



MOTOROLA

Level 1 and 2 Service Manual

6809504A57-O

L6i

Digital Wireless Telephone



GSM 850/1800/1900 or 900/1800/1900 MHz GPRS

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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

Motorola products are identified by the model number on the housing. Use the entire model number when inquiring about the product. Numbers are also assigned to 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.

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
- 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 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 wireless telephones. Refer questions about this manual to the nearest Customer Service Manager.

Audience

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

Use of this manual assures proper installation, operation, and maintenance of Motorola products and equipment. It contains all service information required for the equipment described and is current as of the printing date.

Scope

The scope of this manual is to provide basic information relating to wireless telephones, and provide procedures and processes for repairing the phones at Level 1 and 2 service centers including:

- Unit swap out
- Repairing of mechanical faults
- Basic modular troubleshooting
- Testing and verification of phone 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 manual 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 End 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

This 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 will bear the costs of early life failure.

Product Support

Customer's original phone 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 PCB component). The Motorola High Technology 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)

Order replacement parts, test equipment, and manuals from AAD.

U.S.A.

Phone: 800-422-4210

FAX: 800-622-6210

Website: <http://businessonline.motorola.com>

Outside U.S.A.

Phone: 847-538-8023

FAX: 847-576-3023

EMEA

Phone: +49 461 803 1404

Website: <http://emeaonline.motorola.com>

Asia

Phone: +65 648 62995

Website: <http://asiaonline.motorola.com>

Specifications

General Function	Specification
Frequency Range GSM 850	824-848 MHz Tx 869-893 MHz Rx
Frequency Range GSM 900	880-915 MHz Tx (with EGSM) 925-960 MHz Rx
Frequency Range DCS 1800	1710-1785 MHz Tx 1805-1880 MHz Rx
Frequency Range PCS 1900	1850-1910 MHz Tx 1930-1990 MHz Rx
Channel Spacing	200 kHz
Channels	174 EGSM, 374 DCS, 374 PCS, 124 GSM 850 carriers with 8 channels per carrier
Modulation	GMSK at BT = 0.3
Transmitter Phase Accuracy	5 Degrees RMS, 20 Degrees peak
Duplex Spacing	45 MHz
Frequency Stability	± 0.10 ppm of the downlink frequency (Rx)
Operating Voltage	+3.25V dc to +4.2V dc (battery) +4.8V dc to +5.6V dc (external connector)
Transmit Current Drain	90-280 mA average talk current drain
Stand-by Current drain	3.3 mA (DRX2), 2 mA (DXR9) typical
Temperature Range	-10° C to +55° C (+15° F to +130° F)
Dimensions, with 780 mAh Li Ion battery	113mm x 49mm x 10.9mm (4.4 inches x 1.9 inches x 0.4 inches)
Size (Volume)	56 cc (3.41 in ³), with battery
Weight	89+ grams (3.13 oz), with battery
Battery Life, with standard 780 mAh Li-Ion Battery	Talk time up to 190 minutes Standby time up to 340 hours All talk and standby times are approximate and depend on network configuration, signal strength, and features selected. Standby times are quoted as a range from DRX=2 to DRX=9. Talk times are quoted as a range from DTX off to DTX on.
Battery Charge Time	4 hours to 90% of 780 mAh capacity
Alert volume	Max 95 dB @5cm, 0.5 Watts input

Transmitter Function	Specification
RF Power Output	32 dBm nominal GSM 850/900 29 dBm nominal GSM 1800/1900
Output Impedance	50 ohms nominal
Spurious Emissions	-36 dBm from 0.1 to 1 GHz, -30 dBm from 1 to 4 GHz

Receiver Function	Specification
Receive Sensitivity	-102.9 dBm GSM 850 -102.9 dBm GSM 900 -103.2 dBm DCS 1800 -101.2 dBm PCS 1900
RX Bit Error Rate (100k bits) Type II	< 2%

Speech Coding Function	Specification
Speech Coding Type	Regular pulse excitation/linear predictive coding with long term prediction (RPE 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

Motorola L6i mobile telephones feature Global System for Mobile communication (GSM) technology. The mobile telephone uses a simplified icon and Graphical User Interface (GUI) for easier operation, allows Short Message Service (SMS) text messaging, and includes clock, alarm, datebook, and calculator personal management tools. The L6i telephones feature VibraCall vibrating alert and a wide selection of ring tones. These tri-band phones allow roaming within the GSM 850, 1800, 1900 MHz PCS bands, or 900, 1800, 1900 MHz PCS bands depending on flexing.

L6i telephones support GPRS and SMS in addition to traditional circuit switched transport technologies.

The telephones are made of polycarbonate plastic with a metal enclosure. The display, camera, speaker, keypad, (not including navigation keys), transceiver Printed-circuit Board (PCB), microphone, charger, headphone connectors, and power button are contained within the candy bar form-factor housing. The 780 mAh Lithium Ion (Li-Ion) battery provides up to 190 minutes of talk time with up to 340 hours of standby time¹. These telephones feature a 128 x 160 pixel display.

Features

The L6i telephones use advanced, self-contained, sealed, custom integrated circuits to perform the complex functions required for GSM communication. Aside from the space and weight advantage, microcircuits enhance basic reliability, simplify maintenance, and provide a variety of operational functions.

Features available in the L6i telephone include:

- FM Radio
- Bluetooth class 2, mini USB connector
- Downloadable java apps, video clips, images, MIDI and MP3 ringtones
- Up to 10MB end user embedded memory
- GPRS Class 10
- Push to Talk over cellular with GPRS
- Picture Caller Identification
- Picture Messaging with MMS
- VGA camera with 4x digital zoom
- Dynamic Idle (Motorola/4th Pass server)
- 500 phone number capacity phonebook

Upon receipt of a call, the calling party's phone number is compared to the phonebook. If the number matches a phonebook entry, that name displays. If there is no phonebook entry, the incoming phone number displays. If no caller identification information is available, an incoming call message displays.



User must subscribe to a caller line identification service through their service provider.

1. All talk and standby times are approximate and depend on network configuration, signal strength, and features selected. Standby times are quoted as a range from DRX=2 to DRX=9. Talk times are quoted as a range from DTX off to DTX on.

Personal Information Management

The L6i wireless telephones contain a built-in datebook with alarm reminders, message center, and a phonebook.

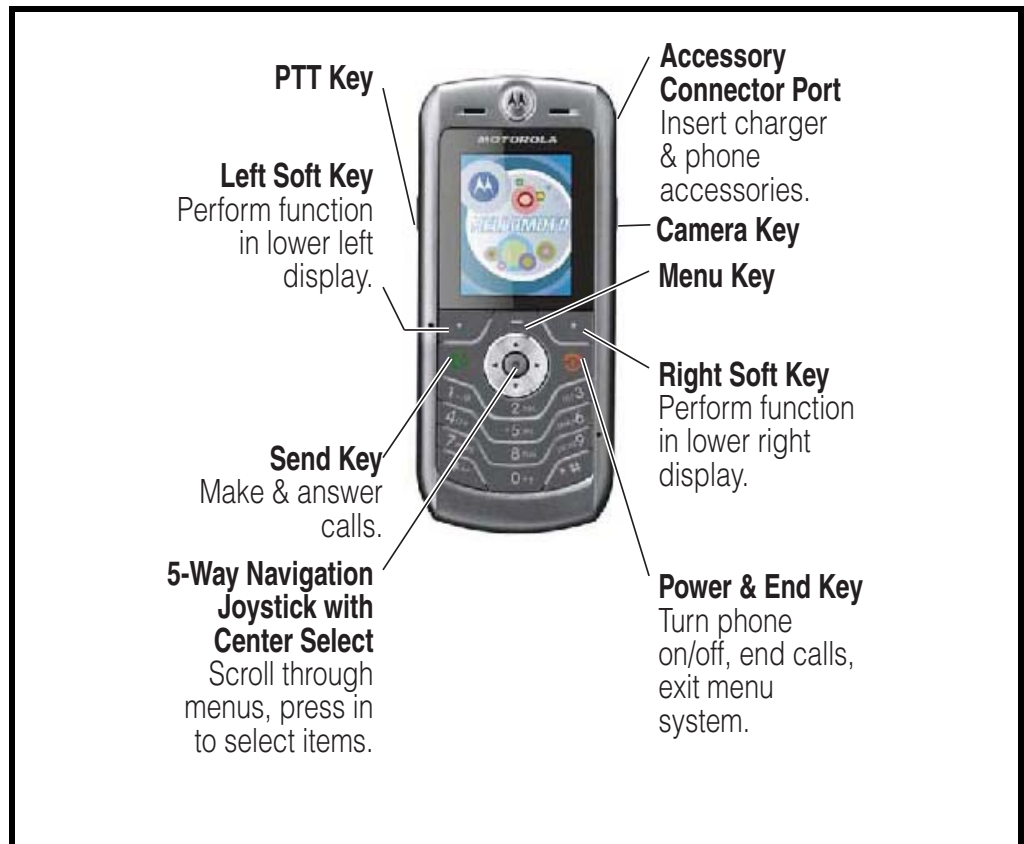
Other Features

Detailed descriptions of other features available for the L6i wireless telephones are in the appropriate User's Guide listed in the Related Publications section toward the end of this manual.

General Operation

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

The telephone's controls are on the front of the device and on the keyboard as shown in Figure 1. Indicator icons are displayed on the LCD (see Figure 2).



0613790

Figure 1. Controls and Indicators

Menu Navigation

L6i telephones have a simplified icon and GUI. A scroll key allows you to move easily through menus.

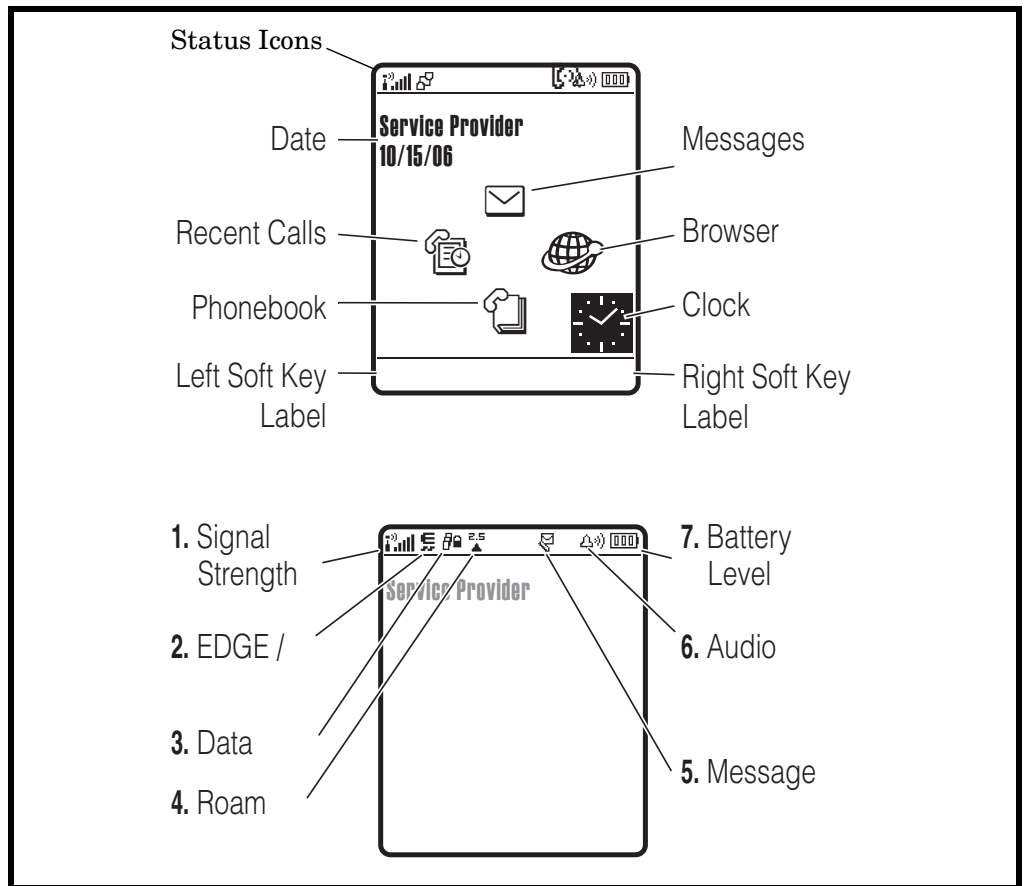
Liquid Crystal Display (LCD)

The L6i phones feature a 128 x 160 65K color CSTN color display offering 7 lines of text, 1 line of icons, and 1 line of prompts. The display provides constant graphical representations of battery capacity and signal strength, as well as the real-time clock.

