Cocktail

A10
4301
onetouch 995
onetouch 996
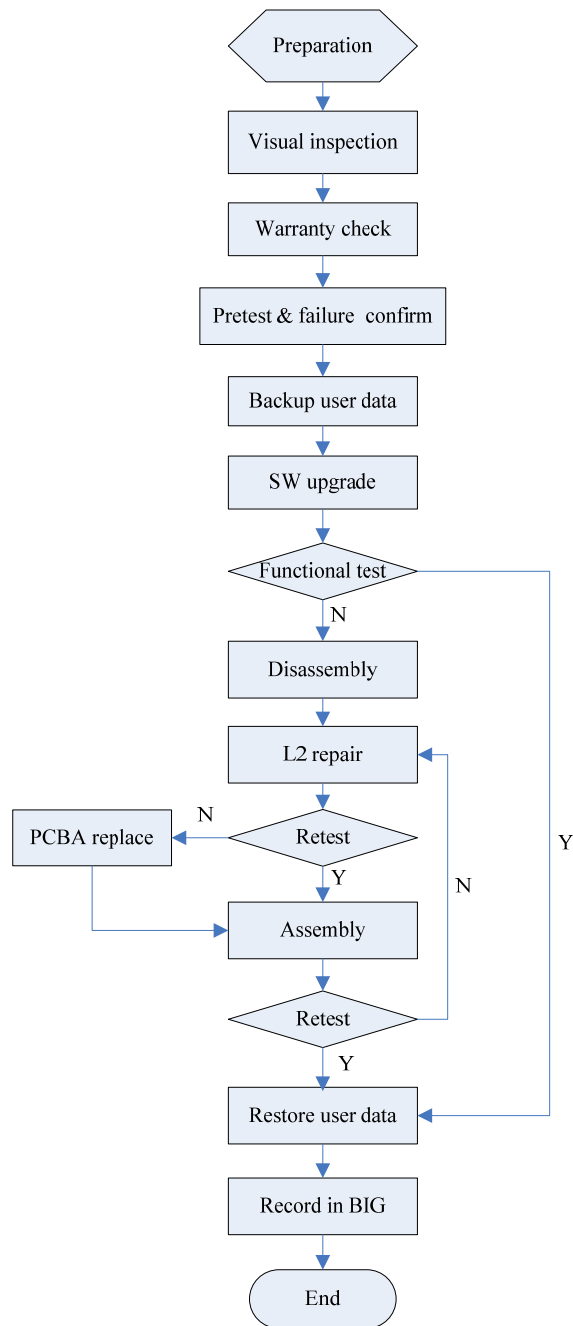**onetouch 995A**
onetouch 995S

Note: this manual is non-contractual and TCT can modify it without prior notice the characteristics of described equipments.

Rev.	onetouch 995/995A/995S/996 & 4301/A10 Level 2 Repair Document	Page
1.7		1/37

Rev.	Date	Modification description	Prepared By	Checked By	Approved By
1.7	2012-07-24	Remove tool "AOSP" instruction and replace it tool "SUGAR"	Fisherman	Ella	Huzhili
1.6	2012-07-04	Updated SPL for onetouch 996 and onetouch 996 NFC function trouble shooting	Fisherman	Ella	Huzhili
Rev.	Date	Modification description	Prepared By	Checked By	Approved By

Rev.		Page
1.7	onetouch 995/995A/995S/996 & 4301/A10 Level 2 Repair Document	2/37

1. Level2 repair process

```
                    Preparation

                  Visual inspection

                  Warranty check

             Pretest & failure  confirm

                  Backup user data

                    SW upgrade

                  Functional test ─────────────┐
                        │ N                     │
                    Disassembly                 │
                        │                       │
                 ┌──► L2 repair ◄──┐            │
                 │      │          │            │
   PCBA replace ◄┤ N  Retest       │ N          │ Y
       │         │      │ Y        │            │
       │         │      │          │            │
       └────────►│  Assembly       │            │
                        │          │            │
                      Retest ──────┘            │
                        │ Y                     │
                  Restore user data ◄───────────┘

                  Record in BIG

                       End
```

2. Warranty Check and Visual Inspection

2.1. Warranty confirmation of L1:

1) IMEI label check:
    a) The IMEI number must be the same with the one on the IMEI label. If not, it's out of warranty policy
    b) IMEI label should not be
        - Removed
        - Scratched
        - Unreadable
        - Un-approved or un-provided by Alcatel.

