



**MOTOROLA**

Level 1 and 2 Service Manual

# V300, V500

## Digital Wireless Telephones



GSM 900/1800 MHz, 850/1900 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 allow 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 a label usually located under the battery. 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
- 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 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

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

### Audience

This manual aids service personnel in testing and repairing V300 and V500 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 V300 and V500 telephones, and also provides 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 unit functionality
- Initiate warranty claims and send faulty modules to Level 3 or 4 repair centers

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## Conventions

The following special characters and typefaces, 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 which may result in equipment damage.*



*Warning: Emphasizes information about actions which 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 displays on the screen. 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. Return customer units that fail very early on after the date of sale to Manufacturing for root cause analysis, to guard against epidemic criteria. Manufacturing to bear the costs of early life failure.

### Product Support

Customer's original units 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). 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 is available through the local Motorola Support Center.

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## 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

**Outside U.S.A.**

Phone: 847-538-8023

FAX: 847-576-3023

For EMEA spare parts call + 49 461 803 2690.

For Asia spare parts call +65 648 62995.



## 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	+3.2V dc to +5.5V dc (battery) +4.8V dc to +6.5V dc (external connector)
Transmit Current Drain	101-260 mA average talk current drain
Stand-by Current drain	5 mA (DRX2), 2 mA (DXR9) typical
Temperature Range	-10° C to +55° C (+15° F to +130° F)
Dimensions, with 500 mAh Li Ion battery	47.3 mm x 87.5 mm x 22.5 mm (1.86 inches x 3.45 inches x 0.89 inches)
Size (Volume)	75 cc (4.58 in <sup>3</sup> ), with battery
Weight	95 grams (3.35 oz), with battery
Battery Life, with standard 700 mAh Li-Ion Battery	Talk Time 260 to 500 minutes with Blue Tooth off 200 to 320 minutes with Blue Tooth on Standby time 160 to 200 hours with Blue Tooth off 155 to 200 hours with Blue Tooth on  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 700 mAh capacity
Alert volume	Max 95 dB @5cm, 0.5 Watts input

Transmitter Function	Specification
RF Power Output	32 dBm nominal GSM 900, 29 dBm nominal GSM 1800
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	Better than -103 dBm
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

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Speech Coding Function	Specification
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

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## Product Overview

Motorola V300 and V500 telephones are small and lightweight global system for mobile communications (GSM) general packet radio service (GPRS) wireless application protocol (WAP)-enabled mobile phones. The V300 and V500 incorporate a new user interface (UI) for easier operation, allows short message service (SMS) text messaging, and includes personal information manager (PIM) functionality.

The V500 is a quad-band phone that allows roaming within the GSM 900 MHz, (DCS) 1800 MHz digital cellular system, the GSM 850 MHz, and PCS 1900 MHz bands.

The V300 is a tri-band phone that allows roaming within the GSM 900 MHz, (DCS) 1800 MHz digital cellular system, and the PCS 1900 MHz bands.

V300 and V500 telephones support GPRS and SMS in addition to traditional circuit switched transport technologies.

V300 telephones have a clam form factor. They feature an anodized aluminum housing and have an externally viewable 96 x 32 pixel display for caller identification and date/time, an internal 176 x 220 pixel display, and the speaker located in the flip. The bottom part of the clam (front housing) contains the keypad, transceiver printed circuit board (PCB), microphone, flex connection, external accessory connector, smart button, volume buttons, and voice button. The standard 650 mAh Lithium Ion (Li Ion) battery fits behind a removable back cover.

The phone accepts both 3V and 5V mini subscriber identity module (SIM) cards which fit into the SIM holder underneath the battery. The antenna is a fixed stub type antenna. Inexpensive direct connection to a computer or handheld device via RS232 or USB for data and fax calls, and for synchronizing phonebook entries with TrueSync® software, can be accomplished by using the optional data cable and soft modem.

## Features

V300 and V500 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:

- GSM 850/900/1800/1900 MHz GPRS (2U/4D) V500
- GSM 900/1800/1900 MHz GPRS (2U4D) V300
- Built in VGA Camera (640x480 pixels)
- 64K Thin Film Transistor (TFT) Active Color Display
- External CLI Display (Transflective Reversed)
- Polyphonic Speaker
- Speaker Phone
- Bluetooth™ (V500 only)
- 5MB User Memory

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## Speaker Dependant Voice Activation and Voice Note Recording

Voice tags can be used for voice dialing up to 20 phone numbers in the phone book and for creating up to 5 voice shortcuts for menu items. The phone must be “trained” by the voice tag being read into the phone’s memory twice before it is recognized.

You can add voice tags to the phone’s memory using the usual name addition methods (i.e., via the phone book menu structure or with the shortcut editor).



*You cannot place or receive calls while adding voice tags to the phone’s memory.*



*Because the GSM standard does not provide the option to store voice tags onto the SIM card, voice tags are added to the phone’s memory.*

V300 and V500 telephones also include a voice note recorder that allows up to 2 minutes of personal messages to be recorded. This feature has a complete set of record, playback, and management tools that make it easy to store and maintain a list of personal memos.

## Wireless Access Protocol (WAP) 1.1 Compliancy

In the WAP environment, access to the Internet is initiated in wireless markup language (WML), which is derived from hypertext markup language (HTML). The request is passed to a WAP gateway which retrieves the information from the server in standard HTML (subsequently filtered to WML) or directly in WML if available. The information is then passed to the mobile subscriber via the mobile network.

The V300 and V500’s microbrowser can be configured for baud, idle timeout, line type, phone number, and connection type.



*Bitmap image data will download as text. If the image is larger than the screen, only part of the image will display.*



*When the user receives a call while in browser mode, the browser will pause and allow the user to resume after completing the call.*

## SIM Application 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.

## Simplified Text Entry

There are three different ways to enter text using the phone keypad:

- iTAP™ predictive text entry. Press a key to generate a character and a dynamic dictionary uses this to build and display a set of word or name options. The iTAP™ feature may not be available on the phone in all languages.
- Tap. Press a key to generate a character.
- Numeric. The keypad produces numeric characters only. For some text areas this is the only method available; for example, phone numbers.

## 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, the Incoming Call message is displayed.



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

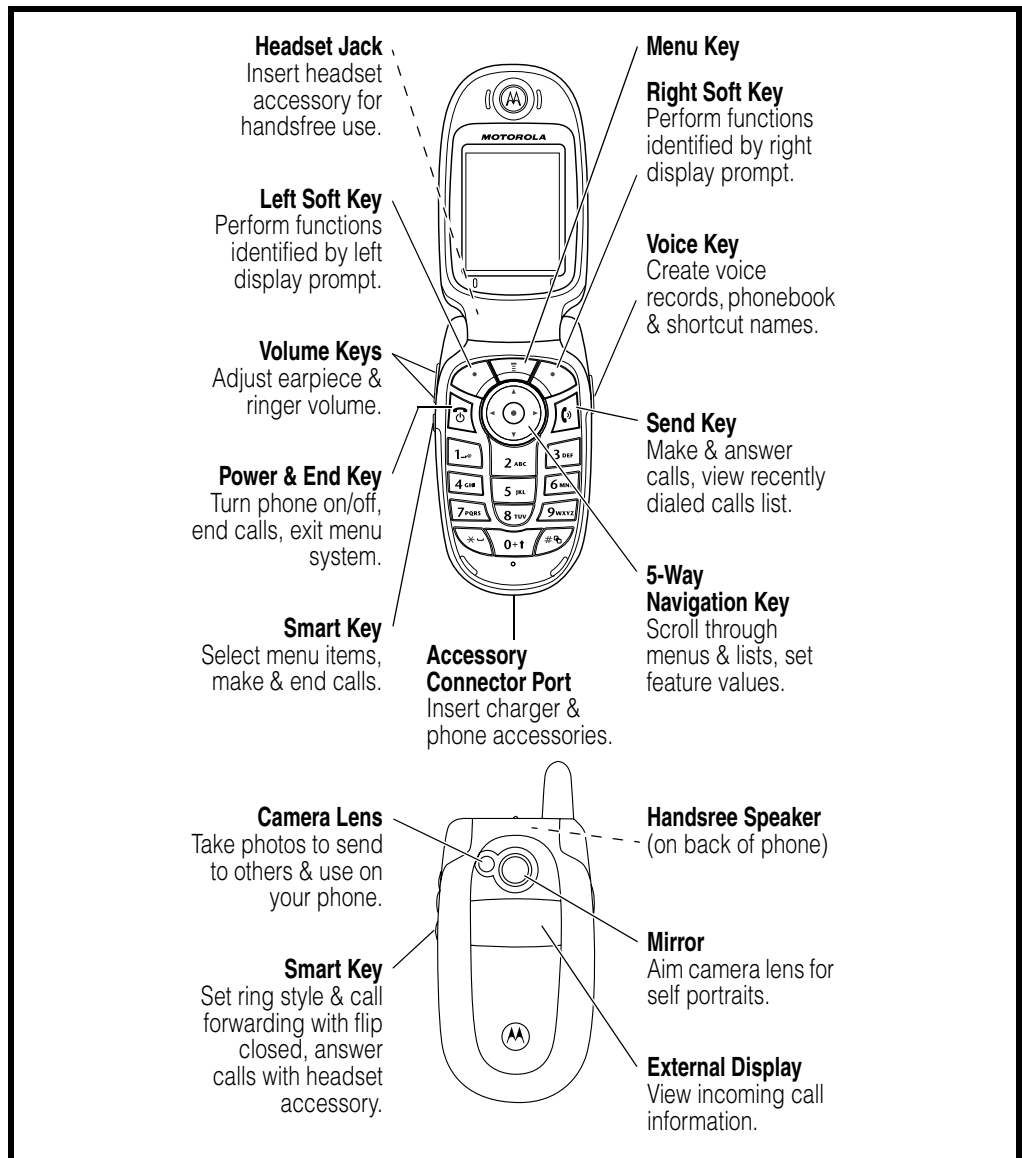
## Other Features

Detailed descriptions of these and other V300/V500 features can be found 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) Connections


The V300/V500 telephone's controls are located on the sides of the device and on the keypad. Indicators, in the form of icons, are displayed on the LCD (see Figure 2). V300/V500 phones have an audible alert transducer on the top and I/O connectors, consisting of a headset jack and an accessory port, located on the top and bottom of the phone. See Figure 1.