► Whether a phone displays all indicators depends on the programming and services to which the user subscribes.

Home Screen

The L6i home screen may look different from the one below, depending on the service provider. Status indicators can show at the top of the home screen:










061211o, 060213o

Figure 2. Display Idle Screen

1. **Signal Strength Indicator** – Vertical bars show the strength of the network connection. You can't make or receive calls when or shows.
2. **EDGE/GPRS Indicator** – Shows when your phone is using a high-speed *Enhanced Data for GSM Evolution (EDGE)* or *General Packet Radio Service (GPRS)* network connection. Indicators can include:

- = GPRS PDP context active = EDGE
- = GPRS packet data available

3. **Data Indicator** – Shows connection status.

- | | |
|--|---|
|  = secure packet data transfer |  = unsecure packet data transfer |
|  = secure application connection |  = unsecure application connection |
|  = secure <i>Circuit Switch Data</i> (CSD) call |  = unsecure CSD call |
|  = Bluetooth® connection is active | |




4. **Roam Indicator** – Shows when your phone is seeking or using a network outside your home network. Indicators can include:









- | | |
|---|---|
|  = 2G home |  = 2G roam |
|  = 2.5G home |  = 2.5G roam |

5. **Message Indicator** – Shows when you receive a new message. Indicators can include:



- | | |
|--|---|
|  = text message |  = voicemail message |
|  = voicemail & text message | |

6. **Audio Indicator** – Shows the audio setting.

- | | |
|---|---|
|  = loud ring |  = vibrate & ring |
|  = soft ring |  = vibrate then ring |
|  = vibrate |  = silent |

7. **Battery Level Indicator** – Vertical bars show the battery charge level. Recharge the battery when your phone shows **Low Battery**.

Battery Function

Battery Charge Indicator

The telephone displays a battery charge indicator icon in the idle screen to indicate the battery charge level. The gauge shows 4 levels: 100%, 50%, 20%, and 5%.

Battery Removal

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



All batteries can cause property damage and/or bodily injury, such as burns if a conductive material, such as jewelry, keys, or beaded chains touch exposed terminals. The conductive material may complete an electrical circuit (short circuit) and become quite hot. Exercise care when 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.

Operation

For detailed operating instructions, refer to the appropriate User's Guide listed in the Related Publications section toward the end of this manual.

Tools and Test Equipment

Table 1 lists the tools and test equipment used on L6i telephones. Use either the listed items or equivalents.

Table 1. General Test Equipment and Tools

Motorola Part Number ¹	Description	Application
See Table 5.	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).
6680388B67	Disassembly Tool, plastic with flat and pointed ends (manual opening tool)	Used during assembly/disassembly.
6680388B01	Tweezers, plastic	Used during assembly/disassembly.
RSX4043-A	Torque Driver	Used to remove and replace screws.
—	Torque Driver Bit T-5 Plus, Apex 440-5IP Torx Plus or equivalent	Used with torque driver.
HP34401A ²	Digital Multimeter	Used to measure battery voltage.
W.FL2-LP-N	Coaxial cable connector extraction tool	Used to remove cable connector from circuit board.
W.FL-LP-IN	Coaxial cable connector insertion tool	Used to attach cable connector to circuit board.

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, you can reach AAD by phone at (847) 538-8023 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 L6i telephone. Tools and equipment used are listed in Table 1.



Many of the integrated devices used in this phone are vulnerable to damage from 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 Cover

1. Ensure the phone is turned off.
2. Press the battery cover latch on the bottom of the phone, and lift the battery cover up from the phone and lift it off (see Figure 3).



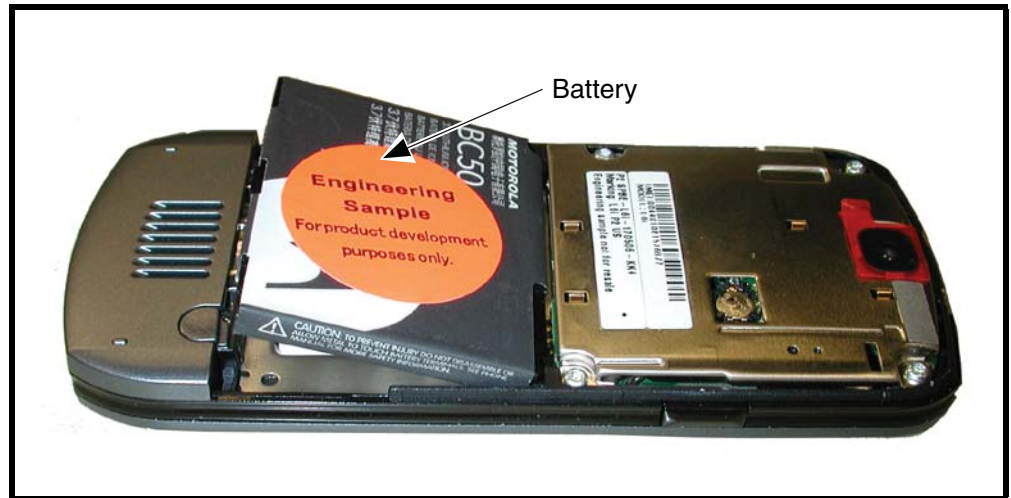
061449o

Figure 3. Removing the Battery Cover

3. To replace, align the battery cover with the rear housing.
4. Place the battery cover on the rear housing and gently press the battery cover until it snaps into place.

Removing and Replacing the Battery

1. Remove the battery cover as described in the procedures.
2. Lift the top end of the battery as indicated by the arrow in Figure 4.
3. Lift the battery up and out of the battery compartment.



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Figure 4. Removing and Replacing the Battery

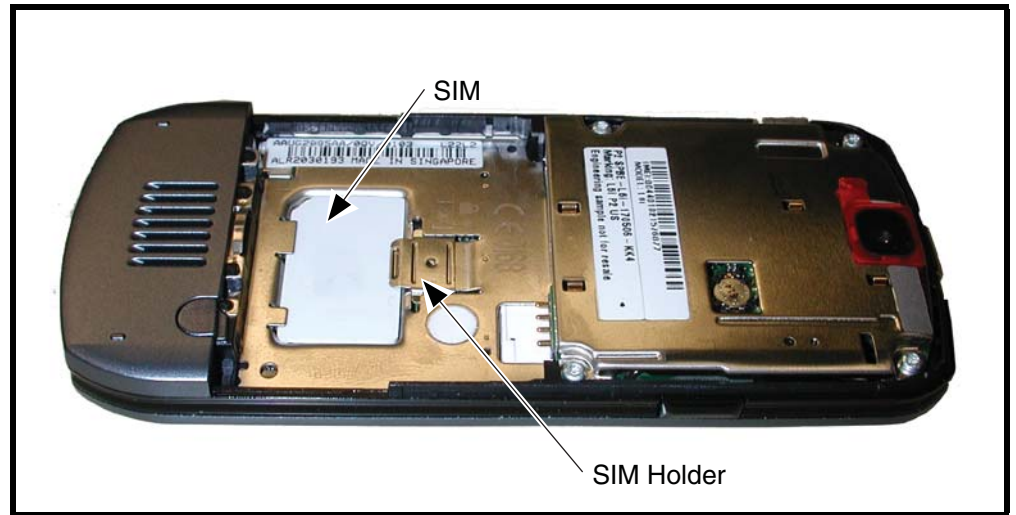


There is a danger of explosion if the Lithium-Ion battery is replaced incorrectly. Replace only with the same type of battery or equivalent as recommended by the battery manufacturer. Dispose of used batteries according to the manufacturer's instructions.

4. To replace, insert the bottom of the battery into the battery compartment with contacts facing downward.
5. Press the top of the battery into the battery compartment.
6. Replace the battery cover as described in the procedures.

Removing and Replacing the SIM

1. Remove the battery cover and battery as described in the procedures.
2. Unlock the SIM holder by sliding it away from the SIM.
3. Lift up the SIM and remove it from the phone (see Figure 5).



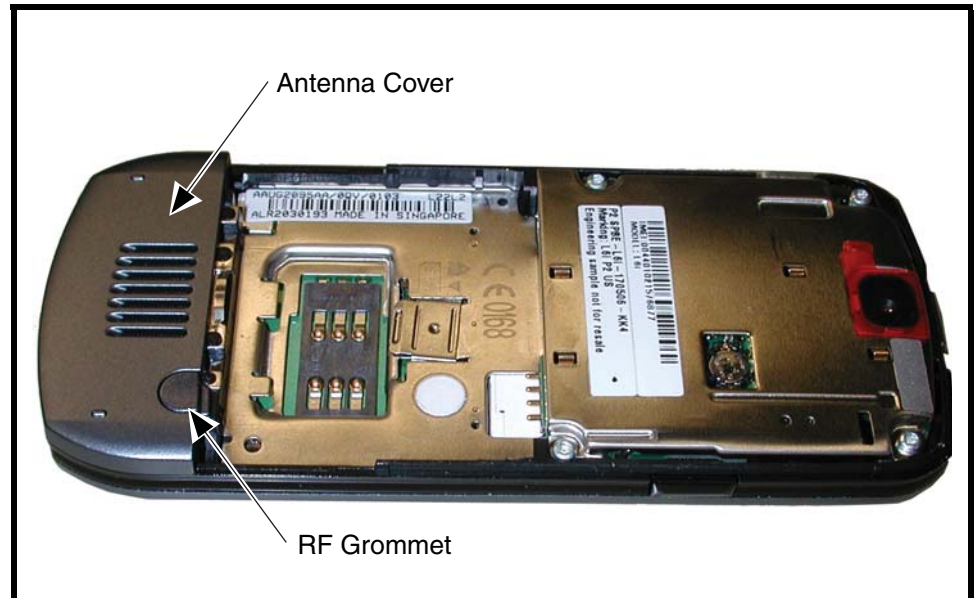
061451o

Figure 5. Removing and Replacing the SIM

4. To replace, slide the SIM into the SIM holder with the notched corner located as shown.
5. Lock the SIM holder by sliding it toward the SIM.
6. Reassemble the battery and battery cover as described in the procedures.