2) Humidity sticker: Liquid detection on humidity sticker.

sticker OK
Sticker of a good terminal
This terminal is under warranty.

sticker NOK
Sticker of a terminal dived in water
This terminal is out of warranty.
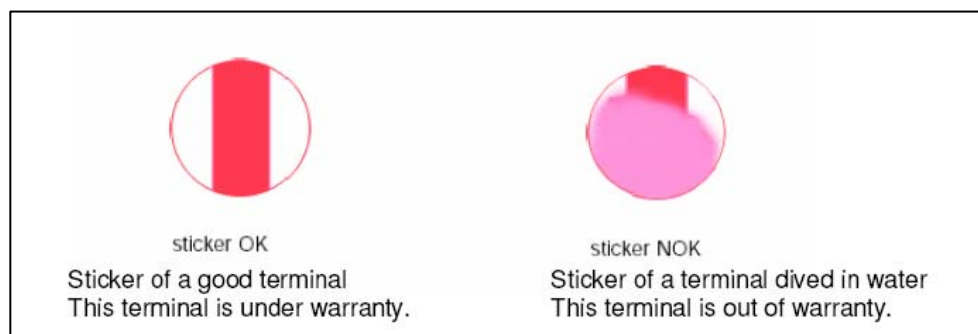
2.2. Visual mechanical check

1) Corrosion
    - Corrosion on the USB connector, SIM connector, and other metal surface
2) Hole (diameter > 1mm)
    - Holes on any surface, including the front casing, furnished frame, battery cover, touch Lens, keypad…
3) Bump
    - Bumps (diameter > 1mm) on any surface, including front casing, decorate frame, battery cover, touch Lens, keypad, etc.
4) Scratch
    - Scratches (length > 3mm) on any surface, including the front casing, decorate frame, battery cover, touch Lens, keypad, etc.
5) Distortion

Rev.	onetouch 995/995A/995S/996 & 4301/A10 Level 2 Repair Document	Page
1.7		5/37

- Bend, twisted or crushed on the h/s, cover/casing or connectors, etc.

6) Broken

- Touch broken, casing/cover broken, etc.

7) Dropped

- Keypad torn, touch lens, connectors dropped, etc.

8) Gap

- External physical damage relating to abnormal use, like front case and frame opened

9) Others

- Damage caused by disassembly ,wrong part assembly, lost of components

- Use in abnormal environment like high temperature cause plastic melts

3. Pretest

1) Check that the SIM card is set correctly.

2) Insert the battery.

3) Power on the cell phone.

4) If the cell phone can not power on, visually check the condition of the battery connector. Replace it if necessary. (refer to paragraph 2.4 for battery test).

5) If the cell phone asks to input NCK code, which means it is SIM locked, and can only be worked with dedicated SIM card. Use the correct SIM card.

6) Enter the phone code if necessary.

7) If power on, test step by step with the auto test code:

8) Press *#2886# in dial screen and select "AUTO" or "MANU" to start testing

if one of the test item failed, it will retest from the first one

- Traceability test
    - i. Screen will display PT1:1-00-255; PT2:0-FF-??? ; BW:0-FF-??? ; MMI:0 ; FT1:0-FF-???
    - ii. Select "Pass" to continue.
- LCD test.
    - i. Screen will display Red/Green/Blue three color bars.
    - ii. Select "Pass" to continue.
    - iii. Screen will turn black.
    - iv. Select "Pass" to continue.
    - v. Screen will display with gray bars ,the back light become week from bottom to top.
    - vi. Select "Pass" to continue.
    - vii. Screen will display white backlight.
    - viii. Select "Pass" to continue.
- Battery temperature test.
    - i. Screen display OK and the temperature.
    - ii. Select "Pass" to continue.
- Keypad test.

Rev.	onetouch 995/995A/995S/996 & 4301/A10 Level 2 Repair Document	Page
1.7		6/37
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    i.   Press hard (Vol up & Vol down) or touch icon (Menu&Home&Search&Back), the icon on the screen will disappear.

    ii.   Select "Pass" to continue.