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Figure 1. Controls, indicators, and I/O

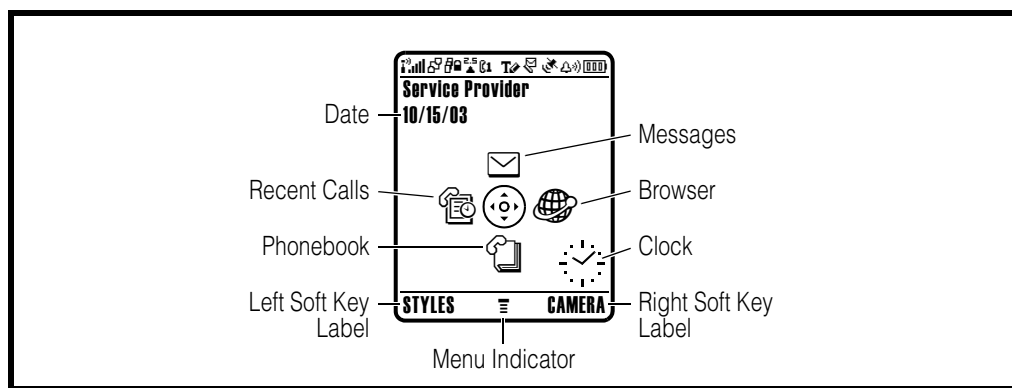
“Soft keys” refer to non-labeled keys that correspond to text options displayed on the screen. The left and right soft keys perform the function shown in the corners of the display. The right key will usually select an option whereas the left key will usually exit a function or return to a previous screen.

The menu key opens the initial menu structure, or allows access to a submenu whenever  appears on the display.

## Color Display

The V300 and V500 wireless phones feature a 64k color Thin Film Transistor (TFT) 176x220 pixel display.

Display animation makes the phone’s menus move smoothly as the user scrolls up and down. Turn animation off to conserve the battery.



0319390

**Figure 2. Icon Indicators**



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

Figure 2 shows some common icons displayed on the LCD.

- **Signal Strength Indicator.** Shows the strength of the phone’s connection with the network. Calls cannot be sent or received when the “no signal” indicator is displayed.
- **In Use Indicator.** Appears when a call is in progress.
- **Roam Indicator.**<sup>5</sup> Appears when the phone uses another network system outside the user’s home network. When leaving the home network area, the phone roams, or seeks another network.
- **Message Waiting Indicator.**<sup>5</sup> Appears when the phone receives a text message. This is a network-dependent feature.
- **Voice Message Waiting Indicator.**<sup>1</sup> Appears when a voicemail message is received. This is a network-dependent feature.
- **Battery Level Indicator.** Shows the amount of charge left in the battery. The more segments visible, the greater the charge. Recharge the battery as soon as possible when the Low Battery warning message appears.
- **Clock.** Shows the current date and time.

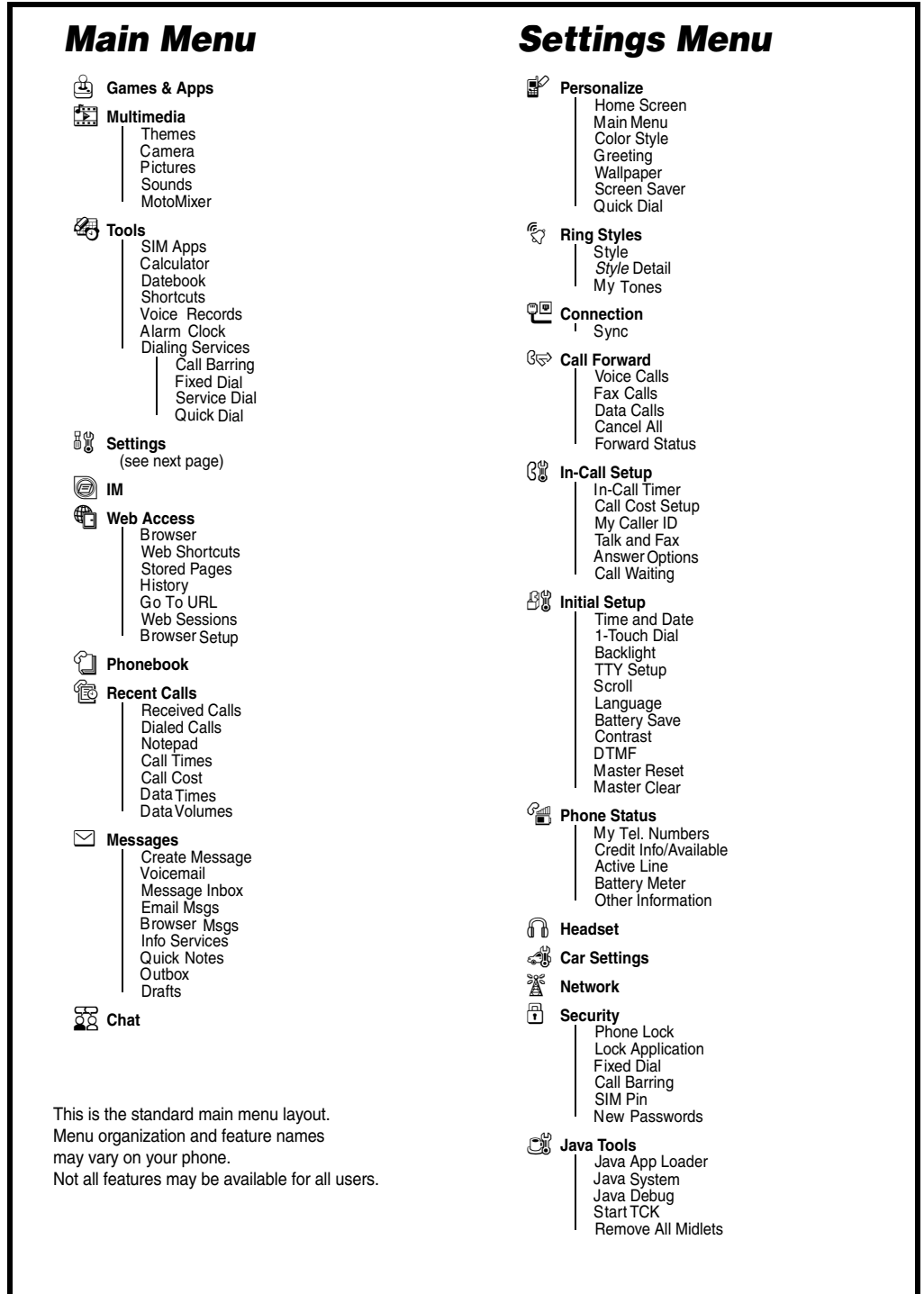
1. Network, subscription and SIM card or service provider dependent feature. Not available in all areas.

- **Menu Indicator.** Indicates the user can press the menu soft key to open a menu.
- **Alert Setting Indicator.** Shows the current selected alert. The default alert setting is a ringer.



# User Interface Menu Structure

Figure 3 shows the telephone menu structure.



0319540

Figure 3. Menu Structure

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## Alert Settings

V300 and V500 telephones include up to 32 preset alert tones and vibrations that can be applied to all alert events at the same time.



*Pressing either volume key will mute the alert.*

## Battery Function

### Battery Gauge

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

### Battery Removal

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



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



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

## 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

The following table lists tools and test equipment recommended for disassembly and reassembly of V300/V500 telephones. Use either the listed items or equivalents.

**Table 1. General Test Equipment and Tools**

Motorola Part Number <sup>1</sup>	Description	Application
RSX4043-A	Torque Driver	Used to remove and replace screws
--	#0 Cross Point Screwdriver	Used to remove cross point screws in the flip assembly
—	Torque Driver Bit T-6 Plus, Apex 440-6IP Torx Plus or equivalent	Used with torque driver
See Table 7	Rapid Charger	Used to charge battery and to power device
0180386A82	Antistatic Mat Kit (includes 66-80387A95 antistatic mat, 66-80334B36 ground cord, and 42-80385A59 wrist band)	Provides protection from damage to device caused by electrostatic discharge (ESD)
6680388B67	Disassembly tool, plastic with flat and pointed ends (manual opening tool)	Used during assembly/disassembly of device
6680388B01	Tweezers, plastic	Used during assembly/disassembly
—	Digital Multimeter, HP34401A <sup>2</sup>	Used to measure battery voltage
8102430Z04	GSM / DCS Test SIM	Used to enable manual test mode

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

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

## Disassembly

The procedures in this section provide instructions for the disassembly of V300/V500 telephones. Tools and equipment used for the phone are listed in Table 1, preceding.



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



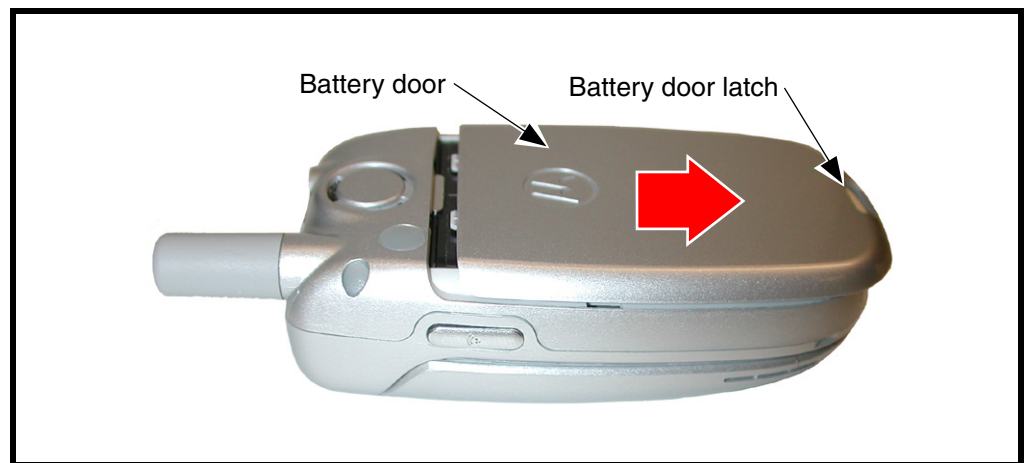
*Avoid stressing the plastic in any way to avoid damage to either the plastic or internal components.*

### Removing and Replacing the Battery Door and 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 touch 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.*

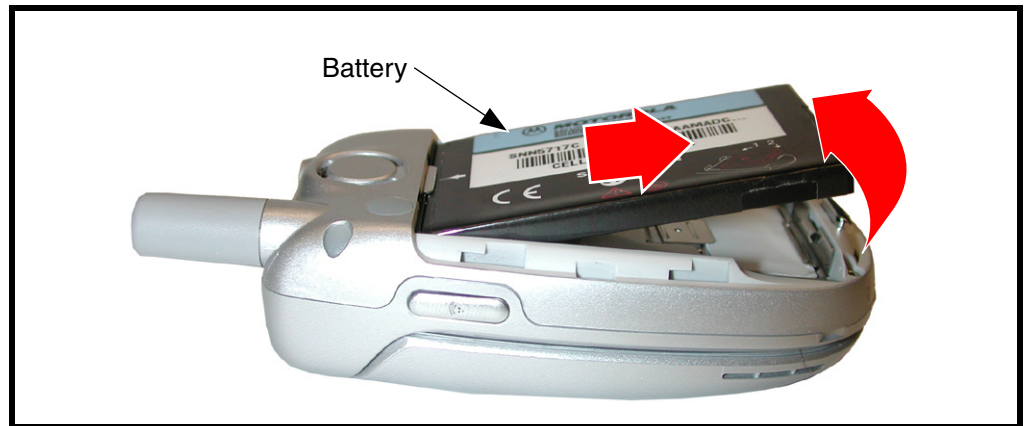
1. Ensure the phone is turned off.
2. Press in and hold the battery door latch as shown in Figure 1.