Removing and Replacing the Antenna

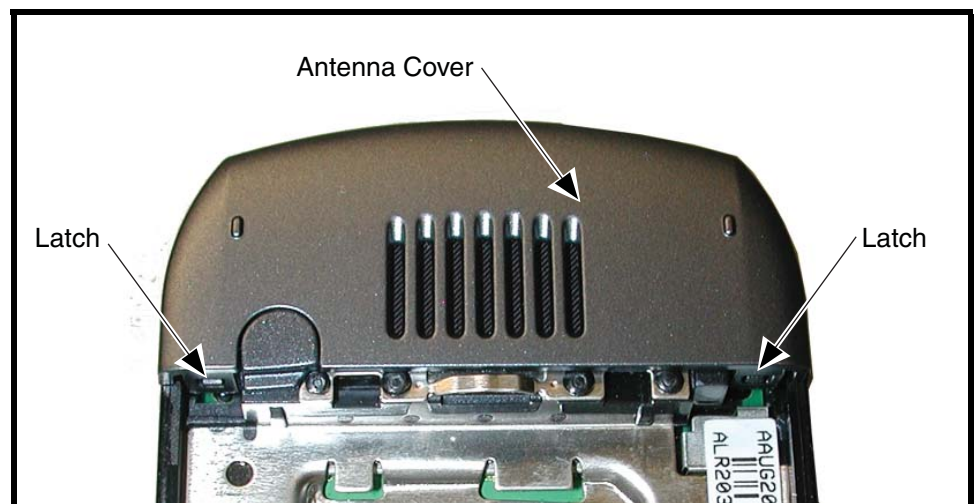
1. Remove the battery cover, battery and SIM, as described in the procedures.
2. Use the disassembly tool to gently pry off the RF grommet located on the antenna cap (see Figure 6).



061452o

Figure 6. Removing and Replacing the RF Grommet

3. Use the metal tweezers to release the antenna cover latches (see Figure 9).



061453o

Figure 7. Removing and Replacing the Antenna Cover

4. Carefully use the metal tweezers to release two latches on the top end of the antenna cover, then use the disassembly tool to carefully lift the antenna cover away from the phone.

5. Remove any excess adhesive from the phone.
6. Use the disassembly tool to lift the side of the antenna out of the phone (see Figure 8).

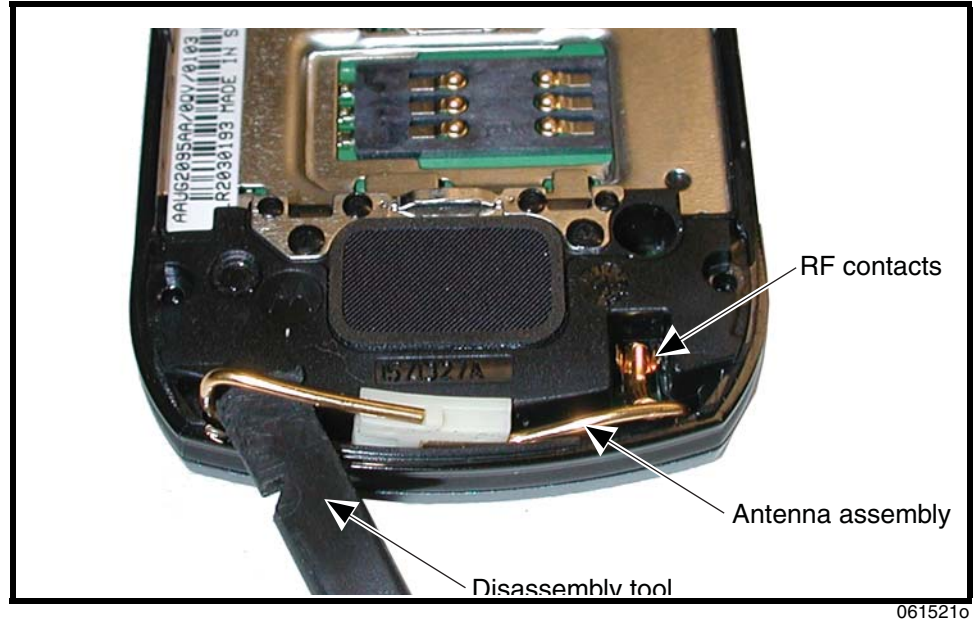


Figure 8. Removing and Replacing the Antenna

7. Carefully remove the antenna from the phone.
8. To replace, insert the antenna into the antenna slot on the phone. Ensure the antenna makes contact with the RF contacts on the PC board.
9. Align the antenna cover over the antenna.
10. If the antenna cover is being replaced with a new one, remove the adhesive liner
11. Place the curved edge of the antenna cover onto the phone.
12. Carefully press the straight edge of the antenna cover into place until the latches snap into place.
13. Insert the RF grommet fully into the opening on the antenna cover.
14. Reassemble the SIM, battery, and battery cover as described in the procedures.

Removing and Replacing the Transceiver PC Board Shield

1. Remove the battery cover, battery, SIM, and antenna, as described in the procedures.
2. Using a Torx Plus driver with a T5 bit, remove the 6 housing screws from the phone. Set the screws aside for re-use (see Figure 9).

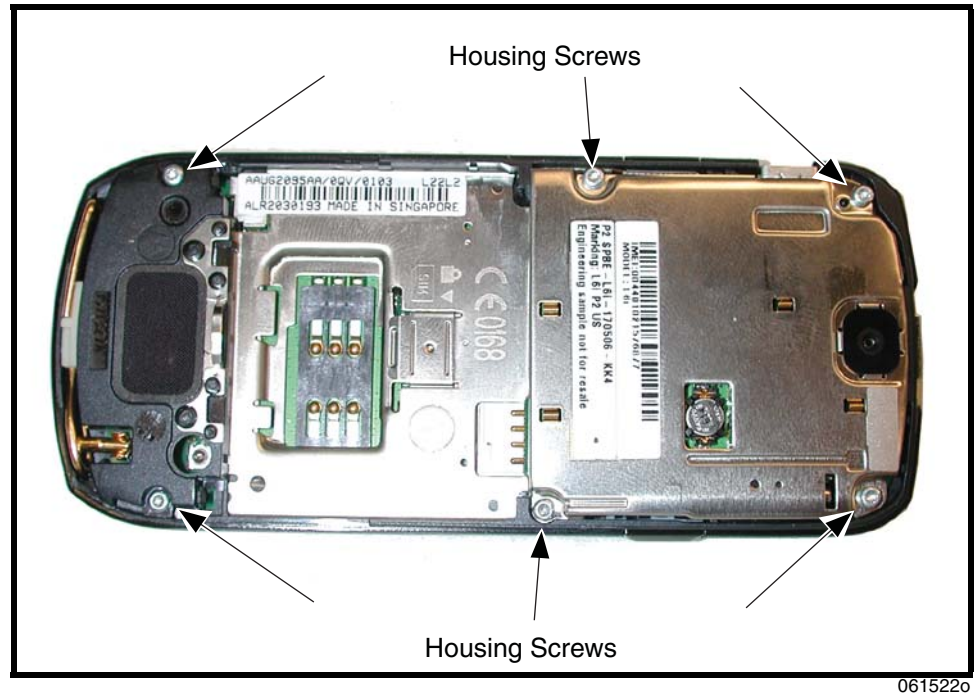
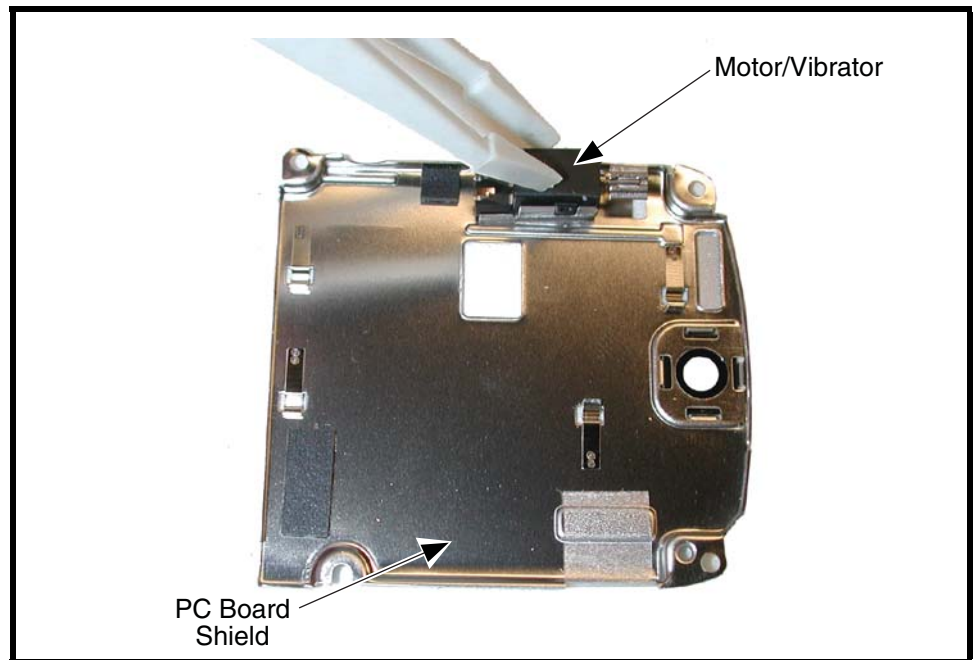


Figure 9. Removing and Replacing the Transceiver PC Board Shield

3. Lift the metal shield away from the phone.
4. To replace, place the PC board shield onto the phone. Ensure the screw holes are aligned.
5. Insert and tighten the 6 T5 screws to a torque setting of 16 Ncm. Do not overtighten.
6. Reassemble the antenna, SIM, battery, and battery cover as described in the procedures.

Removing and Replacing the Motor/Vibrator

1. Remove the battery cover, battery, SIM, antenna, and transceiver PC board shield as described in the procedures.
2. Turn the PC board shield over to reveal the motor/vibrator assembly.
3. Use the disassembly tool or the plastic tweezers to lift the motor/vibrator assembly from the PC board shield (see Figure 10).



0615230

Figure 10. Removing and Replacing the Motor/Vibrator

4. To replace, place the motor/vibrator assembly into its slot on the PC board shield. Ensure that the elastomeric contacts are facing upward, and the motor flywheel can rotate freely.
5. Reassemble the transceiver PC board shield, antenna, SIM, battery, and battery cover as described in the procedures.

Removing and Replacing the Transceiver PC Board

1. Remove the battery cover, battery, SIM, and rear housing as described in the procedures.

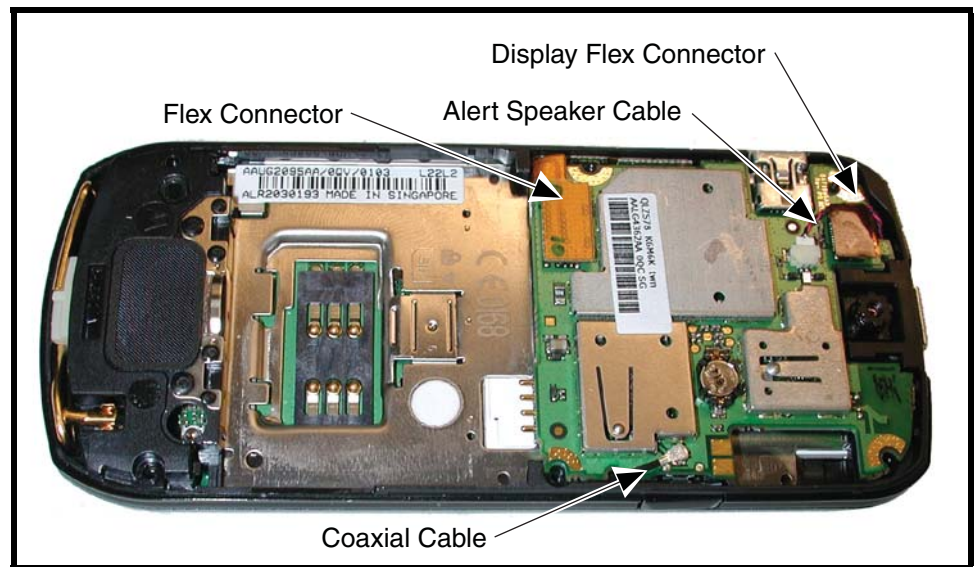


This product contains static-sensitive devices. Use anti-static handling procedures to prevent ESD and component damage.



The flexible printed cable (FPC) (flex) is easily damaged. Exercise extreme care when handling.

