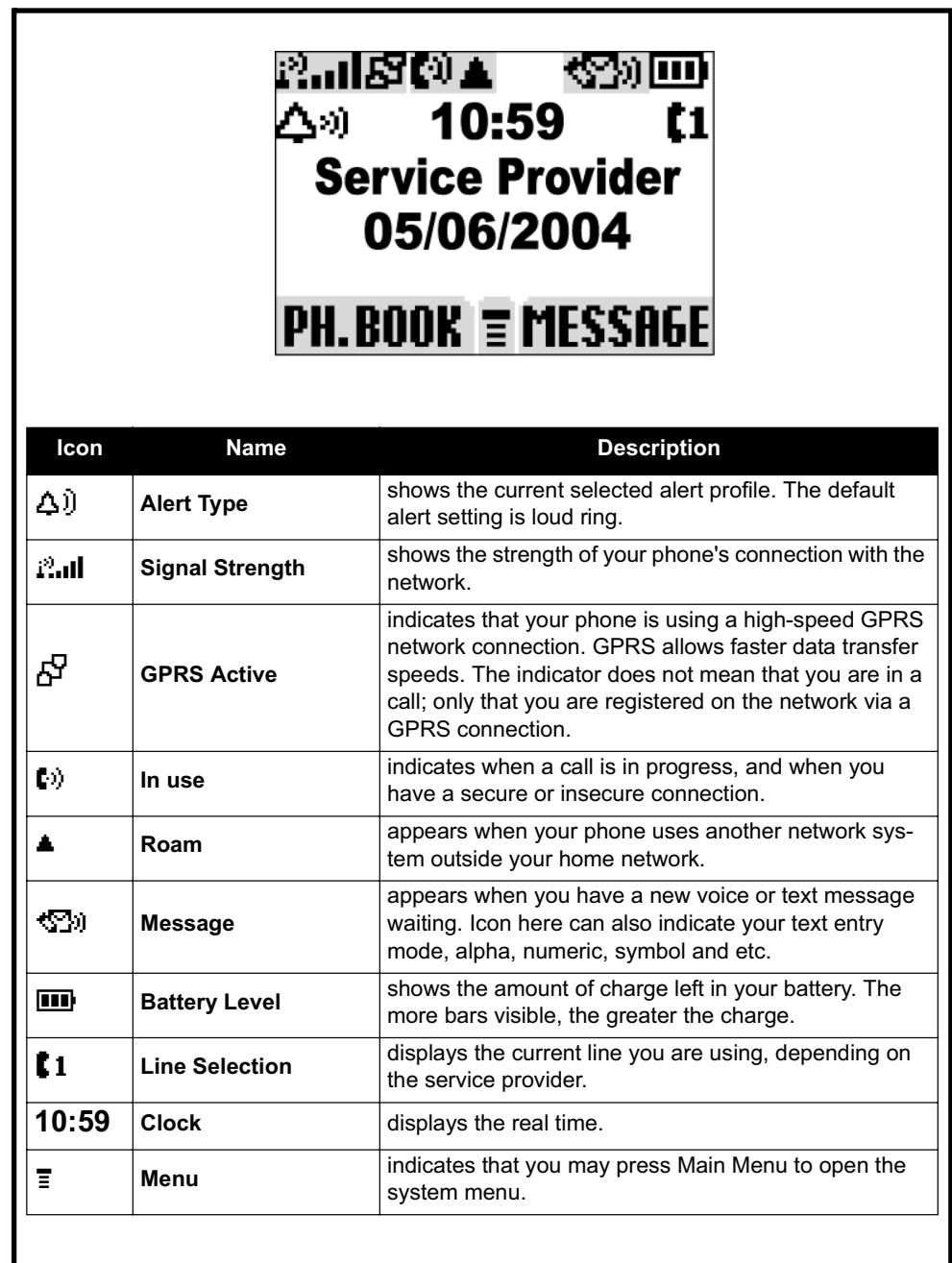


Figure 2. LCD Icons

User Interface Menu Structure

Figure 3 below shows a portion of the V171 telephone menu structure.