■   LCD backlight test.

    i.   LCD backlight will flash with three times.

    ii.   Select "Pass" to continue.

■   Key backlight test.

    i.   Touch key backlight will flash with three times.

    ii.   Select "Pass" to continue

■   Vibrator test.

    i.   Vibrator with vibrating.

    ii.   Select "Pass" to continue after vibrating stopped.

■   Front camera test.

    i.   Scenery capture by front camera will display on the screen.

    ii.   Select "Pass" to continue

■   Main camera test

    i.   Scenery capture by main camera will display on the screen.

    ii.   Select "Pass" to continue

■   Receiver test.

    i.   Screen will display "Receiver discrete test" and handset will sound di-di-di-di.

    ii.   Select "Pass" to continue

■   Speaker test.

    i.   Melody can be heard.

    ii.   Select "Pass" to continue.

■   Mic-Receiver loop test.

    i.   Loop sound can be heard

    ii.   Select "Pass" to continue.

■   SIM card test.

    i.   Insert SIM card, it can be detected by handset.

    ii.   Select "Pass" to continue.

■   Memory card test

    i.   When test pass, screen will display SD test OK.

    ii.   Select "Pass" to continue.

■   USB test

    i.   Plug and remove the USB cable according to prompt. Handset will display OK.

    ii.   Select "Pass" to continue.

■   Headset test

    i.   Plug headset when handset prompts and screen will display "OK".

Rev.	onetouch 995/995A/995S/996 & 4301/A10 Level 2 Repair Document	Page
1.7		7/37

   ii.   Melody can be heard on left earphone when screen displays "Headset left discrete test"

   iii.   Select "Pass" to continue.

   iv.   Melody can be heard on right earphone when screen displays "Headset right discrete test"

   v.   Select "Pass" to continue.

   vi.   Screen will display "Headset Mic loop".

   vii.   After heard the loop sound , select "Pass" to continue.

   viii.   Screen will prompt remove the headset. When headset removed screen will display "OK".

- **FM radio test.**

   i.   Plug in the headset when handset prompts.

   ii.   Radio can be heard.

   iii.   Remove it when screen prompts "Please remove the headset".

   iv.   Screen will display "OK".

   v.   Select "Pass" to continue.

- **Bluetooth test.**

   i.   Handset will detect the access point and display "OK" and MAC address.

   ii.   Select "Pass" to continue

- **WIFI test.**

   i.   Handset will detect the WIFI network and display "OK" and WIFI information.

   ii.   Select "Pass" to continue.

- **G-sensor test.**

   i.   Screen will display "put the handset face up and towards up", follow this prompt screen will display left arrow, right arrow and down arrow.

   ii.   Select "Pass" to continue.

- **Compass test.**

   i.   Screen will display compass and arrow always point north.

   ii.   Select "Pass" to continue.

- **Light-sensor test.**

   i.   Handset will detect the ambient light. The lightness data will change when put something close to the sensor on the left top corner.

   ii.   Select "Pass" to continue.

- **Proximity-sensor test.**

   i.   Follow handset prompt to shadow the sensor on the left top corner from far to near and from near to far, the relevant data will change that displayed on the screen.

   ii.   Select "Pass" to continue.

- **GPS test.**

   i.   Satellite will be detected if subscribe the service.

   ii.   Select "Pass" to continue.

- **HDMI test.**

   i.   Screen will display "HDMI service on"

  ii. Select "Pass" to continue

■ Camera LED test.

  i. The LED beside the main camera will turn on.

  ii. Select "Pass" to continue.

■ Call test.

  i. Handset will display dialing interface.

  ii. Select "Pass" to continue

■ Network settings test.

  i. Screen will display Mobile network settings

4. Online software update

It is authorized to download software in level1 repair center for the handset which needs to update. The "SUGAR QCT_SP Vx.x.x" is an application that supports this activity. Handset Software can be downloaded from TS website https://css.tclmobile.cn/

4.1. Equipments

■ A handset with full charged battery.

■ <SUGAR QCT_SP V.x.x.x >

■ <Cocktail_Driver_2012_03_29>

■ PC with windows system.

■ End user USB cable.

4.2. Handset driver installation

1) How to download the driver. Login "Cocktail→tools for android"→"Driver" at CSS web.