2. Insert the flat end of the disassembly tool under the flex connector to unseat it from the transceiver PC board (see Figure 11).



0615200

Figure 11. Removing the Transceiver PC Board Connectors

3. Use the metal tweezers to unseat the alert speaker connector from its socket on the transceiver PC board (see Figure 11).
4. Use the disassembly tool to unseat the flex connector from its socket on the Transceiver PC board (see Figure 11).

5. Use the coaxial cable extraction tool (see Figure 12) to unseat the coaxial cable connector from the transceiver PC board (see Figure 13).

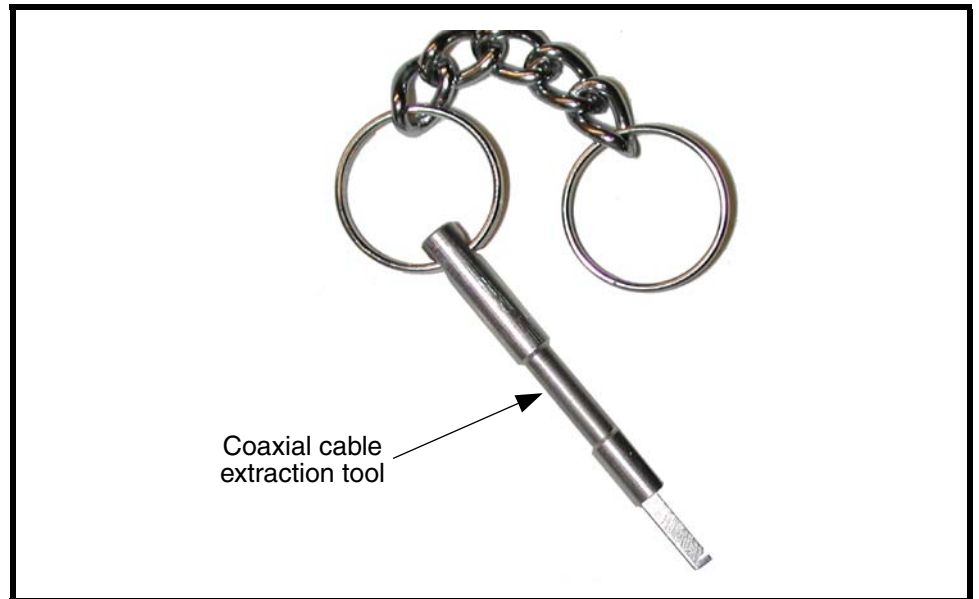


Figure 12. Coaxial Cable Extraction Tool

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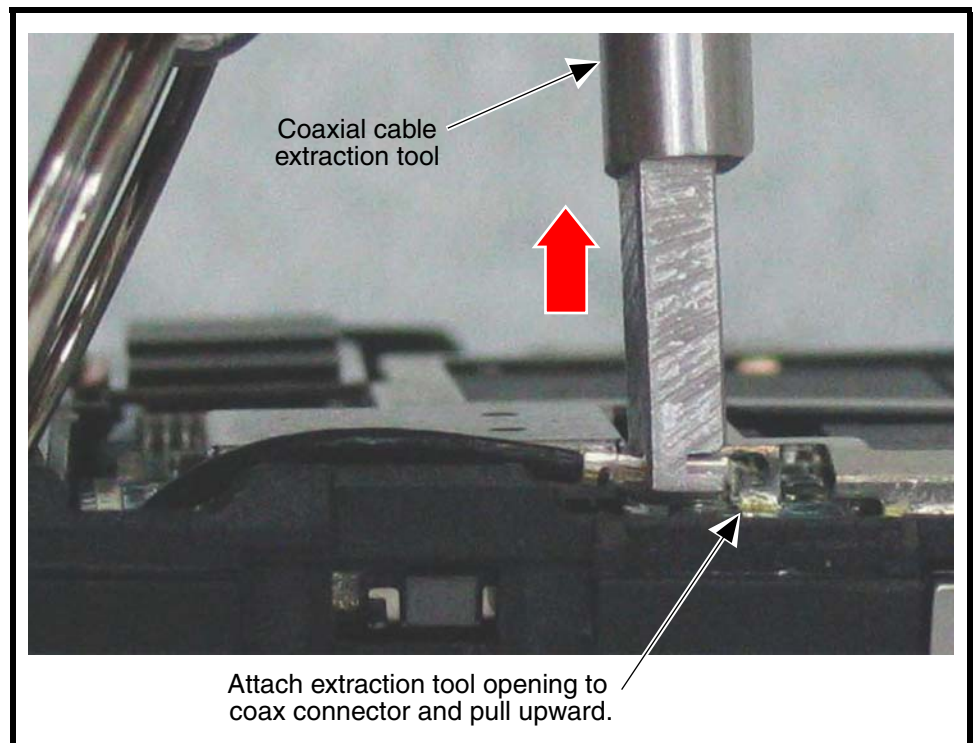
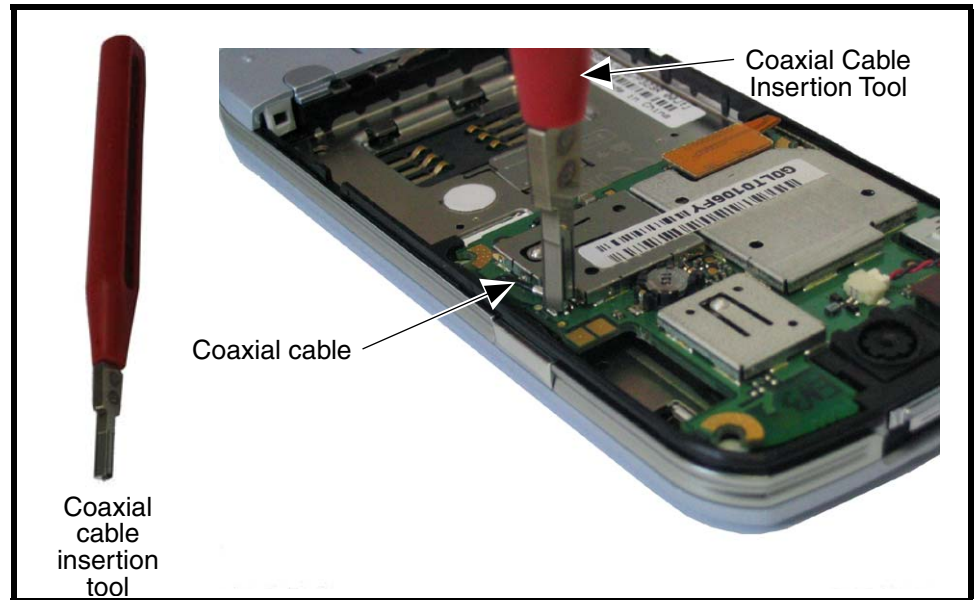


Figure 13. Coaxial Cable Extraction

051260o

6. Carefully lift one side of the transceiver PC board out of the phone. Be careful to avoid damage to the two flex cables and the coaxial cable.
7. Lift the transceiver PC board completely out of the phone.
8. To replace, carefully insert the side edge of the transceiver PC board into the phone chassis.
9. Carefully re-attach the alert speaker wire connector, display flex connector, the main flex connector, and the coaxial cable, to the transceiver PC board (see Figure 15).



0516390

Figure 14. Example of Coaxial Cable Connector Insertion Tool

10. Reassemble the antenna, SIM, battery, and battery cover as described in the procedures.

Removing and Replacing the Flex Assembly

1. Remove the battery cover, battery, SIM, rear housing, and transceiver PC board as described in the procedures.



The flexible printed cable (FPC) (flex) is easily damaged. Exercise extreme care when handling.

2. Remove the side key (see Figure 15).



051764o

Figure 15. Removing the Side Key

3. Use the metal tweezers to push the flex out from the chassis side wall (see Figure 16).

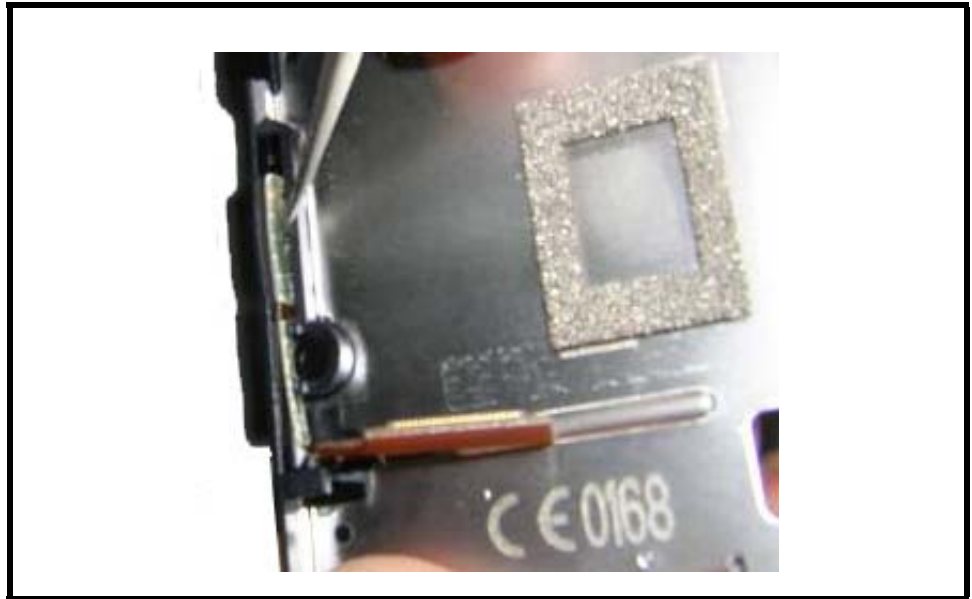


Figure 16. Chassis Side Wall

0517660

4. Remove the flex from the chassis side wall (see Figure 17).

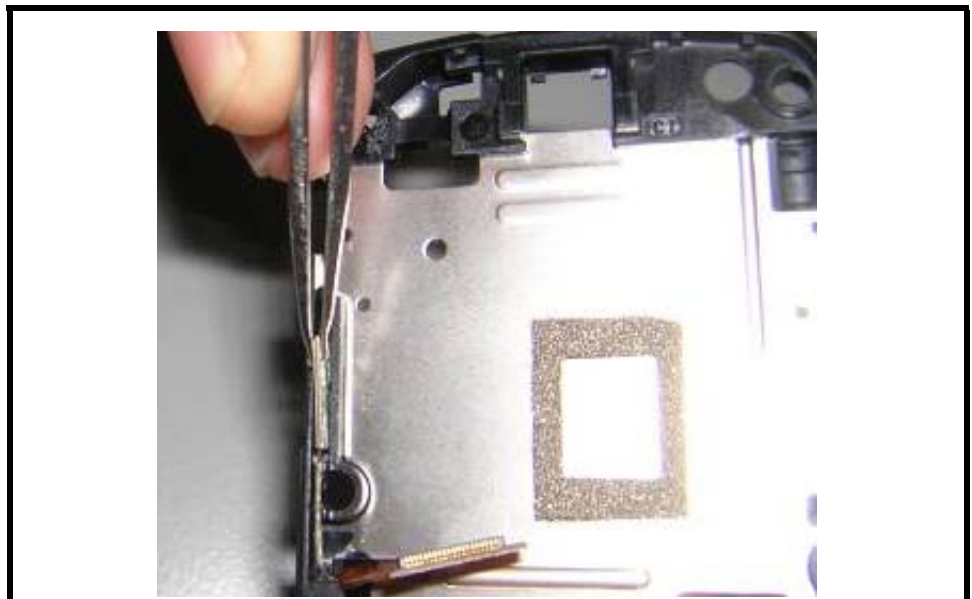
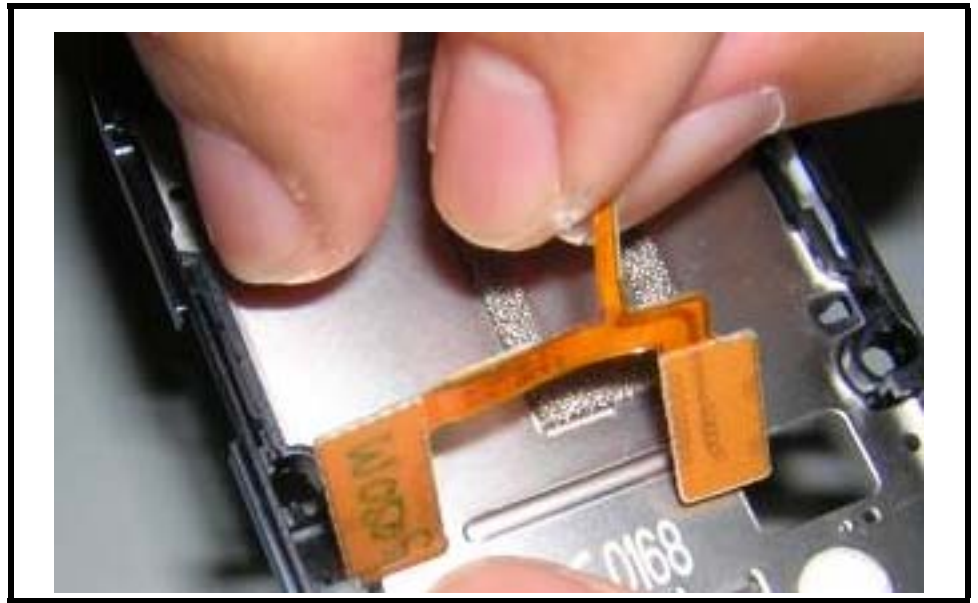