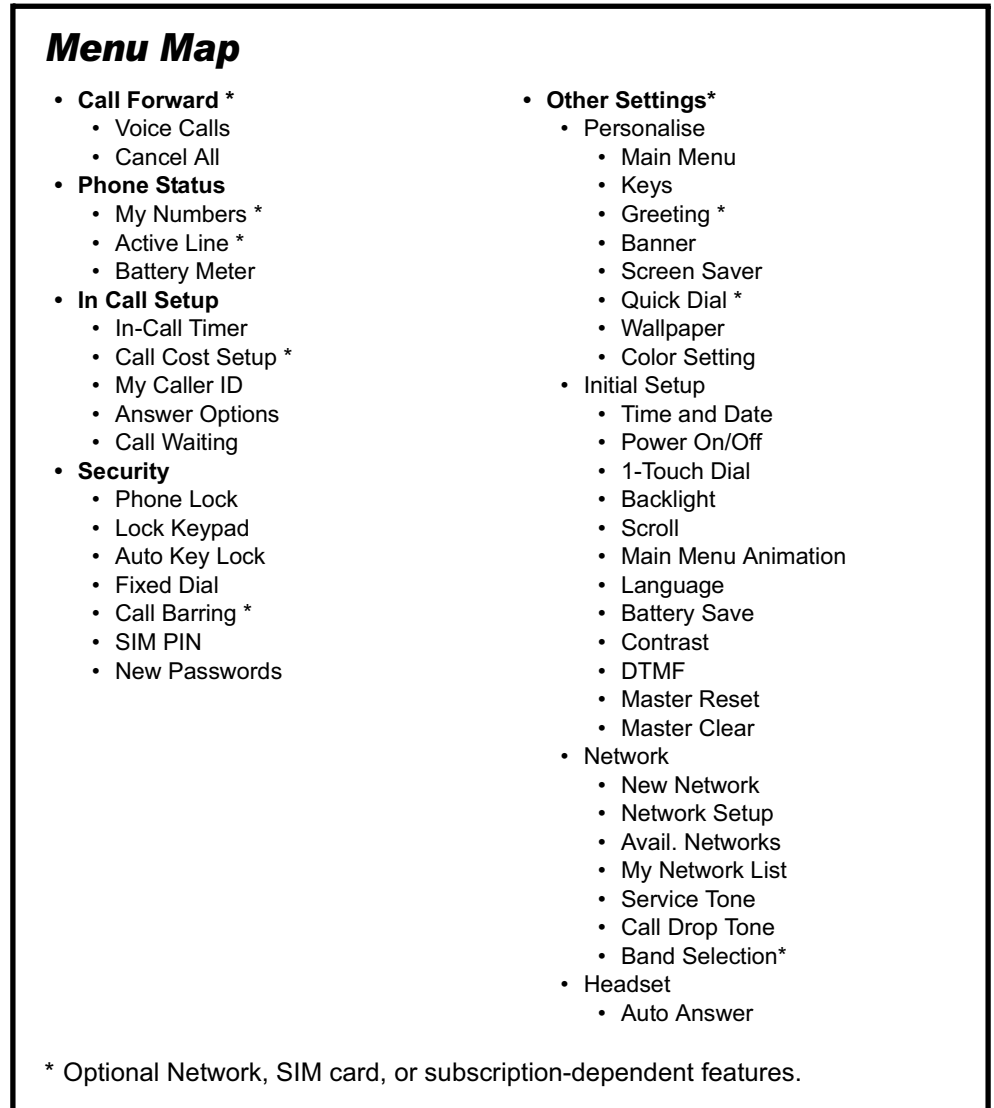


Figure 3. Menu map

Battery Function

The telephone displays a battery charge indicator icon in the idle screen to indicate the battery charge level. The gauge shows four levels: 100%, 66%, 33%, and Low Battery.

Removing the battery causes the phone to shut down immediately and lose any pending work (partially entered phone book entries or outgoing messages, for example).



All batteries can cause property damage and/or bodily injury such as burns if a conductive material such as jewelry, keys, or beaded chains touches exposed terminals. The conductive material may complete an electrical circuit (short circuit) and become quite hot. Exercise care in handling any charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects.



If the battery is removed while receiving a message, the message is lost.



To ensure proper memory retention, turn the phone OFF before removing the battery. Immediately replace the old battery with a fresh battery.

Tools and Test Equipment

Table 1 below lists the tools and test equipment used on V171 telephones. Use either the listed items or equivalents.

Table 1: General Test Equipment and Tools

Motorola Part Number ¹	Description	Application
See Table 6	Charger	Used to charge battery and power phone
0180386A82	Antistatic Mat Kit (includes 66-80387A95 antistatic mat, 66-80334B36 ground cord, and 42-80385A59 wrist band)	Provides protection from damage to phone caused by electrostatic discharge (ESD)
8102430Z04	GSM / DCS / PCS Test SIM	Used to enable manual test mode
6680388B67	Disassembly tool, plastic with flat and pointed ends (manual opening tool)	Used during assembly/disassembly
6680388B01	Tweezers, plastic	Used during assembly/disassembly
-	Torque Driver Bit T-5 Plus, Apex 440-6IP Torx Plus or equivalent	Used with torque driver
HP34401A2	Digital Multimeter	Used to measure battery voltage

1. To order in North America, contact Motorola Aftermarket and Accessories Division (AAD) by phone at (800) 422-4210 or FAX (800) 622-6210. Internationally, AAD can be reached by calling (847) 538-8023 or by fax (847) 576-3023.

2. Not available from Motorola. To order, contact Hewlett Packard at (800) 452-4844.

Disassembly

This section describes how to disassemble a V171 telephone. Tools and equipment used are listed on the preceding page.



Many of the integrated devices used in this phone are vulnerable to damage from electrostatic discharge (ESD). Ensure adequate static protection is in place when handling, shipping, and servicing any internal components.



Avoid stressing the plastic in any way to avoid damage to either the plastic or internal components.

Removing and Replacing the Battery



All batteries can cause property damage and/or bodily injury such as burns if a conductive material such as jewelry, keys, or beaded chains touches exposed terminals. The conductive material may complete an electrical circuit (short circuit) and become quite hot. Exercise care in handling any charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects.