L2 Repair Document

Step 2: Separate the decorate frame.

Step3: Disconnect connector and button

&

Step4: Remove PCBA

L2 Repair Document
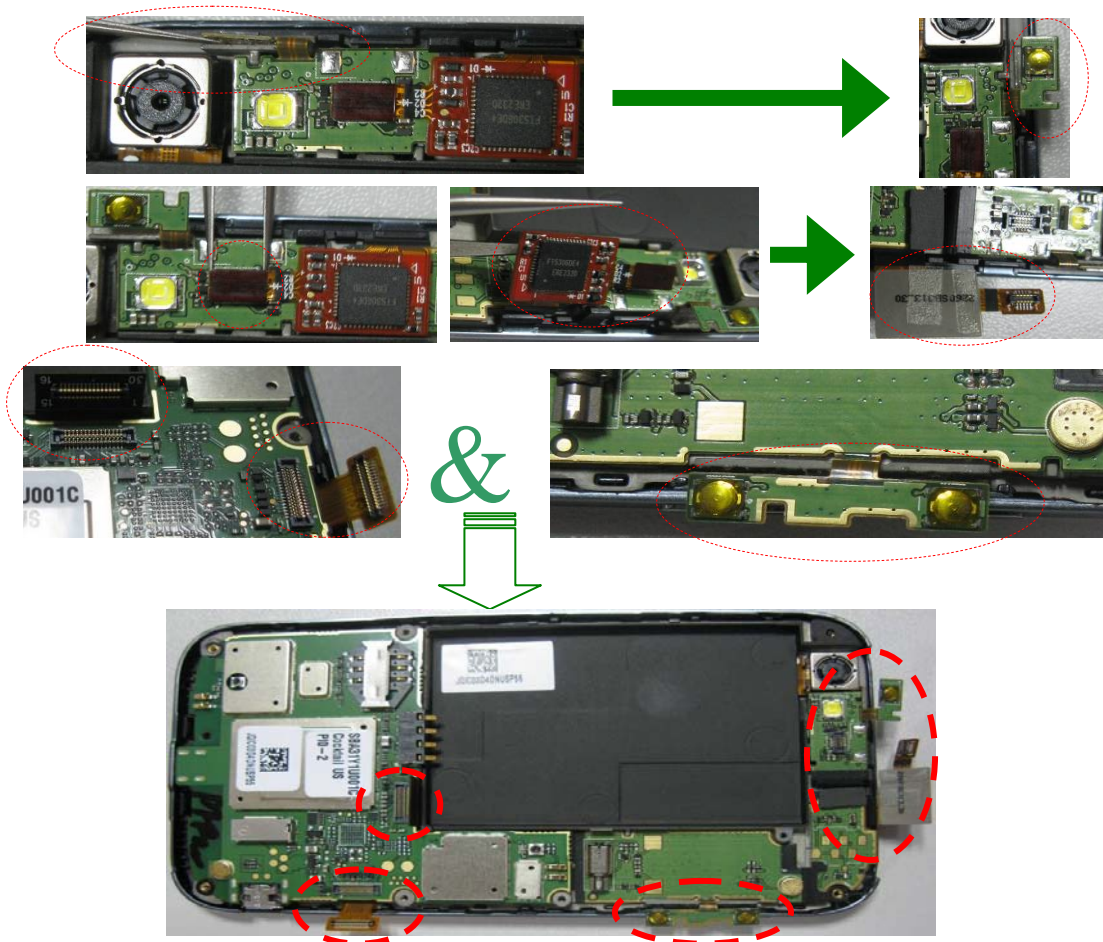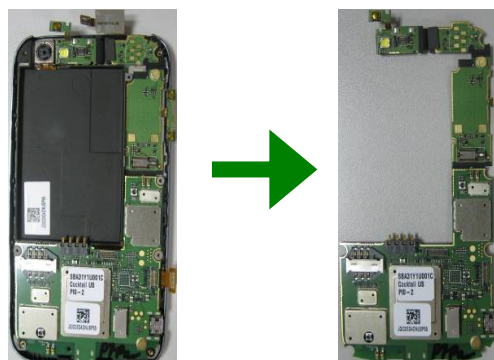
Step 5: Remove speaker1
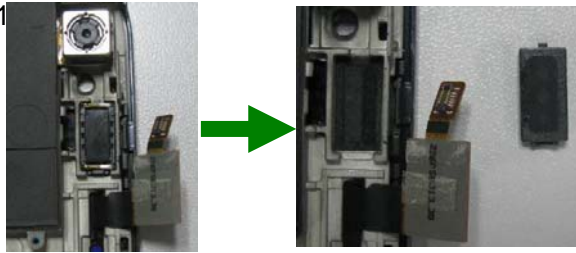
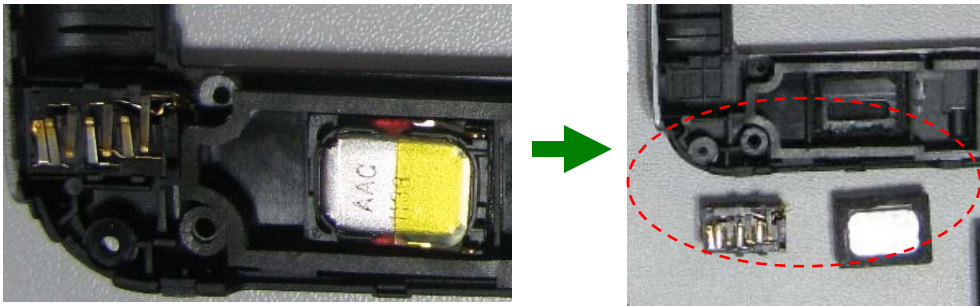Step 6: Remove speaker1 metal mask
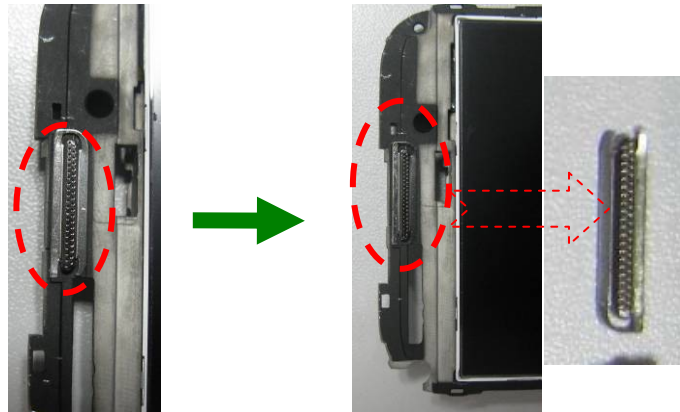
Step 7：Separate LCD.