Figure 17. Removing the Flex from the Chassis Side Wall

0517690

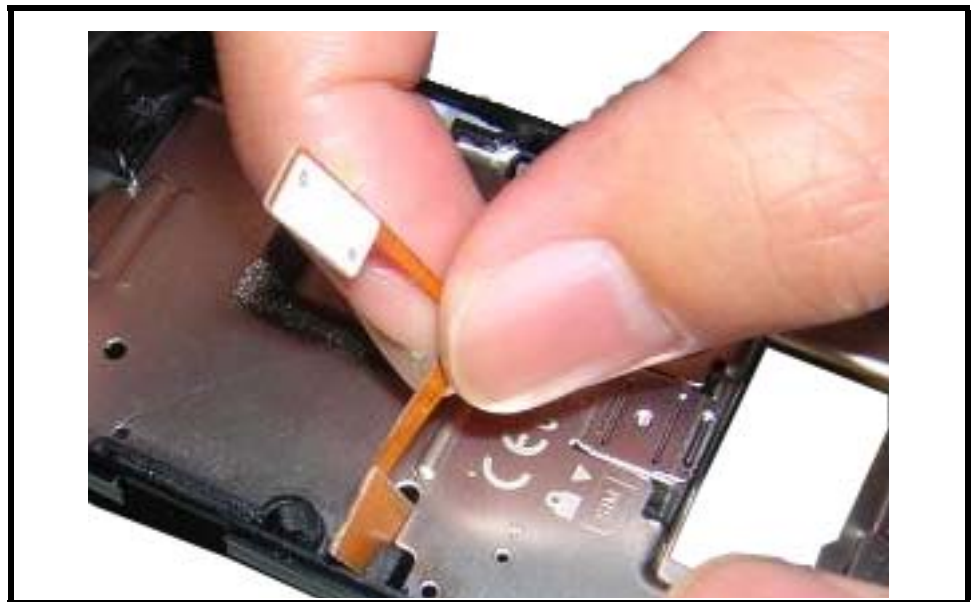
5. Remove the flex from the chassis (see Figure 18).



051780o

Figure 18. Removing the Flex from the Chassis

6. To replace, Insert the flex through the chassis (see Figure 19).



051781o

Figure 19. Insert the Flex Through the Chassis

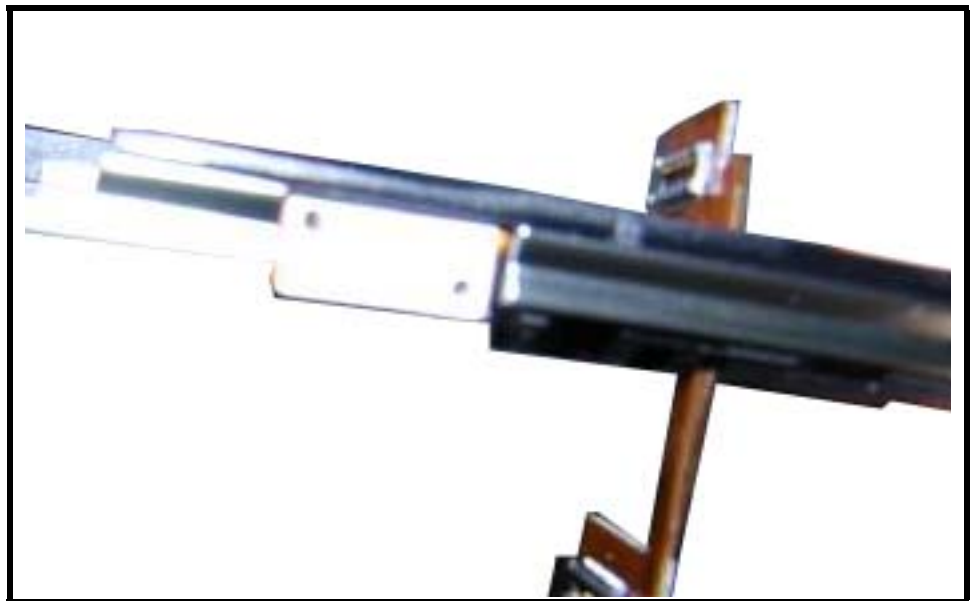
7. Remove the adhesive liner (see Figure 20).



051782o

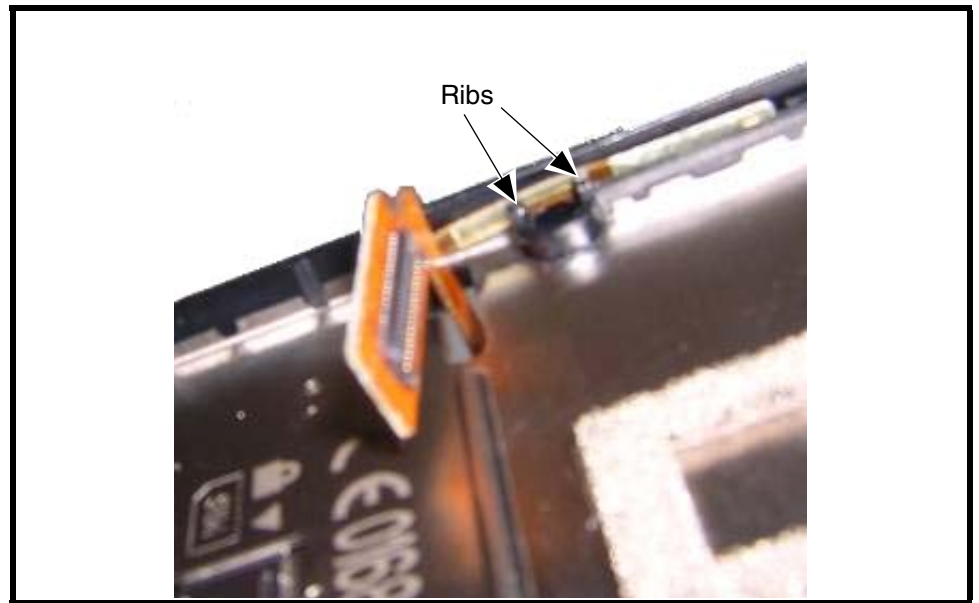
Figure 20. Removing the Adhesive Liner

8. Adhere the flex onto the chassis side wall. Use the locating pins as a guide (see Figure 21). The arm of the flex must be secured by two ribs (see Figure 22).



051783o

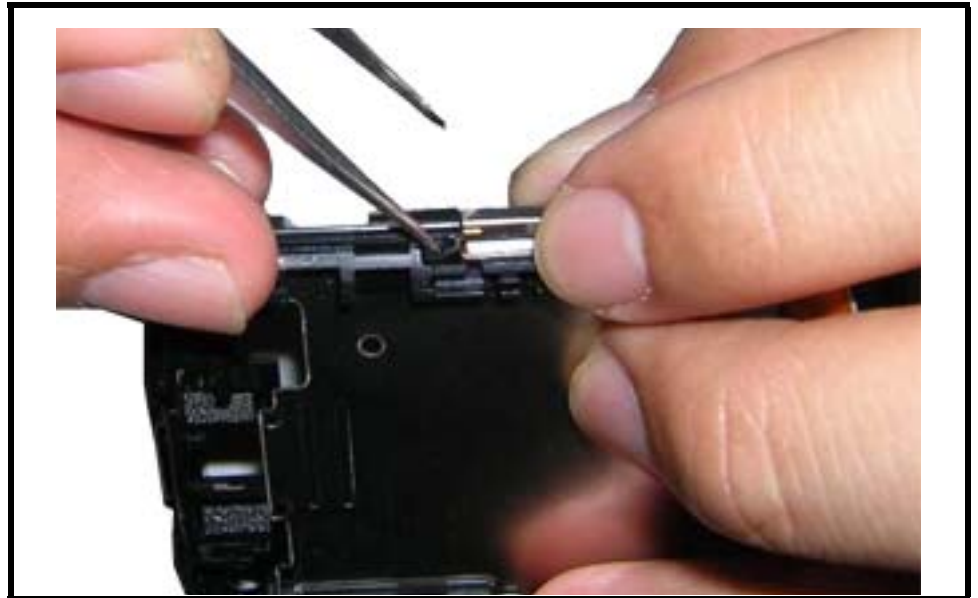
Figure 21. Adhering the flex onto the Chassis Side Wall



0517840

Figure 22. Flex Arm

9. Insert the side key into the chassis (see Figure 23).



0517850

Figure 23. Replacing the Side Key

10. Replace the transceiver PC board, rear housing, SIM, battery, and battery cover as described in the procedures.

Removing and Replacing the Camera Assembly

Remove the battery cover, battery, SIM, antenna, and transceiver PC board as described in the procedures.

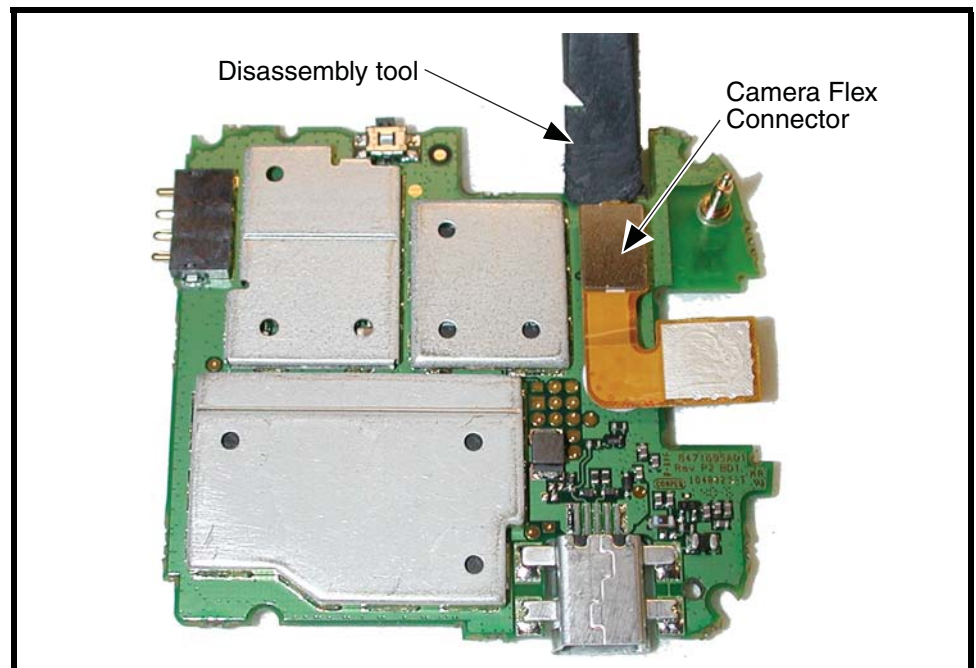


This product contains static-sensitive devices. Use anti-static handling procedures to prevent ESD and component damage.