1. Ensure the phone is turned off.
2. Remove the battery by first removing the battery cover and then sliding the battery up and away from the battery compartment as shown in Figure 4.



Figure 4. Removing the battery cover



There is a danger of explosion if the Lithium ion battery is replaced incorrectly. Replace only with the same type of battery or equivalent as recommended by the battery manufacturer. Dispose of used batteries according to the manufacturer's instructions.

3. To replace, insert the battery with 2 tabs on its bottom end into the battery slots of the phone as shown in Figure 5.



Figure 5. Replacing the battery

4. Click the battery into place, then slip the battery cover over it.

Removing and Replacing the SIM Card

1. Remove the battery, as described earlier.
2. Remove the SIM from its holder by sliding it in the direction shown in Figure 6.



Figure 6. Removing the SIM card

3. To replace, carefully slide the SIM into position in its socket. The latch secures the SIM when correctly positioned over the terminals in the phone.
4. Replace the battery.

Removing and Replacing the Antenna

1. Simply unscrew the antenna from the phone body as shown in Figure 7.



Figure 7. Removing the antenna

2. To replace, screw the antenna back into the phone body.

Removing and Replacing the Back Housing

1. Remove the battery and SIM as described earlier.
2. Remove the stickers from the two T5 screws on the backside, and then remove the two screws themselves as shown in Figure 8.

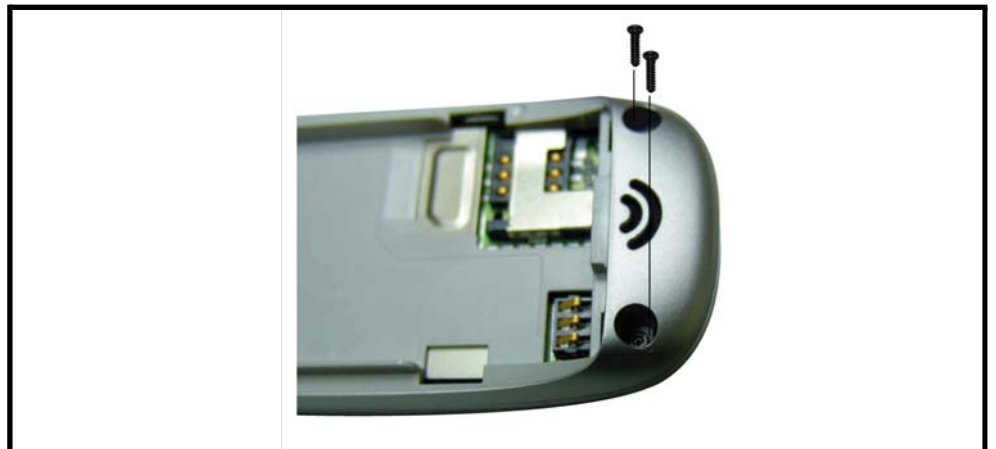


Figure 8. Removing two T5 screws

3. Pry the back housing away from the rest of the phone. You must pry apart the two latches on the inside of the housing to fully disconnect the two halves as shown in Figure 9.

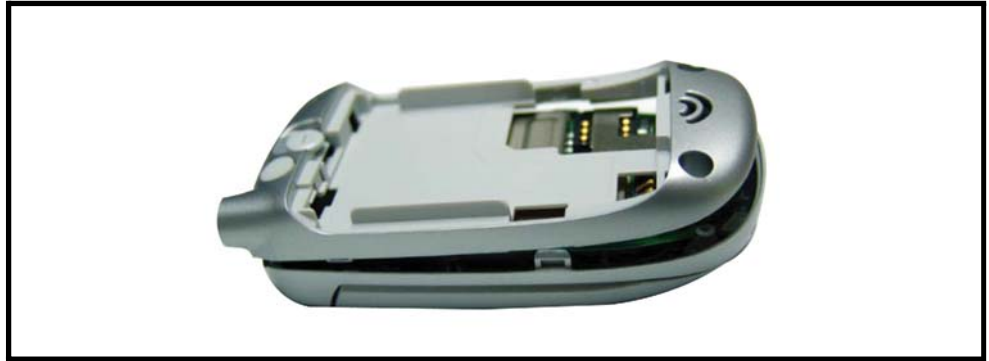


Figure 9. Prying away the back housing

4. To replace, snap the two halves together again.
5. Replace the two T5 screws securing the back housing to the front and then replace the stickers covering the two T5 screws.
6. Replace the SIM card and battery.

Removing and Replacing the Speaker

1. Remove the back housing as described earlier.
2. Disconnect the wire connecting the speaker to the transceiver board as shown in Figure 10.