Step 8: Remove main camera.

Rev.	onetouch 995/995A/995S/996 & 4301/A10 Level 2 Repair Document	Page
1.7		21/37
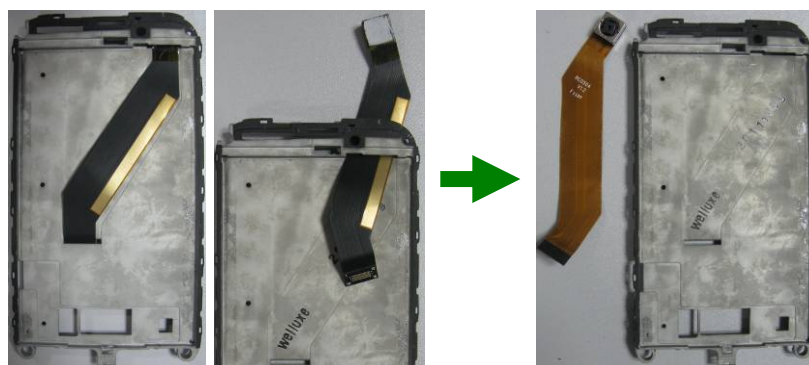
Step 9: Separate the touch screen from forefront decorate frame.
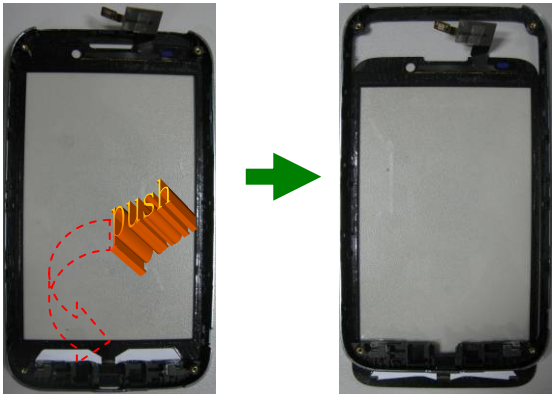
Step 10: Remove Speaker2 and jack connector

Step 11: Disassembly completely.