The flexible printed cable (FPC) (flex) is easily damaged. Exercise extreme care when handling.

11. Use the disassembly tool to unseat the camera assembly flex connector from the transceiver PC board assembly (see Figure 24).



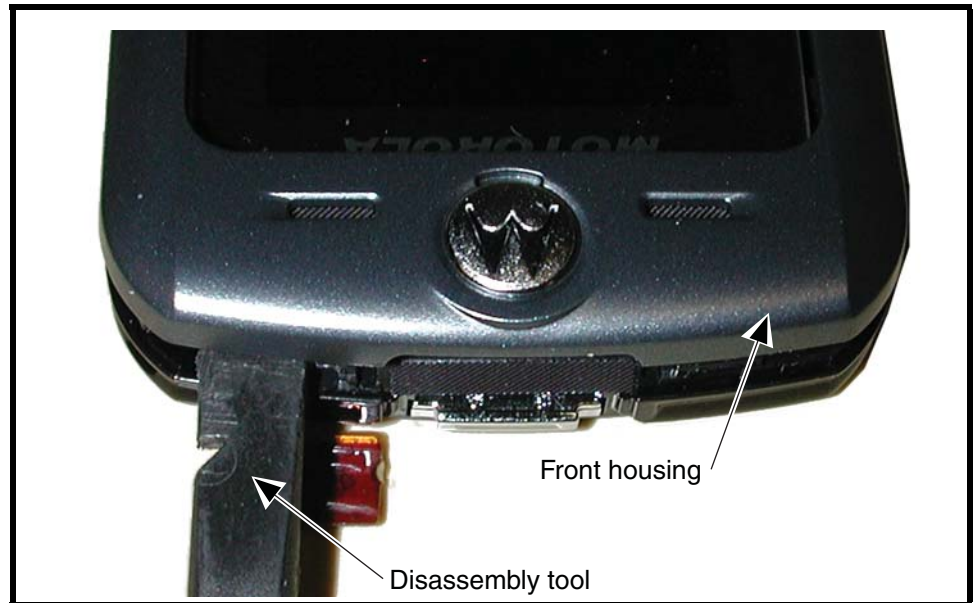
0615240

Figure 24. Removing the Camera Assembly

12. Lift the camera assembly away from the transceiver PC board.
13. To replace, align the camera assembly to the transceiver PC board.
14. Carefully press the camera flex connector into its socket on the transceiver PC board.
15. Reassemble the transceiver PC board, antenna, SIM, battery and battery cover as described in the procedures.

Removing and Replacing the Front Housing

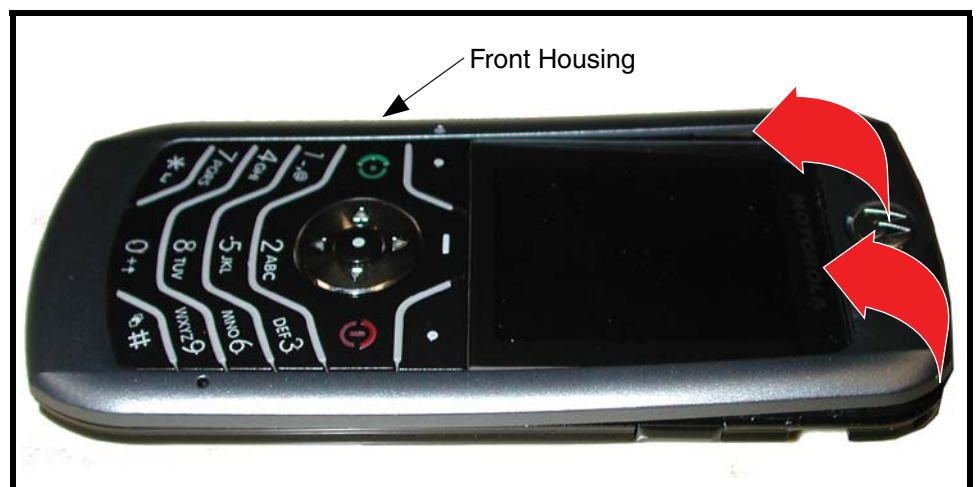
1. Remove the battery cover, battery, SIM, antenna, and transceiver PC board as described in the procedures.
2. Insert the disassembly tool between the front housing and the chassis assembly (see Figure 25).



061454o

Figure 25. Releasing the Front Housing Catches

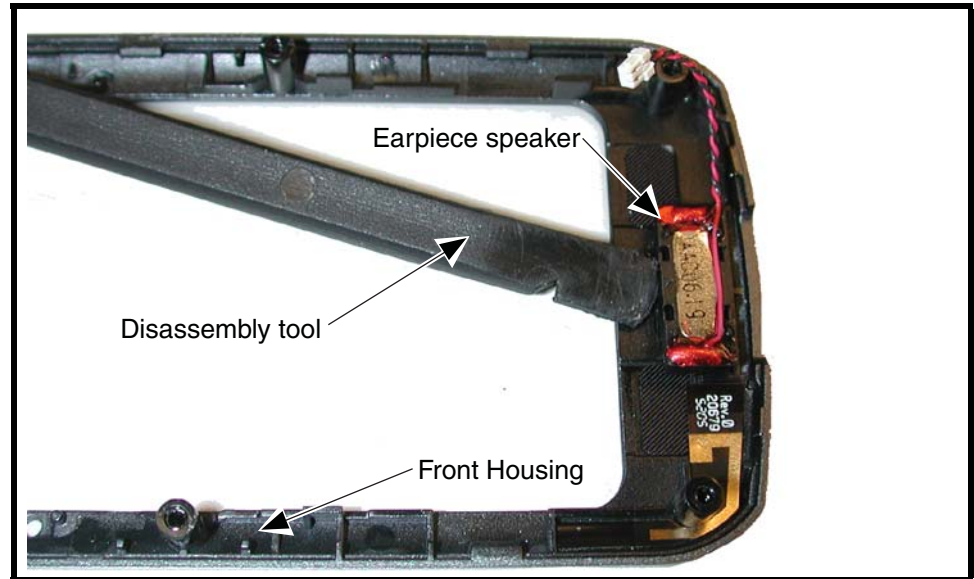
3. Slide the disassembly tool around the phone between the front housing and the phone to release the housing catches along the sides of the front housing (see Figure 26).



061455o

Figure 26. Removing the Front Housing

4. Carefully lift the bottom end of the front housing over the phone.
5. Use the disassembly tool to separate the earpiece speaker from the front housing (see Figure 27).



0615380

Figure 27. Removing the Earpiece Speaker from the Front Housing

6. Remove the front housing.
7. To replace, attach the earpiece speaker to the front housing.
8. Rotate the front housing over the chassis to align the front housing to the chassis.
9. Carefully and gently press the front housing into the chassis until all of the housing catches are engaged.
10. Reassemble the transceiver PC board, antenna, SIM, battery and battery cover as described in the procedures.

Removing and Replacing the Keypad PC Board

1. Remove the battery cover, battery, SIM, antenna, transceiver PC board, and front housing, as described in the procedures.
2. Use the plastic tweezers to remove the end of the coaxial cable from the chassis assembly (see Figure 28).

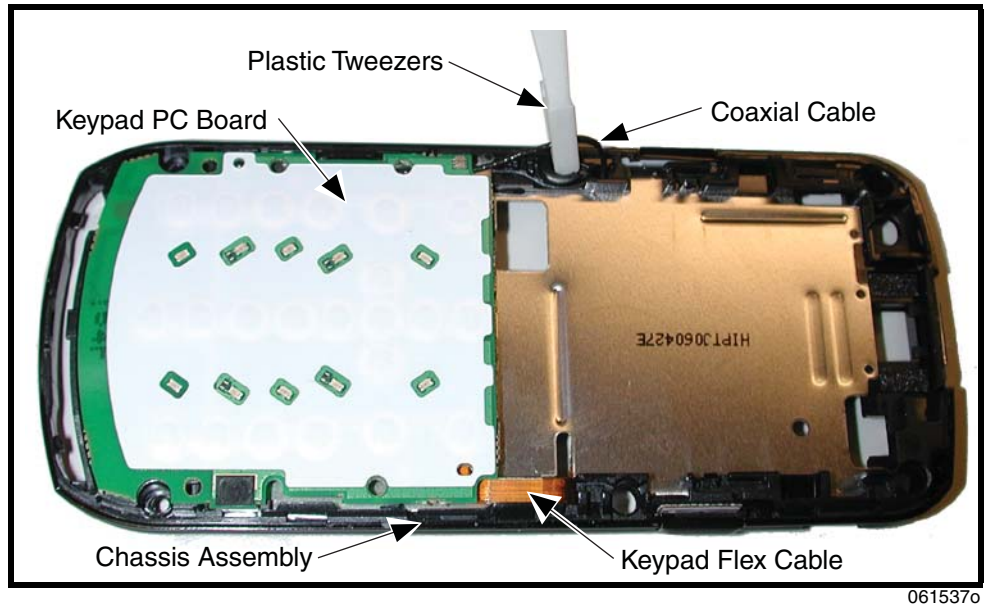


Figure 28. Removing and Replacing the Keypad PC Board

3. To replace, align the keyboard connector of the keyboard with the keyboard connector on the transceiver board and press it into place.
4. Reassemble the transceiver PC board, rear housing, battery, and battery cover as described in the procedures.

Removing and Replacing the Keypad

1. Remove the battery cover, battery, SIM, rear housing, and transceiver PC board, as described in the procedures.
2. Lift the keypad up from one corner as shown in Figure 29 and remove it from the front housing.

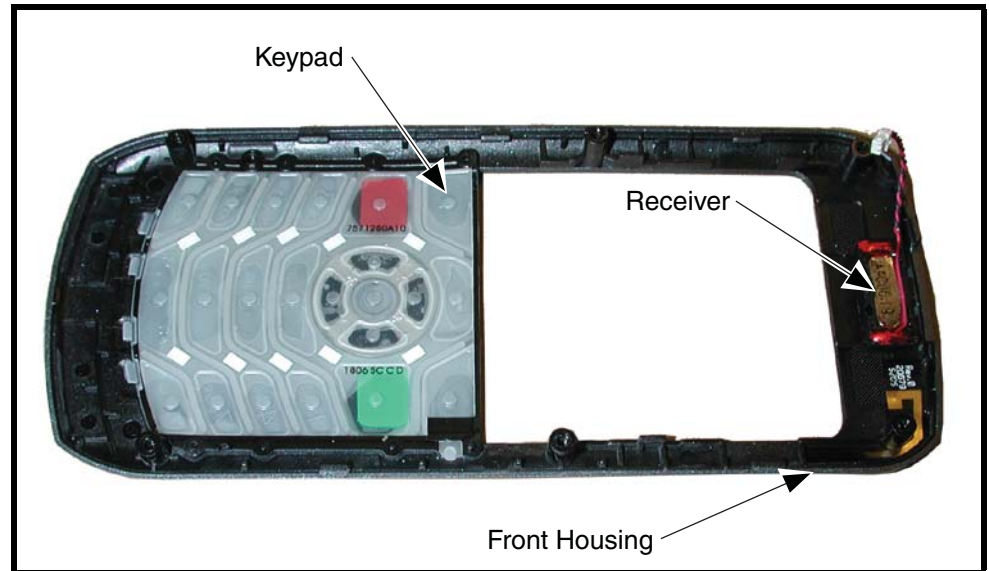


Figure 29. Removing and Replacing the Keypad

3. To replace, align the keypad with the front housing and press it into place. Use the keypad guide holes in the front housing for correct keypad placement.
4. Reassemble the transceiver PC board, rear housing, SIM, battery, and battery cover as described in the procedures.