**Figure 1. Removing the battery door**

3. Slide the battery cover and lift it completely off the phone.

4. Lift the end of the battery and remove it completely. See Figure 2.



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**Figure 2. Removing the battery**

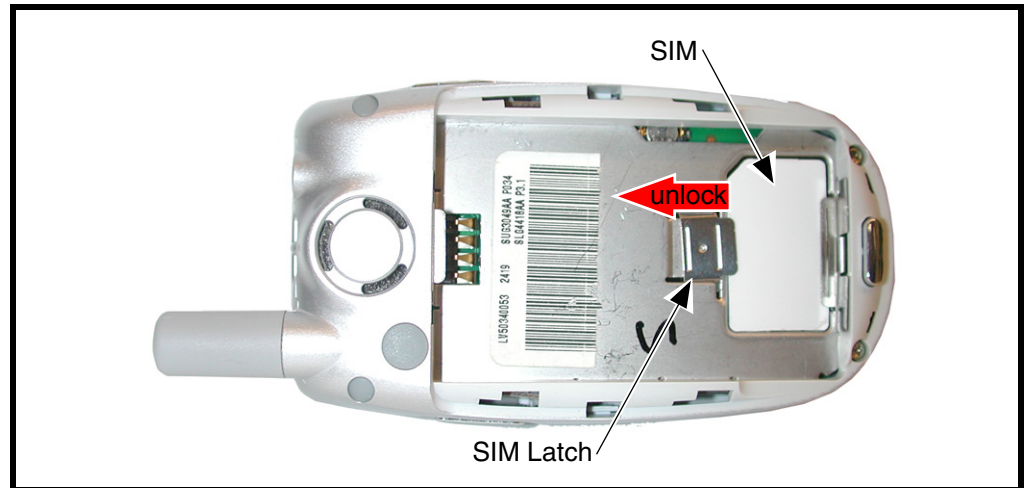


*There is a danger of explosion if the Lithium Ion battery is replaced incorrectly. Replace only with the same type of battery or equivalent as recommended by the battery manufacturer. Dispose of used batteries according to the manufacturer's instructions.*

5. To replace, Align the battery with the battery compartment so the contacts on the battery match the battery contacts in the phone.
6. Insert the battery, printed arrow first, into the battery compartment and push down.
7. Insert the ridge at the bottom of the battery housing into the base of the phone, then push the cover down and snap it into place.

## Removing and Replacing the Subscriber Identity Module (SIM)

1. Remove the battery door and battery as described in the procedures.



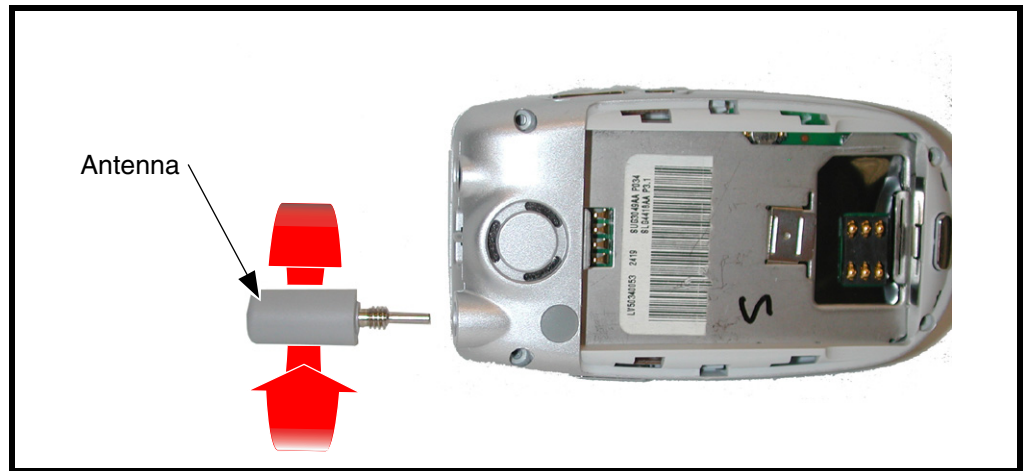
0318290

**Figure 3. Removing the SIM**

2. Slide the SIM latch away from the SIM to unlock as shown in Figure 3.
3. Carefully lift the SIM from its contacts.
4. To replace, insert the SIM into the holder, ensuring the keyed corner of the SIM aligns with the notch molded into the holder.
5. Slide the SIM holder over the SIM to lock.
6. Replace the battery and battery door as described in the procedures.

## Removing and Replacing the Antenna

1. Remove the battery door and battery as described in the procedures.
2. By hand, rotate the antenna counterclockwise until loose. See Figure 4.



031830o

**Figure 4. Removing the antenna**

3. When the antenna threads are completely disengaged, pull the antenna straight out of the phone to remove.



*Ensure antenna threads are properly engaged before tightening to prevent damage to the antenna or housing.*

4. To replace, insert the threaded end of the antenna carefully into the housing and, after ensuring the threads are properly engaged, rotate clockwise. Tighten firmly by hand.
5. Replace the battery and battery housing as described in the procedures.

## Removing and Replacing the Rear Housing



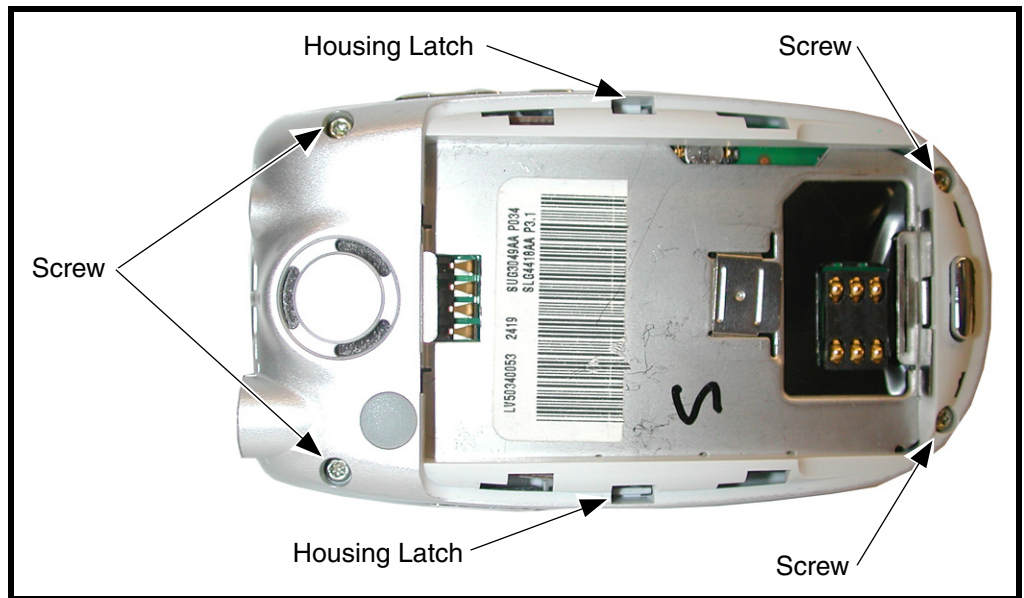
*This product contains static-sensitive devices. Use anti-static handling procedures to prevent electrostatic discharge (ESD) and component damage.*

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



*In addition to 4 screws, the rear housing assembly is fastened with plastic latches. These are fragile and should be released with care.*

2. Use the metal tweezers to remove the two rubber screw covers near the antenna. Retain the screw covers for reassembly.
3. Using a Torx driver with a T-6 bit, remove the 4 screws at each corner of the rear housing. Retain the screws for reassembly. See Figure 5.

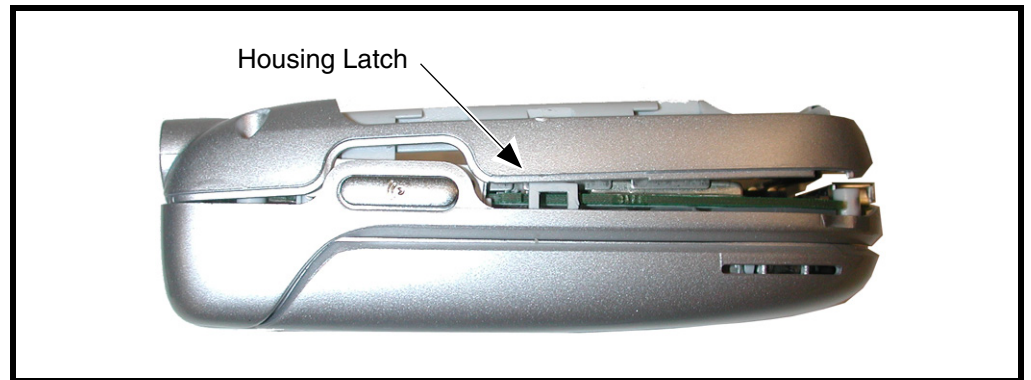


**Figure 5. Removing the rear housing screws**

4. Release the two housing latches by inserting the pointed end of the plastic disassembly tool into the openings on the rear housing.



5. Carefully lift the rear housing away from the front housing and flip assembly.



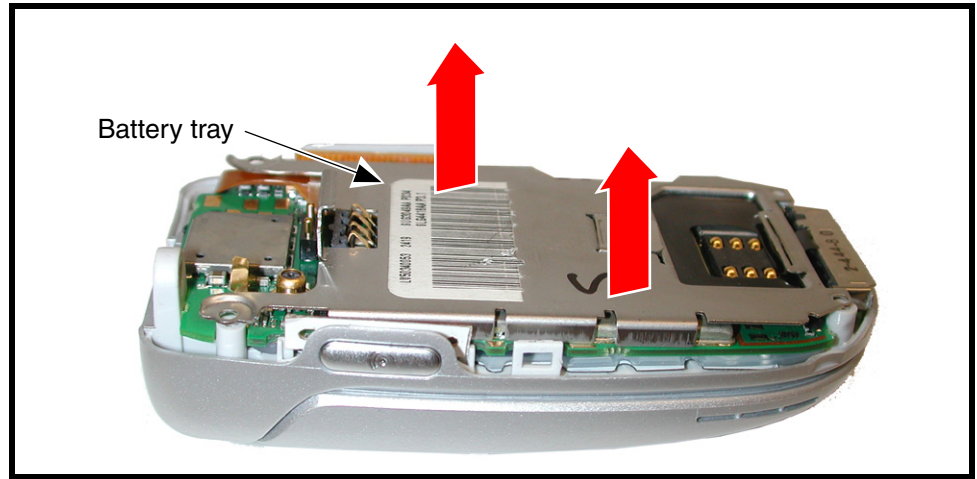
031832o

**Figure 6. Removing the rear housing**

6. To replace, carefully align the rear housing to the front housing and the flip assembly, then press the rear chassis assembly down until the 2 housing catches engage with the corresponding openings on the rear chassis assembly. Press the housings together until the catches snap into place.
7. Replace the 4 transceiver screws and tighten to a final torque setting of 1.5 inch pounds or. Do not over tighten.
8. Replace the 2 rubber screw covers near the antenna.
9. Replace the antenna, SIM, battery, and battery cover as described in the procedures.