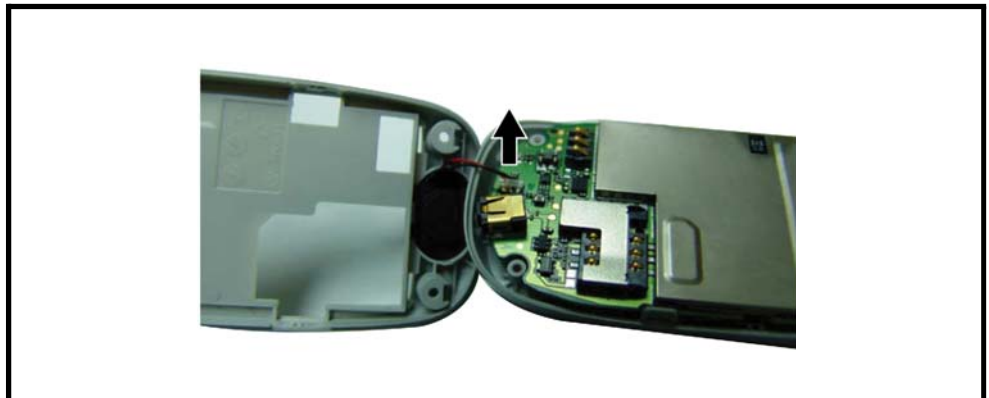


Figure 10. Disconnecting the speaker wire

3. Pop the speaker out of the speaker bay as shown in Figure 11.



Figure 11. Removing the speaker

4. To replace, insert the speaker into the speaker bay.
5. Reconnect the speaker cable to the transceiver board.
6. Replace the back housing and other parts.

Removing and Replacing the Transceiver Board & Keypad

1. Remove the back housing as described earlier.
2. Disconnect the transceiver board FPC from the transceiver as shown in Figure 12.

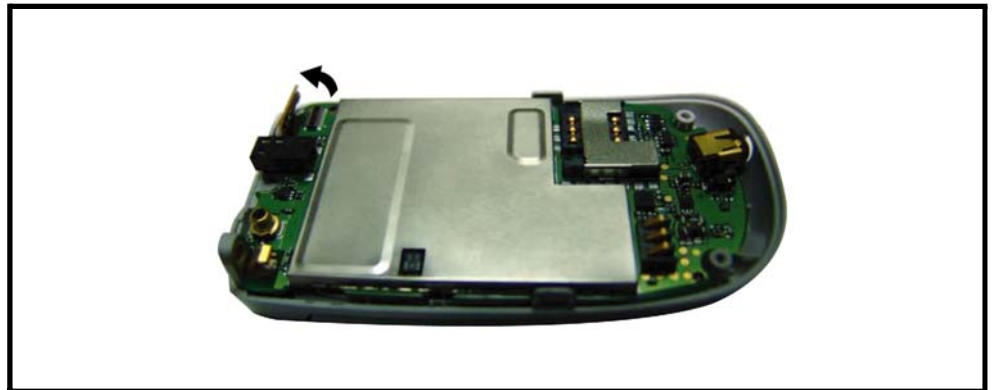


Figure 12. Disconnecting the transceiver board FPC

3. Remove the transceiver board as shown in Figure 13.



Figure 13. Removing the transceiver board

4. Remove the keypad from the front housing as shown in Figure 14.



Figure 14. Removing the keypad

5. To replace, restore the keypad to the front housing, then place the transceiver board in the back housing and reconnect the transceiver board FPC cable.
6. Restore the back housing and other parts.

Removing and Replacing the Flip Cover

1. Remove the transceiver board as described earlier.
2. Using a hook tool, press the button inside the joint connecting the flip cover to the front housing as shown in Figure 15.



Figure 15. Removing the Flip cover

3. Gently remove the FPC cable.
4. Disconnect the two halves as shown in Figure 16.



Figure 16. Disconnecting the two halves

5. To replace, reinsert the FPC cable through the gap, then attach the flip cover to the front housing. It will snap into place.
6. Replace the transceiver board and other parts.

Removing and Replacing the Transceiver Shielding

1. Remove the transceiver board as described earlier.
2. Gently pry the transceiver shielding away from the transceiver board as shown in Figure 17.

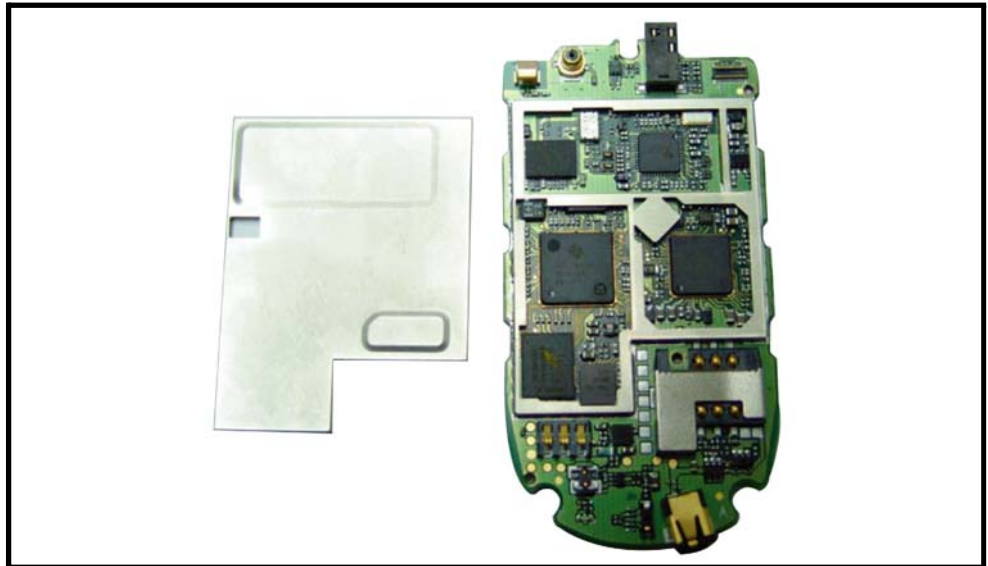


Figure 17. Removing the transceiver shielding

3. To replace it, mount the transceiver shielding case over the transceiver board.
4. Restore the transceiver board and other parts.