Removing and Replacing the Display Module

1. Remove the battery cover, battery, rear housing, and transceiver PC board as described in the procedures.
2. Use the metal tweezers to release the display module assembly latch located at the side of the display module (see Figure 31).

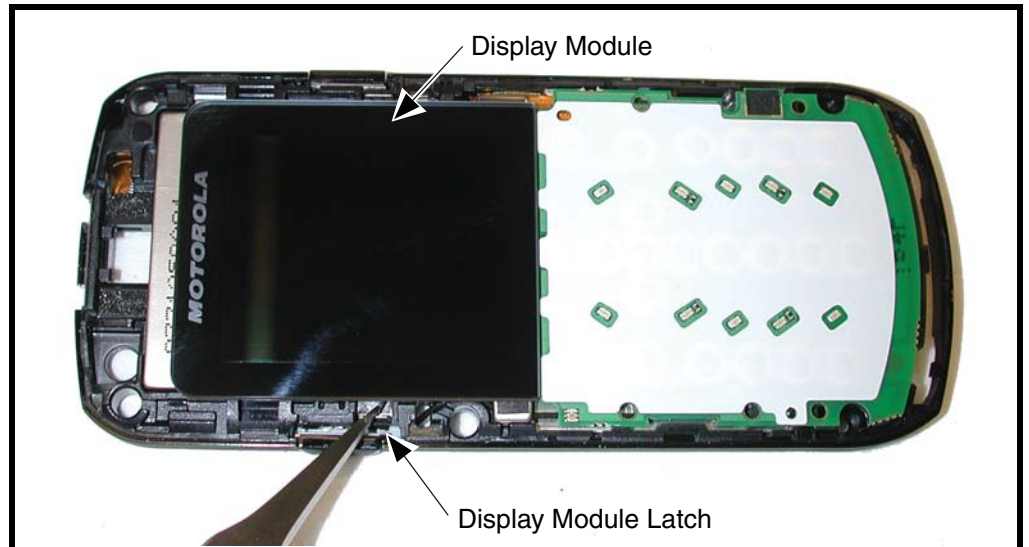


Figure 30. Removing and Replacing the Display Module Latches

3. Lift the top edge of the display module (see Figure 31).

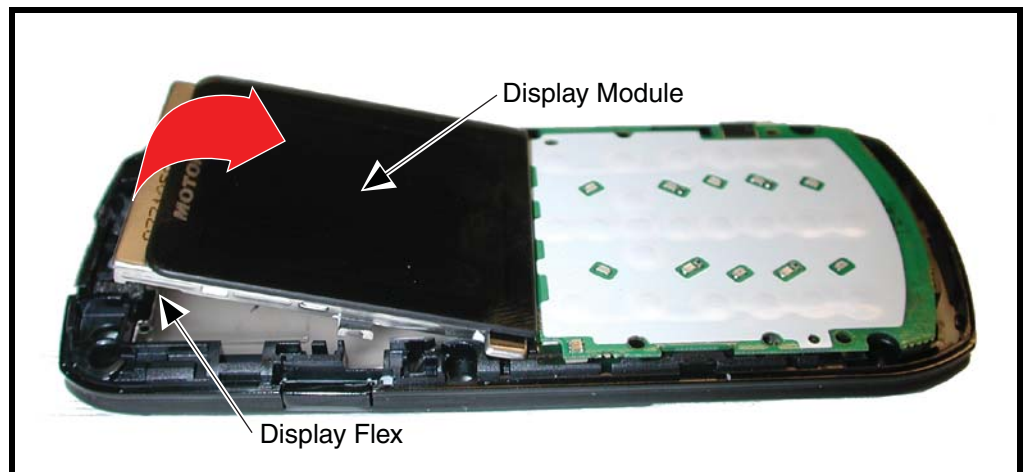


Figure 31. Removing the Display Module

4. Carefully thread the display flex cable through the slot in the chassis assembly and lift the display module away from the chassis.
5. To replace, align the display module to the chassis assembly.

-
6. Hold the side of the display module near the flex cable away from the chassis assembly.
 7. Carefully thread the display flex connector through the opening on the chassis assembly.
 8. Lower the display module fully onto the chassis assembly and gently press it into place.
 9. Reassemble the transceiver PC board, antenna, SIM, battery, and battery cover as described in the procedures.

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 card 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 32.

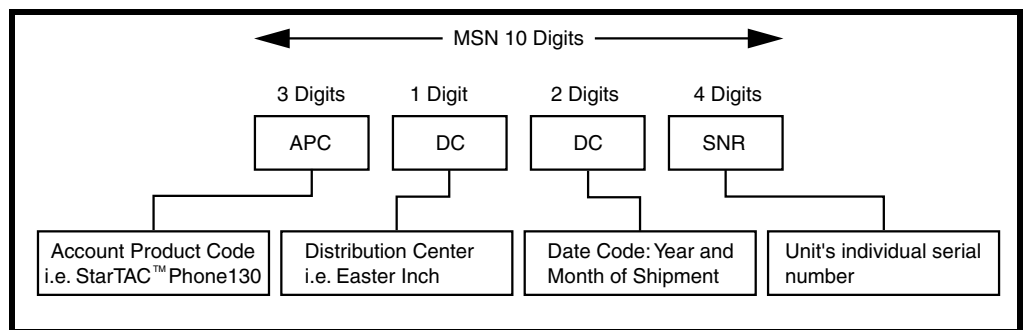


Figure 32. MSN label breakdown

000807a

International Mobile Station Equipment Identity (IMEI)

The International Mobile station Equipment Identity (IMEI) number is an individual number unique to the PCB 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 Table 2.

Table 2. IMEI Number Breakdown

TAC	Serial Number	Check Digit
NNXXXXXX	ZZZZZZ	A

Where

TAC Type Allocation Code, formerly known as Type Approval Code

NN Reporting body identifier

XXXXXX Type Identifier

ZZZZZZ Individual unit serial number

A Phase 1 = 0.

Phase 2 = check digit defined as a function of all other IMEI digits

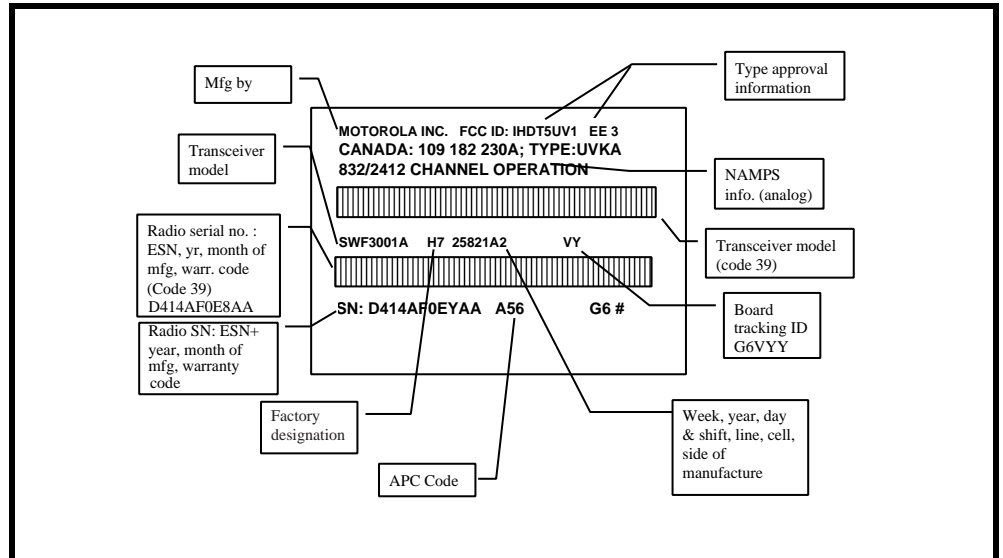
Other label number configurations present are:

- **TRANSCIVER 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.

Telephone Identification

Identification Label

Each Motorola GSM phone is labeled with a variety of identifying numbers. Figure 33 describes the current identifying labels.



0204630

Figure 33. Telephone Identification Label

Troubleshooting

Troubleshooting Chart

Table 3. 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 battery voltage is <3.25 Vdc, recharge the battery using the appropriate battery charger. If battery will not recharge, replace the battery. If battery is not at fault, proceed to b.
	b) Battery terminals open or misaligned.	Visually inspect 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 battery connector replacement. If battery terminals are not at fault, proceed to c.
	c) Transceiver board defective.	Remove the transceiver board assembly. Substitute a known good transceiver board and temporarily reassemble the phone. Press the Power/End key; if phone turns on and stays on, disconnect the dc power source and reassemble the phone with the new transceiver board. Verify that the fault has been cleared.
2. Telephone exhibits poor reception or erratic operation such as calls frequently dropping or weak or distorted audio.	a) Antenna defective.	Check connection between the antenna and the transceiver board. If the connection is OK, substitute a known good antenna. If the fault is still present, proceed to b.
	b) Transceiver board defective.	Replace the transceiver board (refer to 1c). Verify that the fault has been cleared and reassemble the phone with the new transceiver board.
3. Display is erratic.	a) Display module defective	Temporarily replace the display module with a known good display module. Verify that the fault is cleared and reassemble the phone with the new display module. If the fault is still present, proceed to b.
	b) Transceiver board defective.	Replace the transceiver board (refer to 1c). Verify that the fault has been cleared and reassemble the phone with the new transceiver board.
4. Incoming call alert transducer audio is distorted.	a) Alert transducer defective	Temporarily replace the alert transducer with a known good alert transducer. Verify that the fault is cleared and reassemble the phone with the new alert transducer. If the fault is still present, proceed to b.
	b) Faulty transceiver board.	Replace the transceiver board (refer to 1c). Verify that the fault has been cleared and reassemble the phone with the new alert transducer.
5. Telephone transmit audio is weak. (usually indicated by called parties complaining of difficulty in hearing voice).	a) microphone obstructed by user while holding the phone	Verify transmit audio quality. If transmit audio quality is still weak and microphone is not obstructed, proceed to b.
	b) Microphone defective.	Replace the microphone as described in the procedures. If fault is not cleared, proceed to c.

Table 3. Level 1 and 2 Troubleshooting Chart (Continued)

Symptom	Probable Cause	Verification and Remedy
	c) Transceiver board defective.	Replace the transceiver board (refer to 1c). Verify that the fault has been cleared and reassemble the phone with the new transceiver board.
6. Receive audio from earpiece speaker is weak or distorted.	a) Connections to or from transceiver board defective.	Check connection from the earpiece to the transceiver board. If connection is not at fault, proceed to b.
	b) Earpiece 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 phone with the good transceiver board. If fault is not cleared, proceed to c.
	c) Transceiver board defective.	Replace the transceiver board (refer to 1c). Verify that the fault has been cleared and reassemble the phone with the new transceiver board.
7. Vibrator feature not functioning.	a) Vibrator defective.	Replace vibrator. If the fault has not been cleared, proceed to b.
	b) Transceiver board defective.	Replace the transceiver board (refer to 1c). Verify that the fault has been cleared and reassemble the phone with the new transceiver board.
8. Poor FM radio performance	Wrong headset used	Check whether the customer is using the correct headset SYN1867A (optimized for FM). If the incorrect headset was used, verify FM reception with the SYN1867A headset. If poor FM performance persists, forward unit to level 3 service center. for FM radio fault analysis.
8. Internal Charger not working.	Faulty charger circuit on transceiver board.	Test a selection of batteries in the rear pocket of the desktop charger. Check LED display for the charging indications. If these are charging properly, then the internal charger is at fault. Replace the transceiver board assembly (refer to 1c). Verify that the fault has been cleared and reassemble the phone with the new transceiver board assembly.