## Removing and Replacing the Battery Tray

1. Remove the battery door, battery, SIM, and rear housing as described in the procedures.
2. Lift the battery tray up and away from the transceiver board (see Figure 7).



031833o

**Figure 7. Removing the Battery Tray**

3. To replace, align the battery tray with the 4 screw posts on the front housing.
4. Lower the battery tray onto the transceiver board. Ensure that the 4 screw holes line up with the screw posts on the front housing.
5. Replace the rear housing, SIM, battery, and battery door as described in the procedures.

## Removing and Replacing the Transceiver Board Assembly



*This product contains static-sensitive devices. Use anti-static handling procedures to prevent electrostatic discharge (ESD) and component damage.*

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



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

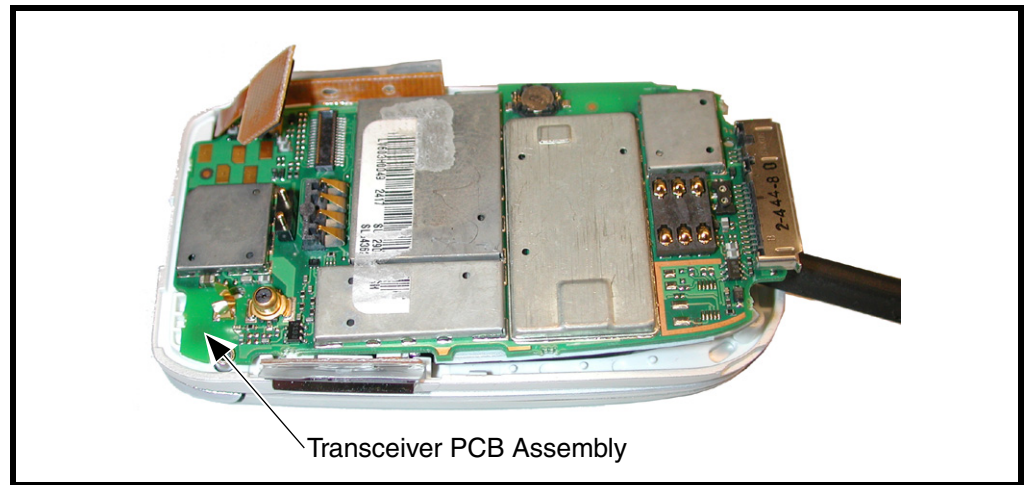
2. Carefully work the flat end of the disassembly tool under the flex connector and remove the connector from the transceiver board. See Figure 8.



**Figure 8. Disconnecting the flex from the transceiver board**

031834o

3. Lift the transceiver board assembly out of the front housing. See Figure 9.



0316410

**Figure 9. Removing the transceiver PC board assembly**

4. To replace, insert the transceiver board assembly into the front housing with the flex connector on top.

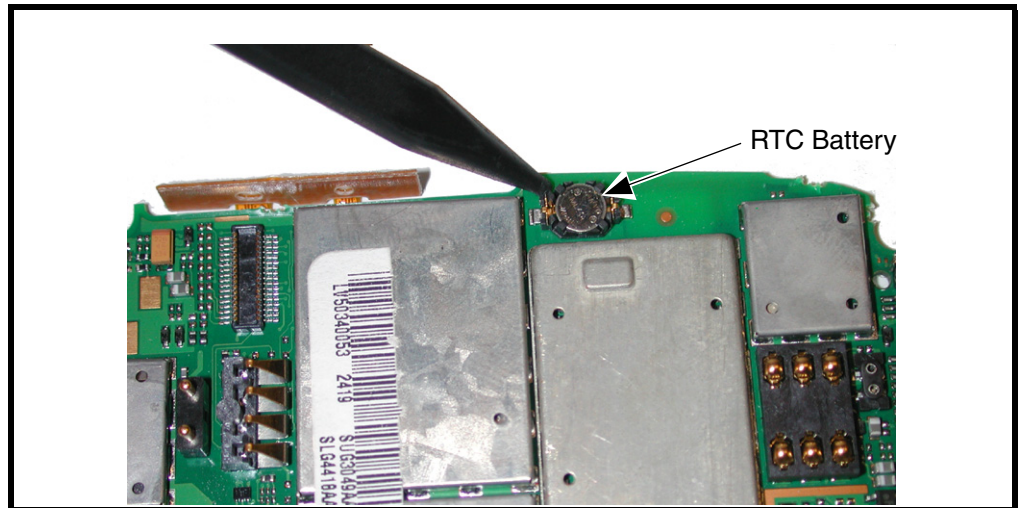
▶ *Be sure the volume / smart buttons and voice button are correctly positioned in relation to the corresponding switches on the transceiver board. Verify operation of the buttons after replacing the transceiver board and rear chassis assembly.*

5. Insert the flex connector squarely into its mating connector on the transceiver board and press firmly until it snaps into place.
6. Replace the rear housing, antenna, SIM, battery, and battery cover as described in the procedures.

---

## Removing and Replacing the Real-Time Clock (RTC) Battery

1. Remove the battery cover, battery, SIM, antenna, rear housing, and transceiver board assembly as described in the procedures.
2. Use the disassembly tool to pry the RTC battery out of its socket on the transceiver board (see Figure 10).
3. Remove the RTC battery, while making note of the polarity



0316430

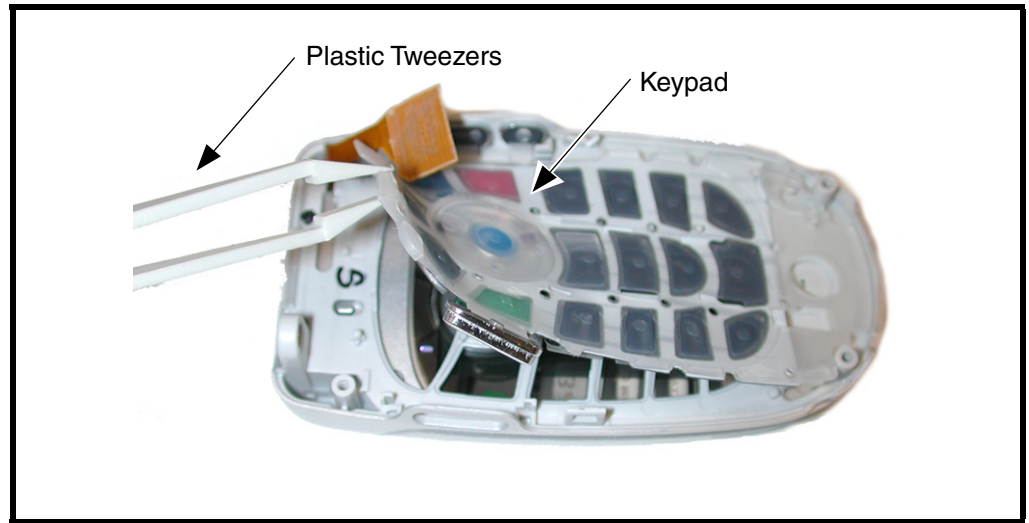
**Figure 10. Removing the RTC Battery**

4. To replace, align the RTC battery with its socket on the transceiver board.
5. Press the RTC battery into its socket.
6. Replace the transceiver board, rear housing, antenna, SIM, battery, and battery cover as described in the procedures.

---

## Removing and Replacing the Keypad, Volume/Smart and Voice Buttons

1. Remove battery cover, battery, SIM, antenna, rear housing, and transceiver board assembly as described in the procedures.
2. Using the disassembly tool, lift the top part of the keypad assembly, which includes the volume/smart buttons, and voice button away from the transceiver board assembly (see Figure 11). The bottom part the keypad assembly is secured by adhesive material. Remove the remainder of the keypad assembly from the transceiver board with caution.



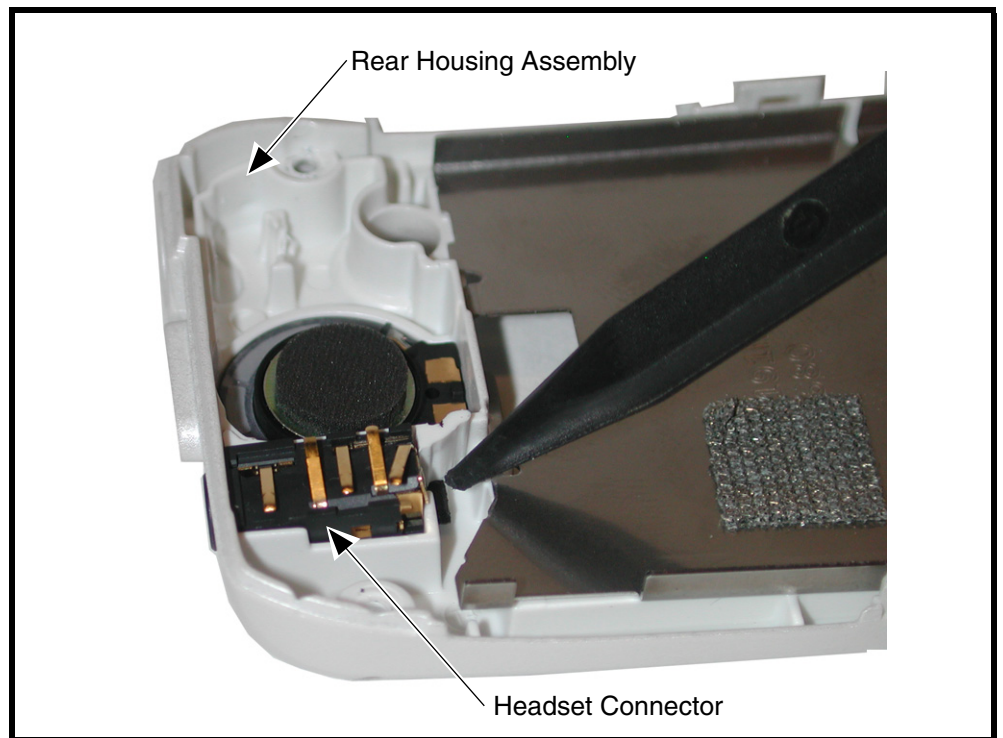
0318350

**Figure 11. Removing the Keypad, Volume/Smart, and Voice Buttons**

3. To replace, remove any protective covering to expose the keypad adhesive.
4. Carefully set the keypad volume/smart buttons and voice button assembly onto the metal switchdome assembly. Ensure the volume/smart key keypads will contact the switchdome assembly on the transceiver board when installed.
5. Insert the keypad into the front housing, ensuring the keys align properly with the openings in the front housing.
6. Replace the transceiver board assembly, display flex connector, rear housing assembly, antenna, SIM, battery, and battery cover as described in the procedures.

## Removing and Replacing the Headphone Speaker Connector

1. Remove the battery cover, battery, SIM, antenna, and rear housing as described in the procedures.
2. Using the disassembly tool, gently pry up on the headphone speaker connector to remove it from the rear housing as shown in Figure 12. Be careful not to damage the leads.