Removing and Replacing the Microphone

1. Remove the transceiver board as described earlier.
2. Gently pry the microphone away from the transceiver board as shown in Figure 18.



Figure 18. Removing the microphone

3. To replace it, gently snap the microphone into place on the transceiver board.
4. Restore the transceiver board and other parts.

Removing and Replacing the Flip Screen

1. Remove the flip cover as described earlier.
2. Remove the two stickers covering the T5 screws, then remove the screws themselves. Use must use a star-shaped screwdriver as shown in Figure 19.



Figure 19. Removing two T5 screws

3. Pry off the front face. Four latches on the inside secure it in place as shown in Figure 20.



Figure 20. Prying off the front face

4. To replace, snap the front face into place.
5. Secure two T5 screws, the replace their stickers.
6. Restore the flip cover and other parts.

Removing and Replacing the Vibrator

1. Remove the flip screen as described earlier.
2. Pop out the vibrator. It rests in the space atop the LCD screen as shown in Figure 21.



Figure 21. Removing the vibrator

3. Detach the vibrator from the second board (SB).
4. To replace it, gently reconnect the vibrator to the second board (SB).
5. Reinsert the vibrator into its slot above the LCD screen, then press it down.
6. Restore the flip screen and other parts.

Removing and Replacing the Receiver

1. Remove the flip screen as described earlier.
2. Pop out the receiver from the front face of the flip screen as shown in Figure 22.



Figure 22. Removing the Receiver

3. To replace, insert the receiver into the bay on the front face of the flip screen.
4. Restore the flaps screen and other parts.

Removing and Replacing the LCD Module

1. Remove the flip screen as described earlier.
2. Disconnect the FPC cable as shown in Figure 23.

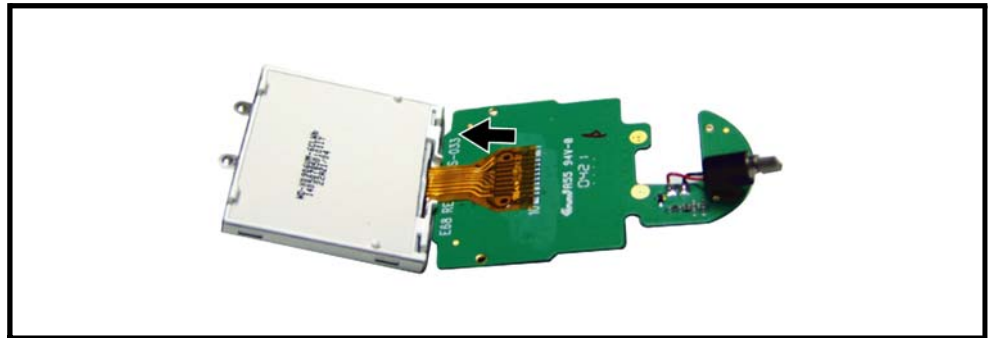


Figure 23. Disconnecting the FPC cable

3. Pry off the LCD screen from the second board (SB).
4. Disconnect the LCD cable
5. Pry off the LCD shielding case as shown in Figure 24.



Figure 24. Removing the LCD shielding case

6. To replace, restore the LCD shielding case.
7. Solder the LCD cable back into place.
8. Place the LCD screen back on the second board (SB).
9. Reconnect the FPC cable.
10. Restore the flaps screen and other parts.

Subscriber Identity Module (SIM) and Identification Label

SIM

A SIM is required to access the existing local GSM network, or remote networks when traveling (if a roaming agreement has been made with the provider).

The SIM contains:

- All the data necessary to access GSM services
- The ability to store user information such as phone numbers
- All information required by the network provider to provide access to the network

Identification

Each Motorola GSM phone is labeled with a variety of identifying numbers. The following information describes the current identifying labels.

Mechanical Serial Number (MSN)

- The MSN is an individual unit identity number and remains with the unit throughout its life.
- The MSN can be used to log and track a phone on Motorola's Service Center Database.
- The MSN is divided into 4 sections as shown in Figure Figure 25.