The following section provides a reference for the parts associated with L6i telephones.

Exploded View Diagram

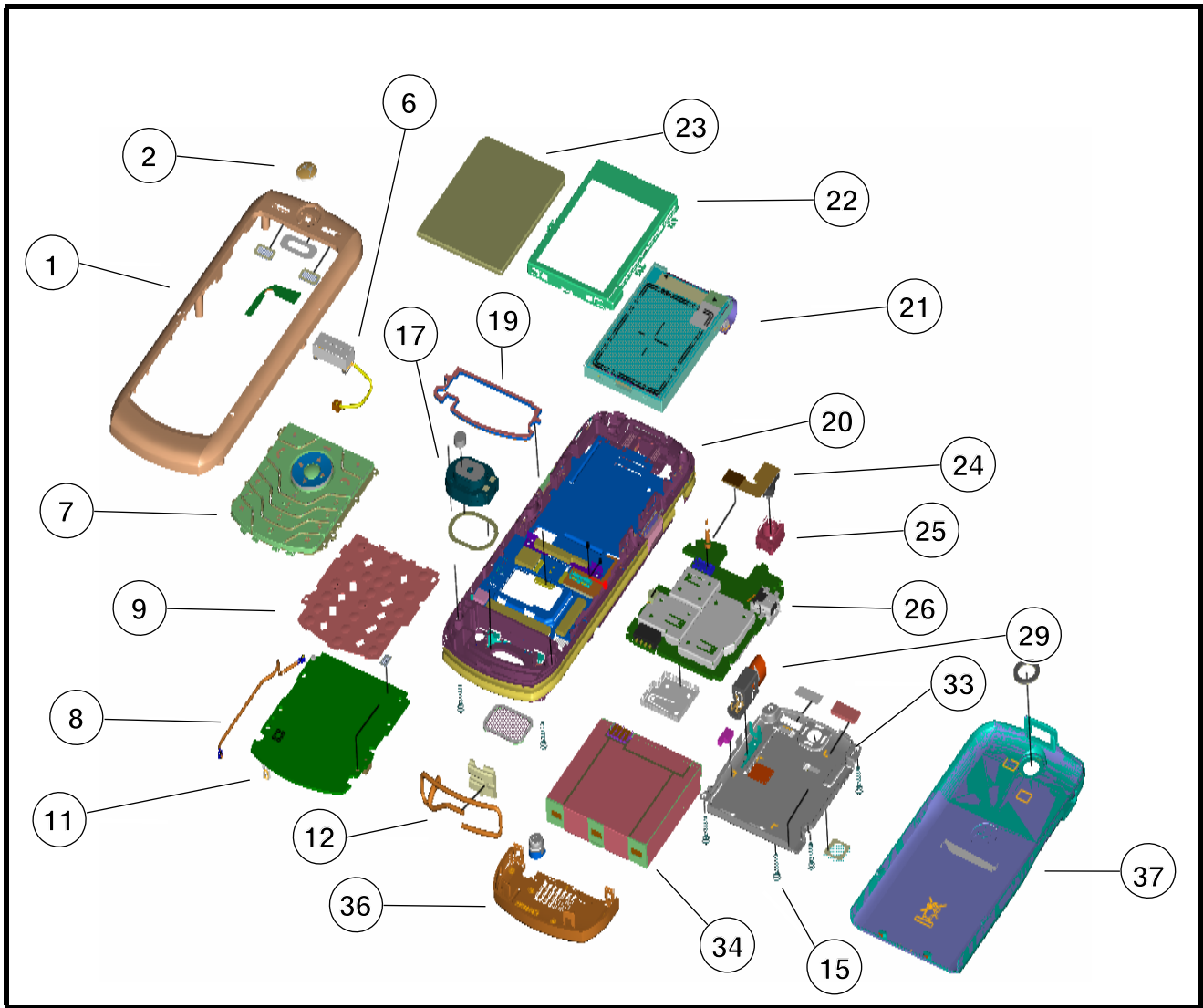


Figure 34. Exploded View Diagram

Exploded View Parts List

The following part numbers are provided only for reference. Please contact your local Motorola parts organization for current part number information.

Table 4. Parts list

Item	Motorola Part Number	Description
1	1571265A07	Front housing
2	1371263A01	Logo medallion
3	3571266A01	Mesh, front housing
4	1170314A20	Earpiece speaker adhesive
5	8571267A01	Bluetooth antenna
6	0170298Z52	Earpiece speaker assembly
7	7571250A30	Keypad English
8	3070338B01	Coaxial cable
9	4070354B20	Metal dome array
10	3571329A05	Microphone mesh
11	0102735J40	Keypad PCB assembly
12	8571365A01	Main antenna Euro Main antenna US
13	0771366A01	Antenna support euro Antenna support US
14	3571270A01	Polyphonic speaker mesh
15	0387347Y01	Screw x6
16	327123A04	Earpiece speaker assembly
17	5088317Y02	Polyphonic Speaker
18	3271233A06	Polyphonic speaker damper
19	3271271A01	Acoustic gasket

Item	Motorola Part Number	Description
20	0171373A06	Chassis assembly
21	7271331A01	LCD display 128x160
22	0771258A01	Metal display bracket
23	6171259A01	Display lens
24	9471281A01	Camera module
25	3771324A01	Camera grommet
26	ALG4362AA	Main PCB assembly
27	2671252A01	Shield cover
28	7571369A04	PCB cover poron pad
29	5971287A01	Vibrator Ass'y w/grommet
30	3371408A01	PCB cover label
31	7571369A16	Main flex poron pad
32	6171261A01	Camera lens
33	0171289A41	Top rear cover assembly
34	SNN5779B	Battery SC4
35	3771278A01	RF connector grommet
36	1571277A07	Rear bottom cover
37	1571372A27	Battery door L6i (SC4)
38	3271233A03	Battery door gasket



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://accesssecure.mot.com>

(Password is required)

Accessories

Table 5. Accessories

Description	Part Number
Audio and Media	
Bluetooth Headset - HS850 (Refresh - Black)	SYN1107
Bluetooth Headset - HS850 (Refresh - Blue)	SYN1226
H3 Bluetooth Headset Dark Pearl Grey	SYN1507
H500 Bluetooth headset Black Soft touch	SYN1374
H500 Bluetooth Headset Hot Pink	SYN1525
H500 Bluetooth Headset Spa Blue	SYN1527
H500 Bluetooth Headset White	SYN1526
H500 Bluetooth Headset Gloss Black	SYN1375
H500 Bluetooth Headset Nickel Japan	SYN1441
H500 Bluetooth Headset Pink	SYN1436
Headset Mono One Touch w/ Send-End (EMU)	SYN0896
RAZR H3 Black	SYN1437
RAZR H3 Silver	SYN1438
Stereo Headset - EMU	SYN1301
Bluetooth Headset - H700 (silver)	SYN1311
Bluetooth Headset (Pearl Dark Gray) - H300	SYN1297
Bluetooth Headset (Pink) - H300	SYN1417
Bluetooth Headset (Pure White) - H300	SYN1416
Bluetooth Headset - H605	SYN1303
Bluetooth Mono Headset, Nickel- H500	SYN1290
Adapter EMU to 3.5 mm	SYN1504
H500 Bluetooth Headset Fire Red	SYN1667
H500 Bluetooth Headset Celery	SYN1732
H500 Bluetooth Headset Pumpkin	SYN1733
H500 Bluetooth Headset Steel Teal	SYN1734
H500 Bluetooth Headset	SYN1735
H3 Bluetooth Headset Cherry Red	SYN1736
D&G Gold H700	SYN1769
Blue/Black Cingular Only H700	SYN1508
Black H700 (not available in North America)	SYN1509
Blue H700 (Verizon only in North America)	SYN1618
Automotive	
Bluetooth Car Kit - High Tier, T505	SYN1717
Bluetooth Car Kit - Mid Tier, T305	SYN1716
Bluetooth Car Kit - HF850	98675H
Bluetooth Car Kit - IHF1000 - Americas/Asia	98676J
Bluetooth Car Kit - IHF1000 - EMEA	CFLN1232A B
Data and Enterprise	
Bluetooth Class 1 USB Adapter PC850	SYN1244
Bluetooth TXTR Keyboard (silver)	SYN1391
Bluetooth TXTR Keyboard (champagne gold)	SYN1664

Table 5. Accessories

Description	Part Number
Digital Accessories	
Data Cable Mini USB/USB/Serial	SKN6371
Modules	
Oakley RAZRWIRE (Mercury: NA) - H7	98679H
Oakley RAZRWIRE (Pewter/Black: NA) - H7	98677H
Oakley RAZRWIRE (Plantinum/Rootbeer: NA) - H7	98678H
Power and Personalization	
Vehicle Power Adapter EMU - VC700	SYN0847
Battery BC50 (SC4) Li-Ion 720mAh	SNN5779
Battery BC60 (SC5) Li-Ion 840 mAh	SNN5768
Charger Adapter EMU/EMU (Y-cable)	SKN6222
Standard Car Charger EMU - P310	syn1630
Travel Charger EMU Rapid Switcher - US Portuguese Polybag Label	SPN5360
Travel Charger EMU Rapid Switcher - MEX Portuguese Polybag Label	SPN5361
BATTERY-ONLY-CHARGER FOR KC/BK BATTERIES US PLG	SYN1699A
Battery-Only-Charger, KC (BK) battery, PRC plug	SYN1700
Battery-Only-Charger for SC batteries, US/Euro plug	SYN1484
Battery-Only-Charger for SC batteries, PRC plug	SYN1492A
Travel Charger EMU Mid-Rate Switcher - JAPAN	SPN5274
Travel Charger EMU Rapid Switcher - Japan	SPN5275
Travel Charger EMU Mid-Rate Switcher - Argentina	SPN5192
Travel Charger EMU Mid-Rate Switcher - Australia	SPN5193
Travel Charger EMU Mid-Rate Switcher - BRAZIL	SPN5187
Travel Charger EMU Mid-Rate Switcher - EURO	SPN5189
Travel Charger EMU Mid-Rate Switcher - INDIA	SPN5194
Travel Charger EMU Mid-Rate Switcher - MEXICO	SPN5186
Travel Charger EMU Mid-Rate Switcher - PRC	SPN5188
Travel Charger EMU Mid-Rate Switcher - TWN	SPN5216
Travel Charger EMU Mid-Rate Switcher - UK/HK	SPN5190
Travel Charger EMU Mid-Rate Switcher - US ENG	SPN5185
Travel Charger EMU Rapid Switcher - Argentina	SPN5197
Travel Charger EMU Rapid Switcher - BRAZIL	SPN5196
Travel Charger EMU Rapid Switcher - HK	SPN5199
Travel Charger EMU Rapid Switcher - MEXICO	SPN5200
Travel Charger EMU Rapid Switcher - PRC	SPN5198
Travel Charger EMU Rapid Switcher - US	SPN5202
Travel Charger EMU Rapid TWN	SPN5270

Programming: Software Upgrade and Flexing

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

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