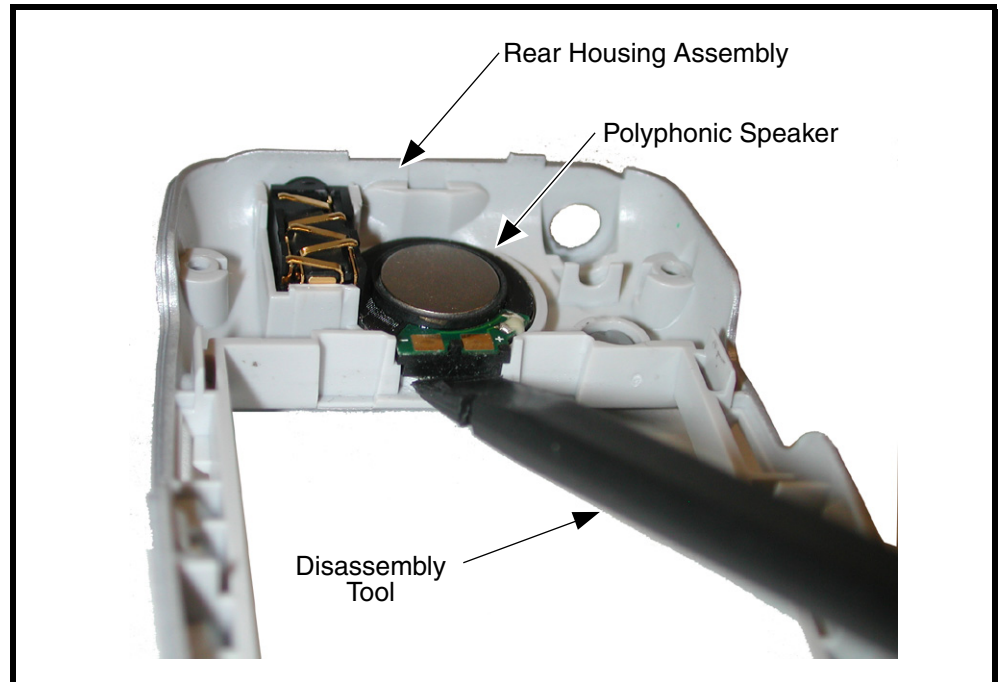
0316440

**Figure 12. Removing the Headphone Speaker Connector**

3. To replace, align the headphone speaker connector to the rear housing assembly.
4. Insert the top end of the headphone speaker connector into the rear housing assembly.
5. Press the bottom end of the headphone speaker connector into the rear housing. Be careful not to damage the headphone connector speaker leads.
6. Ensure headphone connector speaker leads will contact the transceiver board when reassembled.
7. Replace the rear housing, antenna, SIM, battery, and battery cover as described in the procedures.

## Removing and Replacing the Polyphonic Speaker Assembly

1. Remove the battery cover, battery, SIM, antenna, rear housing, and headphone speaker connector as described in the procedures.
2. Use the disassembly tool to pry the polyphonic speaker assembly out of the rear housing as shown in Figure 13.
3. Remove any remaining speaker adhesive residue from the rear housing assembly.



0318370

**Figure 13. Removing the Polyphonic Speaker Assembly**

4. To replace, remove any remaining adhesive residue from speaker cavity.
5. Remove any adhesive protection material from the speaker assembly.
6. Align the speaker assembly to the opening in the rear housing.
7. Carefully press the polyphonic speaker assembly into its cavity on the rear housing.
8. Replace the headphone speaker connector, rear housing, antenna, SIM, battery, and battery cover as described in the procedures.



## Removing and Replacing the Flip Assembly Cover

1. Remove the battery cover, battery, SIM, antenna, rear housing, and transceiver board assembly as described in the procedures.
2. Remove the 4 flip assembly screw caps (see Figure 14A).
3. Remove the 4 screws from the flip assembly (see Figure 14B). Retain the screws for re-assembly.
4. Use the disassembly tool to release the 3 flip cover latches on each side of the flip cover (see Figure 14C).
5. Lift the flip cover away from the flip assembly. Be careful not to damage the display flex cable.

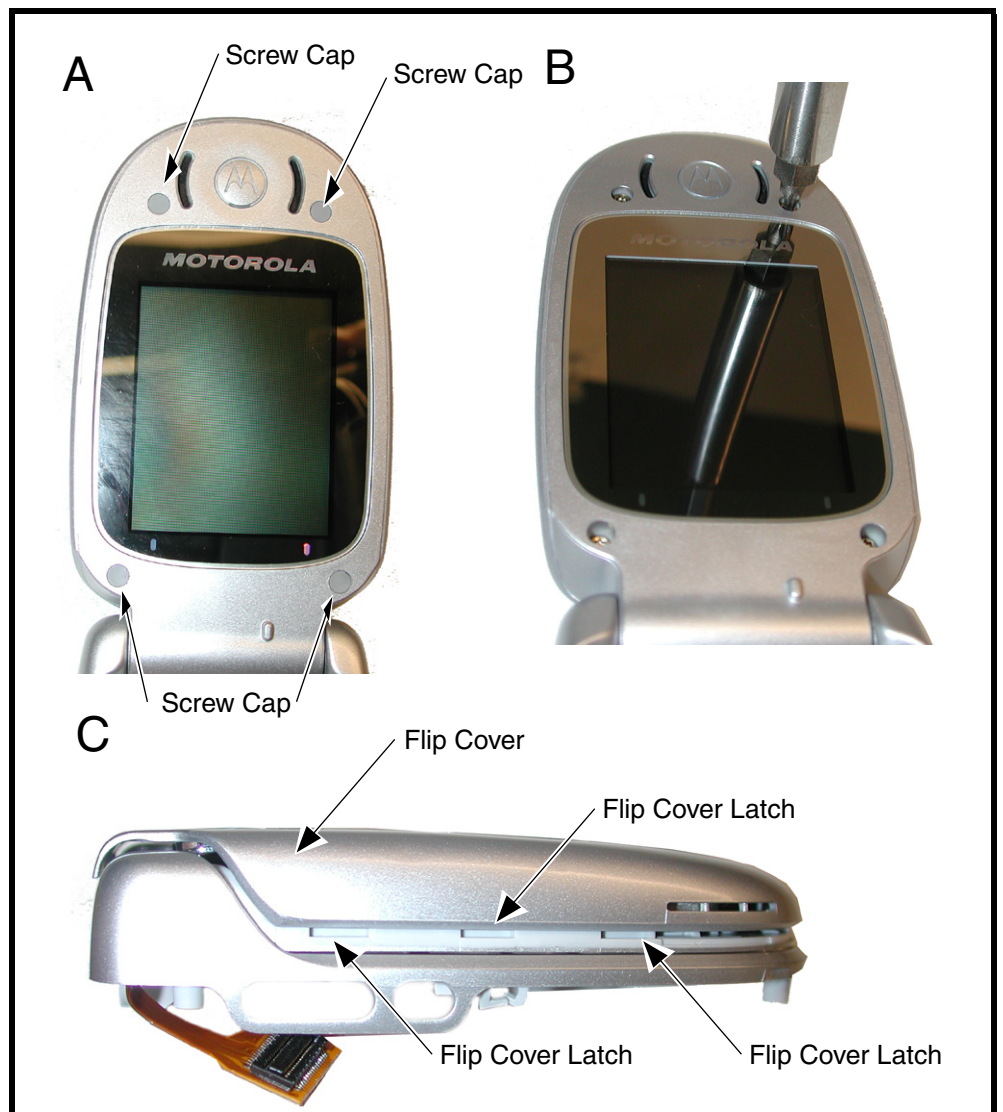


Figure 14. Removing the Flip Assembly Cover

0318380

6. To replace, align the flip cover to the flip assembly, gently press the flip cover onto the flip assembly until the flip cover latches engage.
7. Insert and tighten the 4 screws to secure the flip cover to the flip assembly. Avoid damage to the flex cable.
8. Replace the transceiver board assembly, rear housing, antenna, SIM, battery, and battery cover as described in the procedures.

## Removing and Replacing the Flip Assembly

1. Remove the battery cover, battery, SIM, antenna, rear housing, and transceiver board assembly, and flip cover as described in the procedures.
2. Insert the disassembly tool between the flip assembly and the flip knuckle.
3. Carefully and gently bend the front housing knuckle away from the flip assembly hinge to separate the flip assembly from the front housing.
4. Carefully lift the flip assembly away from the front housing assembly.
5. Carefully thread the flip assembly flex cable through the slot in the front housing assembly.

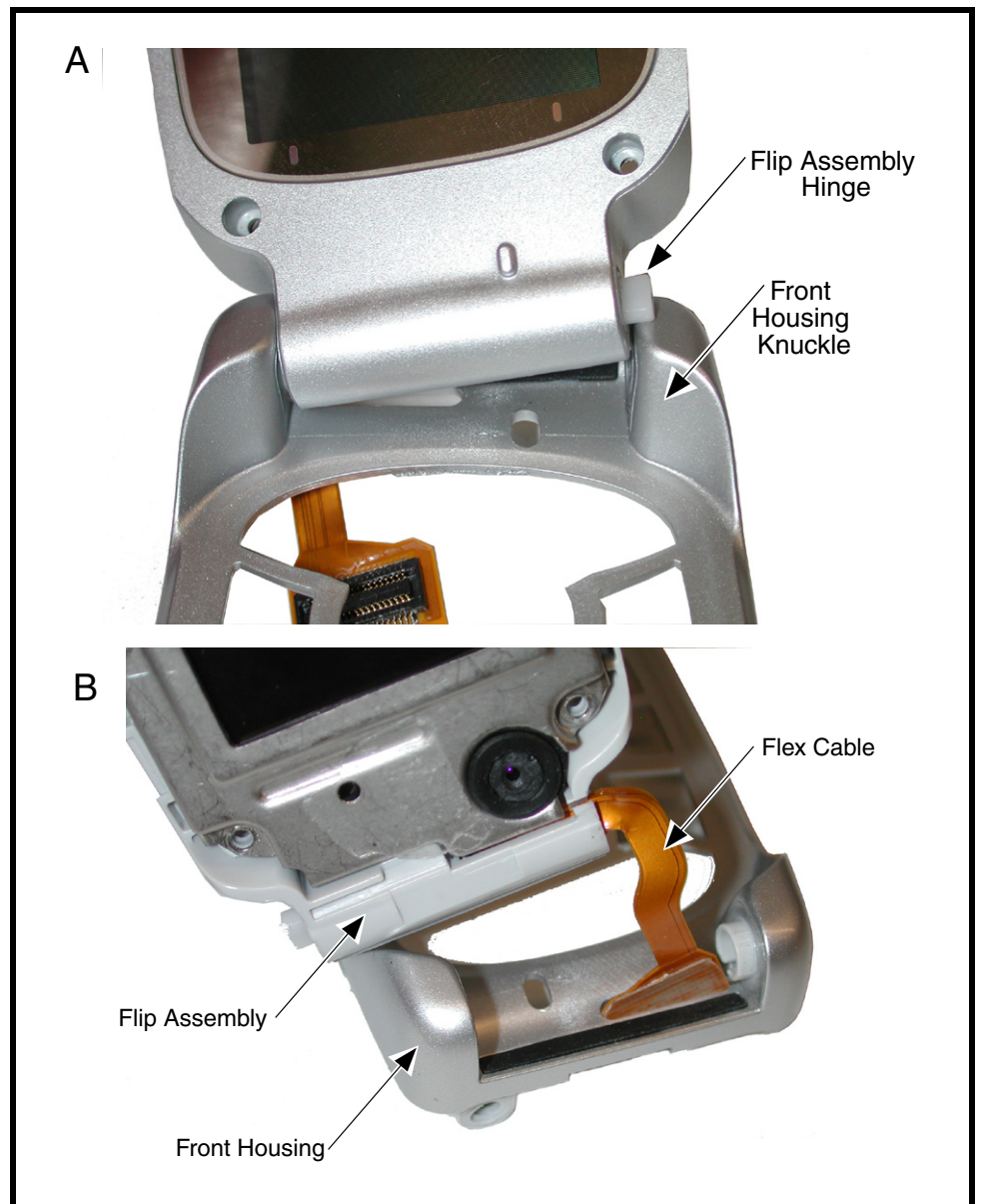


Figure 15. Removing the Flip Assembly

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6. To replace, carefully thread the display flex cable through the slot in the front housing as shown in Figure 15B.
7. Insert the side of the hinge of the flip assembly with the flex cable into the knuckle (see Figure 16).