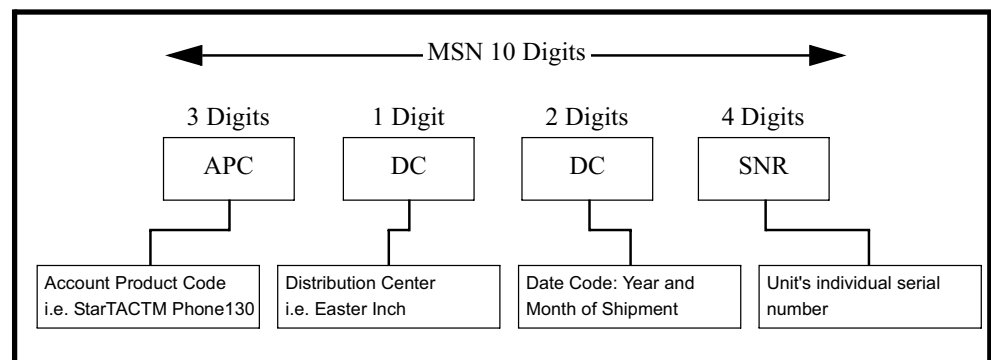


Figure 25. SIM Identification

International Mobile Station Equipment Identity (IMEI)

The International Mobile Station Equipment Identity (IMEI) number is an individual number unique to the Transceiver and is stored within the unit's memory. The IMEI uniquely identifies an individual mobile station and thereby provides a means for controlling access to GSM networks based on mobile station types or individual units. The full IMEI structure is listed in the table below.

Table 2: IMEI Number Breakdown

TAC	Serial Number	Check Digit
NNXXXX YY	ZZZZZZ	A

Where

- TAC** Type Allocation Code, formerly known as Type Approval Code
- NN** Reporting body identifier
- XXXX** Type Identifier
- YY** YY is set to 00 from 01/01/2003 until 31/03/2004
- ZZZZZZ** Individual unit serial number
- A** Phase 1 = 0.
Phase 2 & 2+= check digit and is defined as a function of all other IMEI digits

Other label number configurations present are:



- **TRANSCEIVER NUMBER:** Identifies the product type. Normally the SWF number. (i.e. V100).
- **PACKAGE NUMBER:** Identifies the equipment type, mode, and language in which the product is shipped.

Troubleshooting

Manual Test Mode

Motorola V171 telephones are equipped with a manual test mode capability. This allows service personnel to verify functionality and perform fault isolation by entering keypad commands.

To enter the manual test command mode, a GSM/DCS/PCS test SIM must be used.

1. Press and hold  to turn the phone OFF.
2. Remove the battery as described in the procedures.
3. Remove the customer's SIM card from the phone as described in the procedures.
4. Insert the test SIM into the SIM slot.
5. Replace the battery as described in the procedures.
6. Press and hold  to turn the phone ON.

Manual Test Mode Commands

Table 3: Manual Test Commands

Key Sequence	Test Function/Name	Remarks
#02#	Handset information	
#03#	RF information	
#04#	ADC information	
#08#	Engineer Field Test Mode	
#09#	Simple Test mode	
**0102#	FFS format	
**0105#	Disable EFEM mode	
*#06#	IMEI number	
**0106#	Engineer Field Test Mode 2	
*#0001#	Default Language	

Troubleshooting Chart

Table 4: Level 1 and 2 Troubleshooting Chart

Symptom	Probable Cause	Verification and Remedy
1. Telephone will not turn on or stay on.	a) Battery either discharged or defective.	Measure battery voltage across a 50 ohm (>1 Watt) load. If the battery voltage is <3.25 Vdc, recharge the battery using the appropriate battery charger. If the battery will not recharge, replace the battery. If battery is not at fault, proceed to b.
	b) Battery terminals open or mis-aligned.	Visually inspect the battery terminals on both the battery and the telephone. Realign and, if necessary, either replace the battery or refer to a Level 3 Service Center for the battery connector replacement. If battery terminals are not at fault, proceed to c.
	c) keypad defective.	Replace the keypad. Temporarily connect a +3.6 Vdc supply to the battery terminals. Press and hold the PWR button. If unit turns on and stays on, disconnect the dc power source and reassemble with the new keypad.
2. Telephone exhibits poor reception or erratic operation such as calls frequently dropping or weak or distorted audio.	Connections to or from lower PCB defective.	Check connection between the antenna and the lower PCB.
3. Display is erratic, or provides partial or no display.	LCM defective.	Replace the LCM. Verify that the fault has been cleared and reassemble the unit with the new LCM.
4. Incoming call alert transducer audio distorted or volume is too low.	Speaker defective.	Replace the speaker as described in the procedures. Verify that the fault has been cleared and reassemble the unit with the new speaker.
5. Telephone transmit audio is weak. (usually indicated by called parties complaining of difficulty in hearing voice).	Microphone defective.	Replace the microphone as described in the procedures. Verify that the fault has been cleared and reassemble the unit with the new microphone.
6. Receive audio from earpiece speaker is weak or distorted.	a) Connections to or from lower PCB defective.	Check connection between the antenna and the lower PCB. If the connection is OK, proceed to b.
	b) Speaker defective.	Temporarily replace the speaker with a known good speaker. Ensure good connection. Place a call and verify improvement in earpiece audio. If fault is cleared, reassemble the telephone with the good speaker.