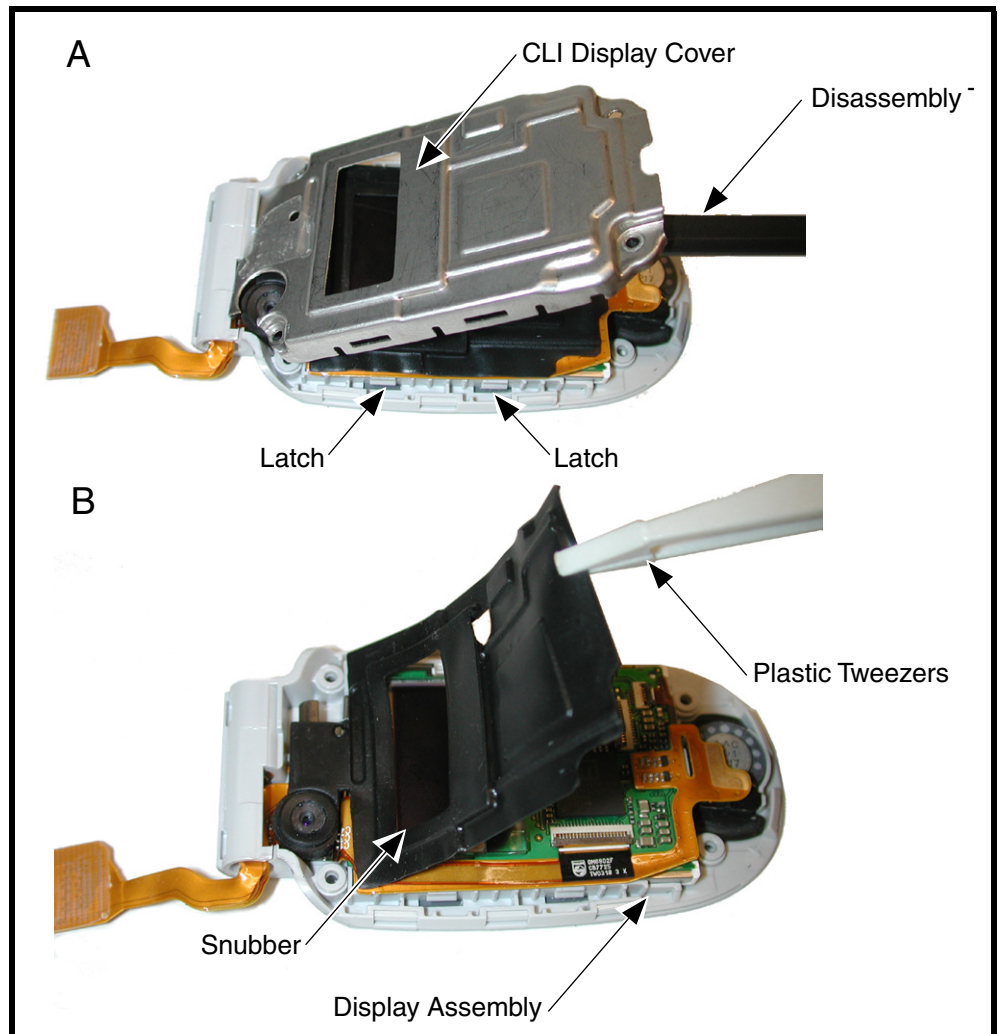
031888o

**Figure 16. Reinserting the Flip Assembly**

8. Gently slide the other end of the flip hinge into position into the knuckle.
9. Replace the flip cover, transceiver board assembly, rear housing, antenna, SIM, battery, and battery cover as described in the procedures.

## Removing and Replacing the Flip CLI Lens Cover

1. Remove the battery cover, battery, SIM, antenna, rear housing, and transceiver board assembly and flip assembly cover as described in the procedures.
2. Use the disassembly tool to release the 2 CLI lens cover latches on each side of the CLI Lens cover (see Figure 17).
3. Lift the CLI lens cover away from the flip assembly.
4. Carefully lift the CLI Lens snubber away from the flip assembly.



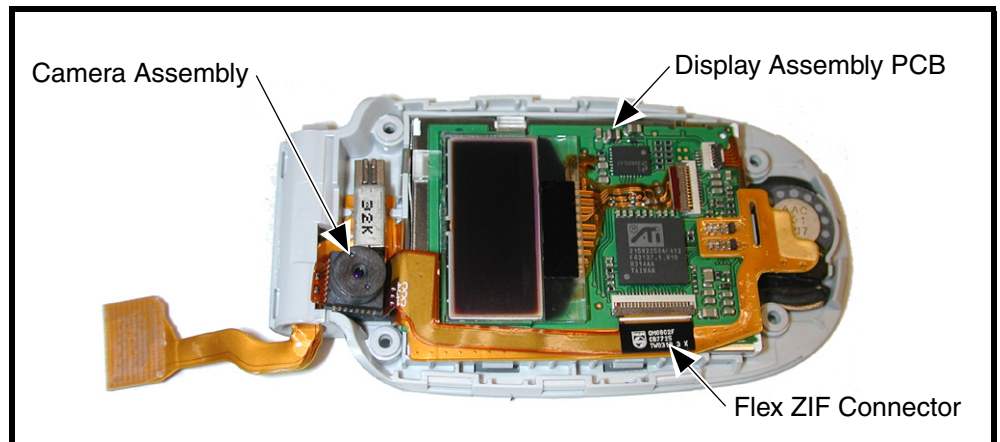
**Figure 17. Removing the Flip CLI Lens Cover**

5. To replace, place the CLI lens snubber into position over the connect the CLI display Flex connector to the flip assembly.
6. Carefully place the CLI lens snubber onto the CLI display lens assembly. Ensure that the snubber fits snugly over the CLI display lens assembly, camera and other flip assembly components. Be careful not to damage any of the flex cables or flex connectors while positioning the CLI display lens snubber.

- 
7. Place the CLI lens cover over the snubber and gently press on the CLI lens cover to engage the 2 CLI lens cover latches on each side of the flip assembly
  8. Ensure that the flip cover latches are secured to the CLI lens cover.
  9. Replace flip assembly, transceiver board, rear housing, antenna, SIM, battery, and battery cover as described in the procedures.

## Removing and Replacing the Camera Assembly

1. Remove the battery cover, battery, SIM, antenna, rear housing, and transceiver board assembly, flip assembly cover, and CLI lens cover as described in the procedures.
1. , and flip display lens as described in the procedures.
2. Unlock the ZIF connector and remove the camera assembly flex connector.
3. Carefully lift the camera assembly and flex out of the flip assembly (see Figure 18).

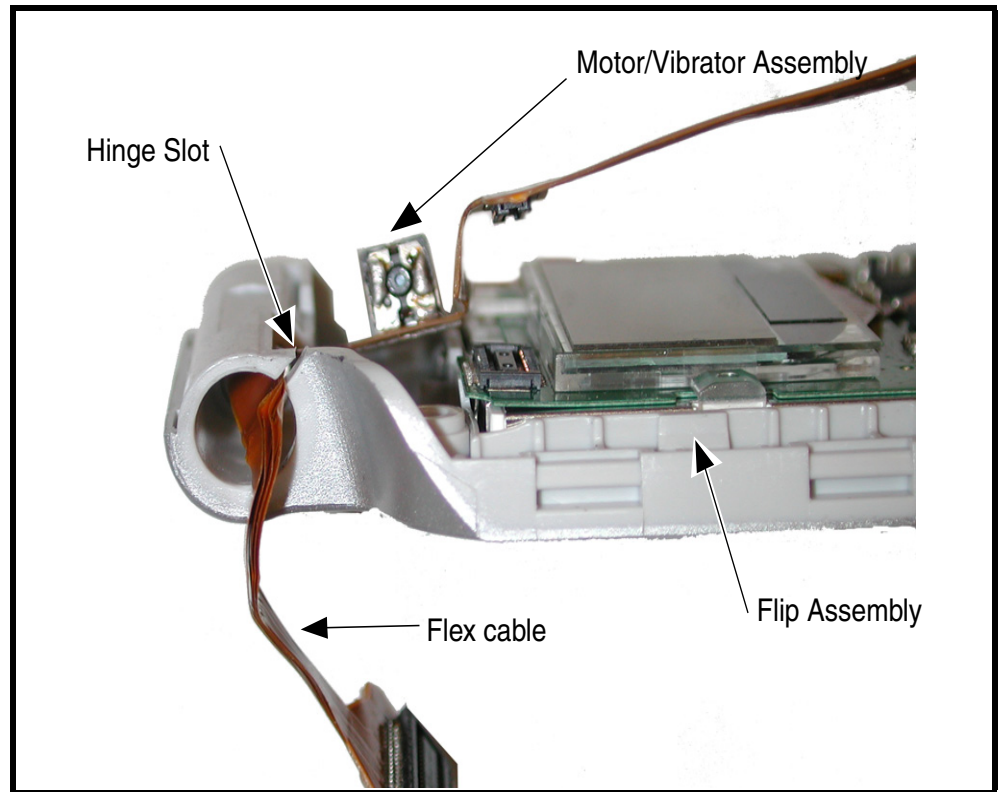


**Figure 18. Camera Assembly Removal**

4. To replace, carefully press the camera assembly into its slot in the flip assembly.
5. Insert the end of the camera assembly flex cable into its slot in the ZIF connector on the flip display assembly.
6. Replace the CLI lens cover, flip assembly cover, transceiver board, rear housing, antenna, SIM, battery, and battery connector as described in the procedures.

## Removing and Replacing the Motor/Vibrator

1. Remove the battery cover, battery, SIM, antenna, rear housing, and transceiver board assembly, flip assembly cover, CLI lens cover, and camera assembly as described in the procedures.
2. Lift the flip display flex cable up over the flip display assembly (see Figure 19).
3. Carefully slide the shorter end of the flip display flex cable through the slot in the flip hinge to remove it from the flip display assembly.



031705o

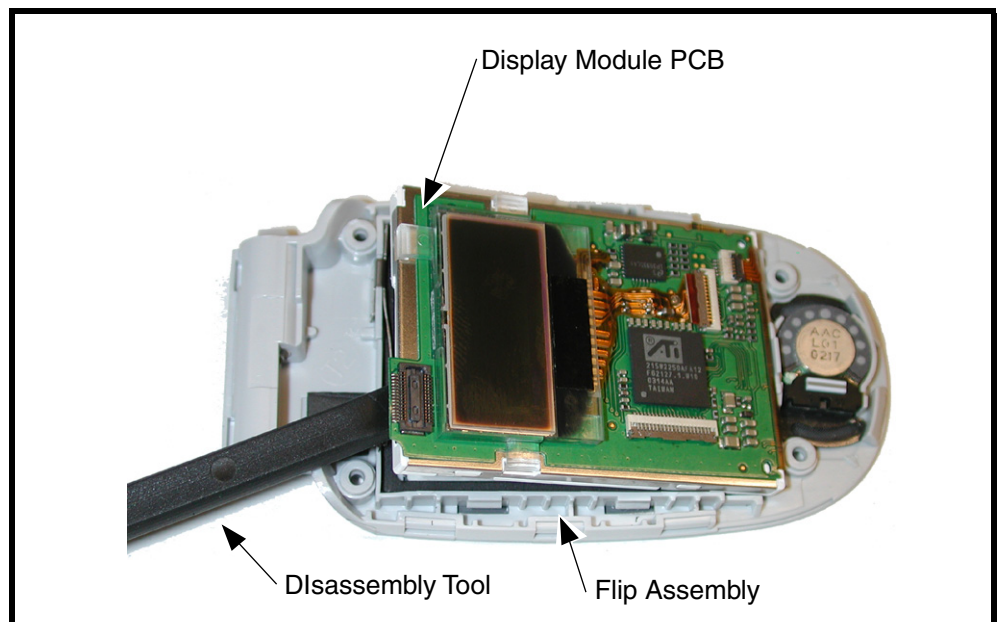
**Figure 19. Motor/Vibrator Removal**

4. To replace, thread the motor/vibrator flex cable through the slot in the hinge of the flip assembly.
5. Lower the motor/vibrator into its position in the flip assembly.
6. Replace the camera assembly, CLI lens cover, flip assembly cover, transceiver board, rear housing, antenna, SIM, battery, and battery connector as described in the procedures.



## Removing and Replacing the Flip Display Module Assembly

1. Remove the battery cover, battery, SIM, antenna, rear housing, and transceiver board assembly, flip assembly cover, CLI lens cover, camera assembly, and motor/vibrator as described in the procedures.
2. Carefully lift the display module assembly out of the flip assembly (see Figure 20).



**Figure 20. Flip Display Module Assembly**

3. Use the disassembly tool to release the display lens latch on each side of the display lens (See Figure 20).
4. Carefully lift the display lens away from the flip assembly.
5. To replace, align the flip display lens to the flip assembly and press the lens into place until the side latches snap into place.
6. Replace the motor/vibrator assembly, camera assembly, CLI lens cover, flip assembly cover, transceiver board, rear housing, antenna, SIM, battery, and battery connector as described in the procedures.

## Subscriber Identity Module (SIM) and Identification

### SIM Card

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.

### Personality Transfer

A personality transfer is required when a phone is express exchanged or when the main board is replaced. Personality transfers reproduce the customer's original personalized details such as menu and stored memory such as phone books, or even just program a unit with basic user information such as language selection. V300 telephones use TrueSync® synchronization software to effect a personality transfer.

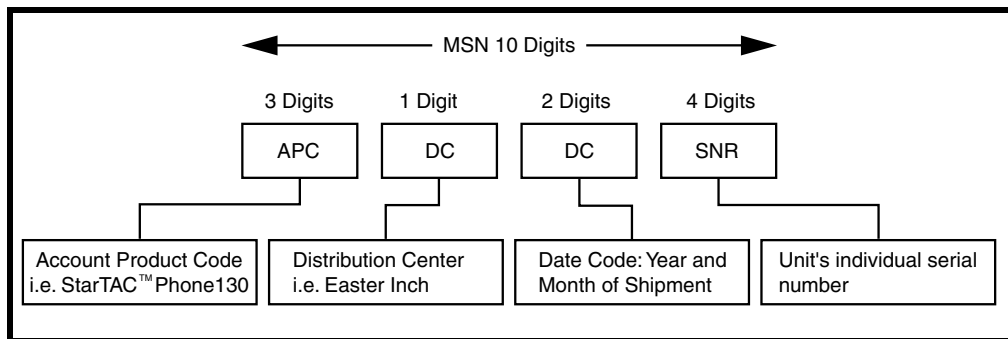
### Identification

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

#### Mechanical Serial Number (MSN)

The Mechanical Serial Number (MSN) is an individual unit identity number and remains with the unit throughout the life of the unit.

The MSN can be used to log and track a unit on Motorola's Service Center Database. The MSN is divided into 4 sections as shown in Figure 21.



000807a

Figure 21. MSN Label breakdown

## 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
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 = check digit 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 V300 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 test SIM must be used.

1. Press **Ⓞ** 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 **Ⓞ** to turn the phone ON.

## Manual Test Mode Commands

**Table 3. Manual Test Commands**

Key Sequence	Test Function/Name	Remarks
<Menu>048263*	Enter manual test mode	
"End" Key	Exit manual test mode	
54*	Suspend	Required for all Test Mode Operations
0*0*0	Select tone 0	
0*0*1	Select tone 1	
0*0*2	Select tone 2	
0*0*3	Select tone 3	
0*0*4	Select tone 4	
0*0*5	Select tone 5	
0*0*6	Select tone 6	
0*0*7	Select tone 7	
0*0*8	Select tone 8	
0*0*9	Select tone 9	
0*1*X	Disable tone X	
3*0*1	Enable vibrator	
3*0*0	Disable vibrator	
5*0*0	Set audio level 0	
5*0*1	Set audio level 1	
5*0*2	Set audio level 2	
5*0*3	Set audio level 3	
5*0*4	Set audio level 4	
5*0*5	Set audio level 5	
5*0*6	Set audio level 6	
5*0*7	Set audio level 7	

Table 3. Manual Test Commands (Continued)

Key Sequence	Test Function/Name	Remarks
5*0*8	Set audio level 8	
5*0*9	Set audio level 9	
5*0*10	Set audio level 10	
5*0*11	Set audio level 11	
5*0*12	Set audio level 12	
5*0*13	Set audio level 13	
5*0*14	Set audio level 14	
5*0*15	Set audio level 15	
6*2*2*0*0	Set Audio Path. Int Mic, IntSpk, RX unmute, TX unmute	
6*4*6*0*0	Set Audio Path. Boom Mic, Boom Spk, RX unmute, TX unmute	
10*0*3	Set band GSM 900	
10*0*4	Set band DCS 1800	
10*0*5		
10*0*6	Set dual band GSM 900 / 1800	
10*1*0	Read band	3= GSM 4= DCS 5= PCS 6 =GSM/DCS
18*0	Initialize non-volatile memory (Master Reset)	
18*1	Initialize non-volatile memory (Master Clear)	
55*2*001	Test Display. All pixels ON	
55*2*000	Test Display. All pixels OFF	
55*2*002	Test Display. Checkerboard pattern A	
55*2*003	Test Display. Checkerboard pattern B	
55*2*004	Test Display. Border pixels ON	
*#06#	IMEI Check	No Test Mode Required
Phone Set up --> Phone Status --> Other Information	Flex Version / Technology / S-W Version / Readiness Status	No Test Mode Required

## Troubleshooting Chart

**Table 4. V300 Telephone: 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 connectors open or misaligned.	Visually inspect the battery connectors 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 connectors are not at fault, proceed to c.
	c) Transceiver board assembly defective.	Remove the transceiver board assembly. Substitute a known good assembly and temporarily reassemble the unit. Press and hold the PWR button; if unit turns on and stays on, disconnect the dc power source and reassemble the telephone with the new transceiver board assembly. Verify that the fault has been cleared. If the fault has not been cleared then proceed to d.
	d) keyboard assembly failure.	Replace the keyboard assembly. Temporarily connect a +3.6 Vdc supply to the battery connectors. Press and hold the PWR button. If unit turns on and stays on, disconnect the dc power source and reassemble with the new keyboard assembly.
2. Telephone exhibits poor reception or erratic operation such as calls frequently dropping or weak or distorted audio.	a) Antenna assembly defective.	Check to make sure that the antenna pin is properly connected to the transceiver board assembly. If connected properly, substitute a known good antenna. If the fault is still present, proceed to b.
	b) Transceiver board assembly defective.	Replace the transceiver board assembly (refer to 1c). Verify that the fault has been cleared and reassemble the unit with the new transceiver board assembly.
3. Display is erratic, or provides partial or no display.	a) Transceiver board connections faulty.	Remove rear chassis assembly from unit, check general condition of flexible printed cable (flex). If the flex is good, check that the flex connector is fully pressed down. If not, check connector to transceiver board connections. If faulty connector, replace the transceiver board assembly. If connector is not at fault, proceed to b.
	b) Flip assembly defective.	Temporarily replace the flip assembly with a known good assembly. If fault has been cleared, reassemble with the new flip assembly. If fault not cleared, proceed to c.
	c) Transceiver board assembly defective.	Replace the transceiver board assembly (refer to 1c). Verify that the fault has been cleared and reassemble the unit with the new transceiver board assembly.