Table 4: Level 1 and 2 Troubleshooting Chart (Continue)

Symptom	Probable Cause	Verification and Remedy
7. Telephone will not recognize or accept SIM card.	SIM card defective.	Check the SIM card contacts for dirt. Clean if necessary, and check if fault has been cleared. If the contacts are clean, insert a known good SIM card into the telephone. Power up the unit and confirm that the card has been accepted. If the fault no longer exists, replace the defective SIM card.
8. Keypad not functioning.	Keypad defective.	Use alcohol to wipe the keypad metal dome. Check if fault has been cleared. If the fault is still present, either replace the keypad or refer to a Level 3 Service Center for the keypad metal dome replacement.
9. Vibrator feature not functioning.	a) Vibrator faulty.	Check general condition of vibrator. If it is good, proceed to b.
	b) Vibrator defective.	Replace the defective vibrator.
10. No or weak audio when using headset.	Headset plug not fully pushed.	Ensure the headset plug is fully seated in the jack.

Programming: Software Upgrade and Flexing

Contact your local technical support engineer for information about equipment and procedures for flashing and flexing.

Part Number Charts

The following section provides a reference for the parts associated with V171 telephones.

Exploded View Diagram

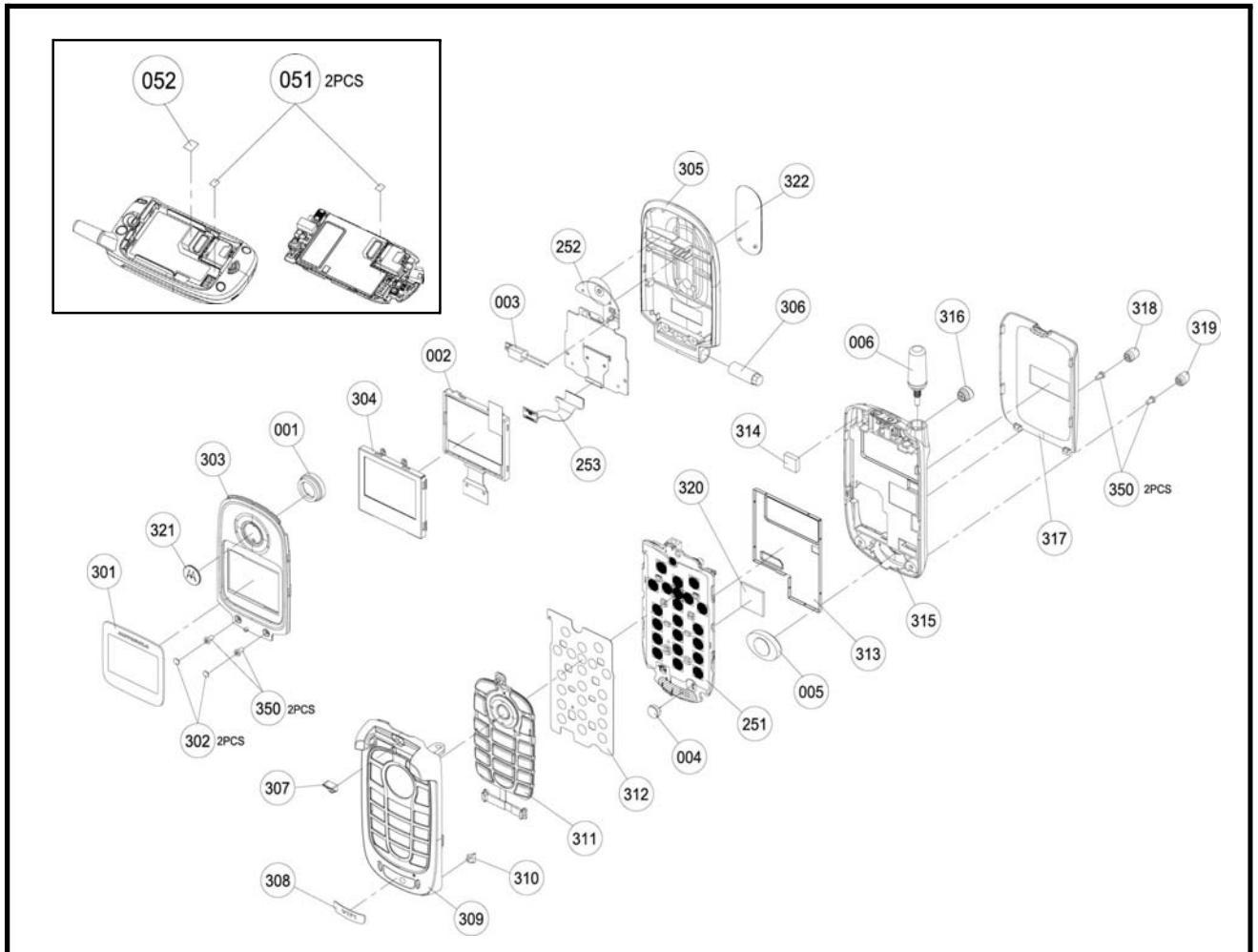


Figure 26. Exploded View Diagram

Exploded View Parts List

Table 5: V171 Exploded View Parts List

Item Number	Part Number	Description	Specification
001	2240133201W	RECEIVER	SDR1332-03J01-F08 32ohm AAC
002	76300906D2W	LCM	WD-X0906VM-6CLW 98*67 WINTEK
003	3910411002W	SOLDERVIB	φ 4.7*11 1.3V LA4-460CC COPAL
004	2220601301W	MIC	ACM6013-02P28-402 -40dB DIP
005	2250131802W	SPEAKER	DMST1318C-C-01-FB 8ohm AAC
006	2301E69001W	ANTENNA	E69 φ 8.5 900/1800-PC-GRAY
051	82C6960001W	LABEL	C699 WATERPROOF LABEL FOR H/S
052	831AR12001W	STICKER	AR11 FOR H/S 8*6mm
251	6910463301W	F/WMB 33	E68 GA-055
252	6320290001W	SMT S/B	E68/E68A GS-033
253	21E69030A1W	PCB-ASSY	E69 GF-034 REV:0A FB
300	5500673E11W	ME/PT 33	E69 BLUE DK-ENG
300	5500673H01W	ME/PT 33	E69 SILVER DK-MC
300	5500673H11W	ME/PT 33	E69 BLUE DK-MC
300	5500673301W	ME/PT 33	E69 SILVER
300	5500673302W	ME/PT 33	E69 SILVER DK-C
300	5500673311W	ME/PT 33	E69 BLUE
301	2541E69001W	LCD-LENS	E69-PC-BLACK-PLATE-0.8
302	254CE69001W	SCREW-COV	E69-PC-GRAY
303	2516E69001W	DISUPPASY	E69-SILVER
304	3012E68001W	SHIELDASY	E68-SHIELDASY+SPONGE ASSY
305	2517E69001W	DISLOWASY	E69-SILVER
305	2517E69002W	DISLOWASY	E69-BLUE
306	3405160001W	HINGE	NANOTECH-N58E-400 φ 5.8 L=16
307	3029E69001W	RUB-PLATE	E69-RUBBER-GRAY
308	3062E69001W	NAMEPLATE	E69-PC-GRAY
309	2518E69001W	KBUPPASY	E69-SILVER
309	2518E69002W	KBUPPASY	E69-BLUE

Table 5: V171 Exploded View Parts List (Continue)

Item Number	Part Number	Description	Specification
310	254AE69001W	LED-LENS	E69-RUBBER-TRANSPARENT
311	3100E69011W	DIAL-KEY	E69-F+R-FROST SILVER-E-21KEY
311	3100E69021W	DIAL-KEY	E69-F+R-FROST SILVER-C-21KEY
311	3100E69031W	DIAL-KEY	E69-F+R-FROST SILVER-MC-21KEY
312	3109E68001W	MET-DOME	E68- ϕ 5*2209-21KEY
313	3052E68002W	SHIELD-C	E68-SUS304-39.1*50.9-FREE
314	303LE69001W	BTB-SPON	E69-PORON-7*7*2.5
315	2519E69001W	KBLOWASY	E69-SILVER
316	3028E69001W	RF-COV	E69-RUBBER-GRAY
317	252AE69001W	BATT-COV	E69-PC-CRYSTAL SILVER
318	254CE69002W	SCREW-COV	E69-RUBBER-R-GRAY
319	254CE69003W	SCREW-COV	E69-RUBBER-L-GRAY
320	303ME68001W	SPONGE	E68-PORON-13*13*1 BGA
321	2545E69002W	MARK	E69-ABS-PLATING-2
322	2545E69001W	MARK	E69-ABS-PLATING-1
350	3501730201W	SCREW	TORX M1.7*3.0-WHITE



There is a danger of explosion if the Lithium ion battery pack is replaced incorrectly. Replace only with the same type of battery or equivalent as recommended by the battery manufacturer. Dispose of used batteries according to the manufacturer's instructions.

To order parts please use the following Link:

<https://servicelink3.motorola.com>

(Password is required)

For information on ordering parts please contact EMEA at +49 461 803 1638.

Accessories

Table 6: List of Accessories

Description	Part Number
Power Solutions	
Titanium battery 740 mAh Lilon (English label)	SNN5733A
Titanium battery 740 mAh Lilon (PRC label)	SNN5731A
Andonised brown battery 740 mAh Lilon (English label)	SNN5730A
Andonised brown battery 740 mAh Lilon (PRC label)	SNN5732A
Switchmode charger - US plug	SPN5150A
Switchmode charger	SPN5151A
Switchmode charger - HK plug	SPN5152A
Klaus adaptor - Euro plug	SYN7456A
Klaus adaptor - Aus/NZ plug	SYN8127A
Audio & Connectivity	
One touch headset	SYN8419B
Black mono headset	SYN8390B
Silver mono headset	AAYN4264B
Cheerful pink universal FM stereo headset	CHYN4391B
Zest blue universal FM stereo headset	CHYN4392B/C
Psuedo USB data cable	CHKN4565A
Mobile phone tools CD-ROM	9988076Z02
Consumer Personalization	
Silver lanyard (rest of Asia)	AAYN4402
Silver lanyard (PRC)	CHYN4546
Silver wristyard (rest of Asia)	AAYN4403
Carrying case & lanyard	TBD

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