Table 4. V300 Telephone: Level 1 and 2 Troubleshooting Chart (Continued)

SYMPTOM	PROBABLE CAUSE	VERIFICATION AND REMEDY
4. Incoming call alert transducer audio distorted or volume is too low.	Faulty transceiver board assembly.	Replace the transceiver board assembly (refer to 1c). Verify that the fault has been cleared and reassemble the unit with the new transceiver board assembly.
5. Telephone transmit audio is weak. (usually indicated by called parties complaining of difficulty in hearing voice).	a) Microphone connections to the transceiver board assembly defective.	Gain access to the microphone as described in the procedures. Check connections. If connector is faulty proceed to c; if the connector is not at fault, proceed to b.
	b) Microphone defective.	Gain access to microphone. Disconnect and substitute a known good microphone. Place a call and verify improvement in transmit signal as heard by called party. If good, reassemble with new microphone. If microphone is not at fault, reinstall original microphone and proceed to c.
	c) Transceiver board assembly defective.	Replace the transceiver board assembly (refer to 1c). Verify that the fault has been cleared and reassemble the unit with the new transceiver board assembly.
6. Receive audio from earpiece speaker is weak or distorted.	a) Connections to or from transceiver board assembly defective.	Gain access to the transceiver board assembly as described in the procedures. Check flex and the flex connector from the flip assembly to the transceiver board assembly. If flex is at fault, replace flip assembly. If flex connector is at fault, proceed to d. If connection is not at fault, proceed to b.
	b) Flip assembly defective.	Temporarily replace the flip assembly with a known good assembly. If fault has been cleared, reassemble with the new flip assembly. If fault not cleared, proceed to c.
	c) Antenna assembly defective.	Check to make sure the antenna is installed correctly. If the antenna is installed correctly, substitute a known good antenna assembly. If this does not clear the fault, reinstall the original antenna assembly and proceed to d.
	d) Transceiver board assembly defective.	Replace the transceiver board assembly (refer to 1c). Verify that the fault has been cleared and reassemble with the new transceiver board assembly.
7. Telephone will not recognize or accept SIM.	a) SIM defective.	Check the SIM contacts for dirt. Clean if necessary and check if fault has been cleared. If the contacts are clean, insert a known good SIM into the telephone. Power up the unit and confirm that the SIM has been accepted. If the fault no longer exists, replace the defective SIM. If the SIM is not at fault, proceed to b.
	b) Flip assembly defective.	Temporarily replace the flip assembly with a known good assembly. If fault has been cleared, reassemble with the new flip assembly. If fault not cleared, proceed to c.
	c) Transceiver board assembly defective.	Replace the transceiver board assembly (refer to 1c). Verify that the fault has been cleared and reassemble the unit with the new transceiver board assembly.

**Table 4. V300 Telephone: Level 1 and 2 Troubleshooting Chart (Continued)**

SYMPTOM	PROBABLE CAUSE	VERIFICATION AND REMEDY
8. Phone does not sense when flip is opened or closed (usually indicated by inability to answer incoming calls by opening the flip, or inability to make outgoing calls).	a) Flip assembly defective.	Temporarily replace the flip assembly with a known good assembly. If fault has been cleared, reassemble with the new flip assembly. If fault not cleared, proceed to b.
	b) Transceiver board assembly defective.	Replace the transceiver board assembly (refer to 1c). Verify that the fault has been cleared and reassemble the unit with the new transceiver board assembly.
9. Vibrator feature not functioning.	Transceiver board assembly defective.	Replace the transceiver board assembly (refer to 1c). Verify that the fault has been cleared and reassemble the unit with the new transceiver board assembly.
10. Internal Charger not working.	Faulty charger circuit on transceiver board assembly.	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 unit with the new transceiver board assembly.
11. Real Time Clock resetting when standard battery is removed.	Lithium button cell in the display board may be depleted.	Refer service to a Level 3 service center for replacement.
12. No or weak audio when using headset.	a) Headset not fully pushed home.	Ensure the headset plug is fully seated in the connector socket. If fault not cleared, proceed to b.
	b) Faulty connector socket on transceiver board assembly.	Replace the transceiver board assembly (refer to 1c). Verify that the fault has been cleared and reassemble the unit with the new transceiver board assembly.

### 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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## Part Numbers

The following information is provided as a reference for the parts associated with V300 telephones.

### Related Publications

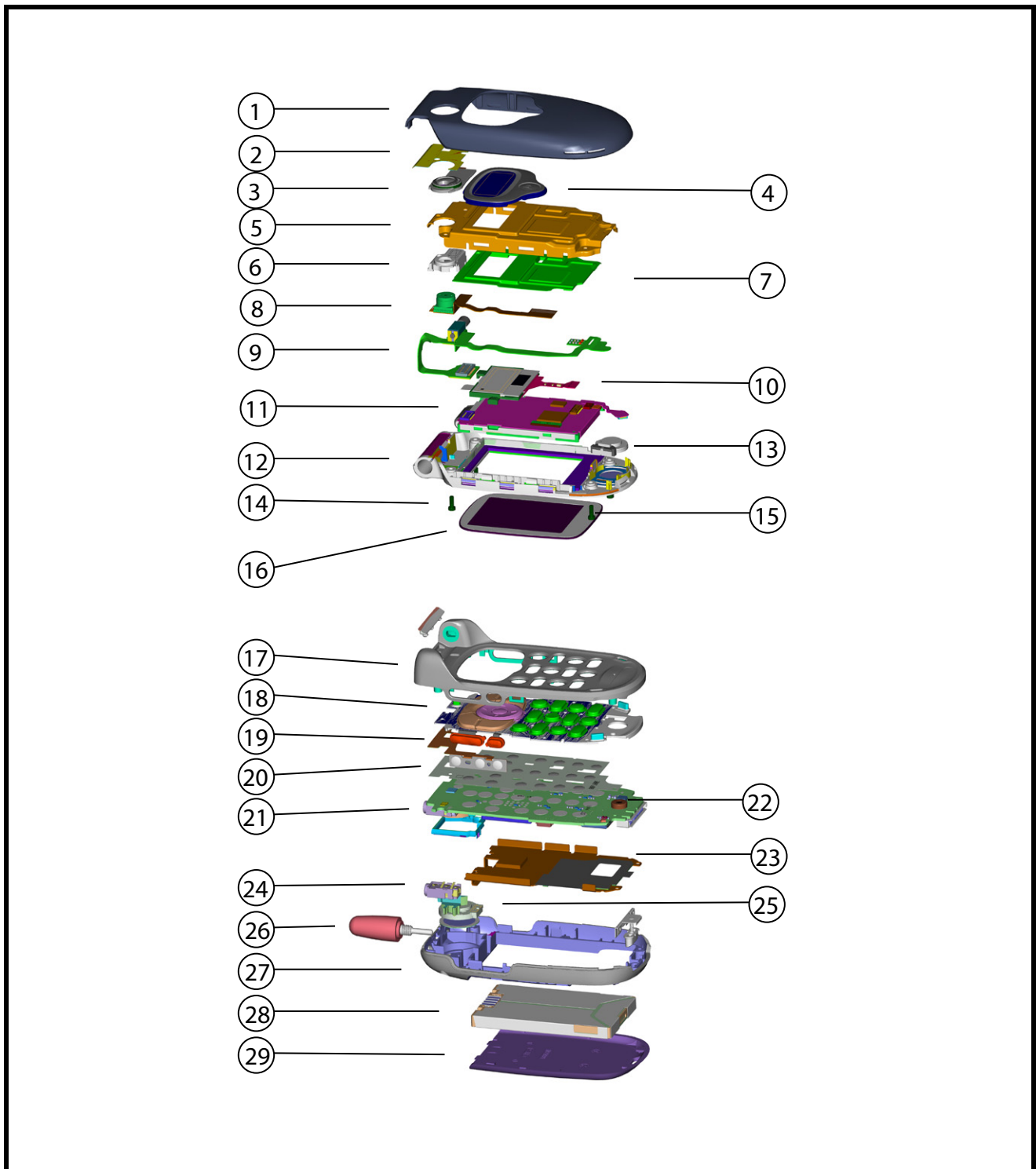
**Motorola V300 User's Guide, English**

SJJN5272 (6809467A24)

**Motorola V300 Reference Guide, English**

SJJN5273 (6809467A25)

### Exploded View Diagram



0318260

Figure 22. Exploded View Diagram

## Exploded View Parts List

**Table 5. Exploded View Parts List (V500)**

Item Number	Part Number	Description
1	0188921N04	Flip Cover
2	8489461N01	Antenna Resonator
3	0189228N01	Camera Lens Assembly
4	6189127N01	CLI Lens
5	0788807N01	Display Chassis
6	3288855N01	Camera boot Grommet
7	7588808N01	Display Snubber
8	7289123N02 7289123N03	Camera Flex Assembly
9	0188928N01	Flex cable/vibrator motor
10	7288326N01	CLI Display Assembly
11	7289558N01	Display Assembly
12	0188869N01	Flip Main Housing Assembly
13	5089081L01	Earpiece Speaker
14	0389001N02	Flip Assembly Screw (tall head)
15	0389001N01	Flip Assembly Screw (2)
16	6188811N01	Display Lens

Item Number	Part Number	Description
17	0189283N01	Base Front Housing
18	3888843N01	Keypad
19	8489088N01	Side Button Flex Assembly
20	4089226N01	Popple Dome Sheet
21	SUG3625	Transceiver PCB Assembly
22	5087974K02	Microphone
23	0188940N01	Chassis Plate Assembly
24	0987921N02	Headphone Connector
25	5088017N01	Polyphonic Speaker
26	8588912N01	Antenna
27	0189211N01	Main Housing
28	SNN5704	Battery 700 mAh
29	SHN8428	Battery Cover (4mm)
--	5587736N01	Hinge Assembly
--	3889187N02	Main Housing Screws (4)
--	3889187N01	Flip Screw Cover

**Table 6. Exploded View Parts List (V300)**

Item Number	Part Number	Description
1	0188931N01	Flip Cover
2	8489461N01	Antenna Resonator
3	0189227N01	Camera Lens Assembly
4	6188848N01	CLI Lens
5	0788807N01	Display Chassis
6	3288855N01	Camera boot Grommet
7	7588808N01	Display Snubber
8	7289123N02 7289123N03	Camera Flex Assembly
9	0188928N01	Flex cable/vibrator motor
10	7288326N01	CLI Display Assembly
11	7289558N01	Display Assembly
12	0188869N01	Flip Main Housing Assembly
13	5089081L01	Earpiece Speaker
14	0389001N02	Flip Assembly Screw (tall head)
15	0389001N01	Flip Assembly Screw (2)
16	6188811N01	Display Lens

Item Number	Part Number	Description
17	0189283N01	Base Front Housing
18	3888843N01	Keypad
19	8489088N01	Side Button Flex Assembly
20	4089226N01	Popple Dome Sheet
21	SUG3625	Transceiver PCB Assembly
22	5087974K02	Microphone
23	0188940N01	Chassis Plate Assembly
24	0987921N02	Headphone Connector
25	5088017N01	Polyphonic Speaker
26	8588912N01	Antenna
27	0189211N01	Main Housing
28	SNN5704	Battery 700 mAh
29	SHN8375	Battery Cover (4mm)
--	5587736N01	Hinge Assembly
--	3889187N02	Main Housing Screws (4)
--	3889187N02	Flip Screw Cover

To order parts please use the following Link:

[https://wissc.motorola.com/wissc\\_root/main/BrowserOK.html](https://wissc.motorola.com/wissc_root/main/BrowserOK.html)

(Password is Required)

For information on ordering parts please contact EMEA at + 49 461 803 2690.



*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.*

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## Accessories

**Table 7. Accessories**

<b>Part Description</b>	<b>Part Number</b>
Headset, FM stereo radio	SYN8609
Headset, with send/end button	SYN8419
Headset, retractable	SYN8284
Neckloop, hands-free (compatible with T-coil hearing aids)	SYN7875
Holster	SYN8454



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