6.3.   Assembly Process

Please refer to the disassembly process for assembly in reverse order.

Rev.	onetouch 995/995A/995S/996 & 4301/A10 Level 2 Repair Document	Page
1.7		22/37

7. NFC function trouble shooting

Model "Onetouch 996" is integrated with NFC function. So, It can serve as NFC reader or NFC card. When as serves NFC card, it determines by the SIM card.

Following steps demonstrate how to distinguish the NFC function between good and bad. In this example, handset serves as NFC reader.

1) Power on handset→select menus→Setting→wireless & network→ turn on NFC
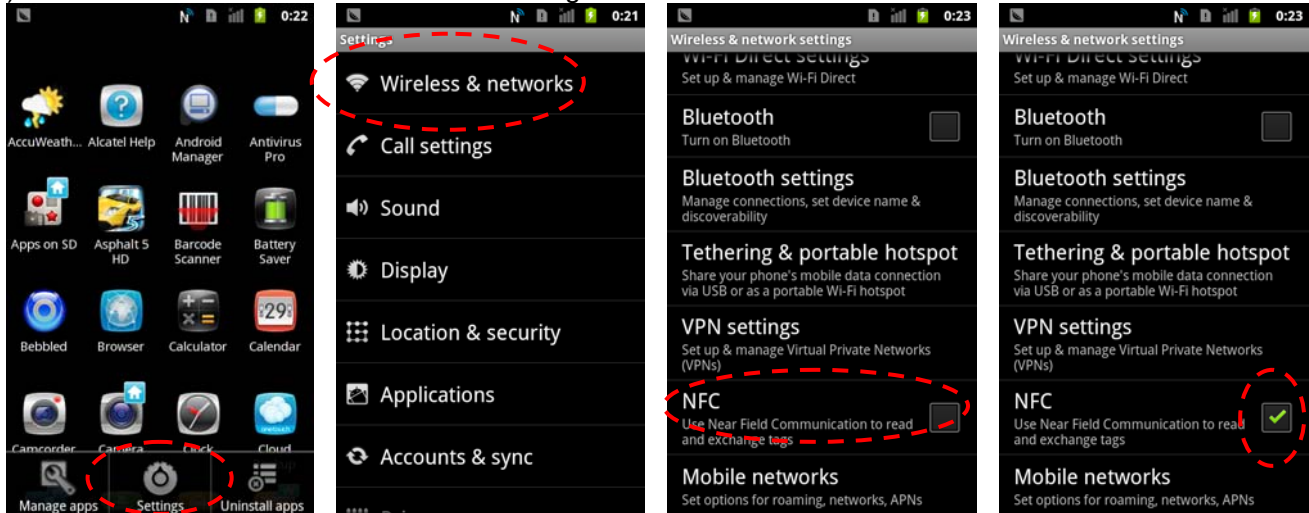
2) After NFC turn on. Put a NFC card close to the back of handset (battery cover must closed because NFC antenna is mounted on the battery cover).

3) Then handset will voice "di" and prompt "New tag collected".
    a) In this case, it means the NFC function is good.
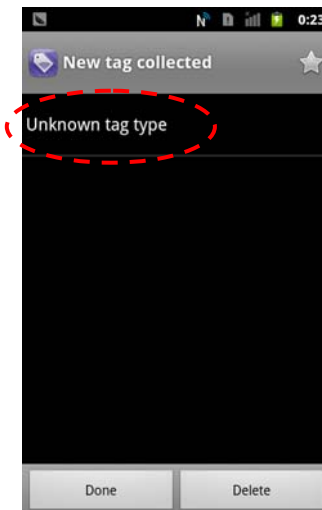
4) If the handset doesn't prompt "New tag collected".
    a) It means NFC antenna is NG. In this case, you can change another battery cover to test again.

5) If handset still can not detect the NFC card (Doesn't prompt "New tag collected") after antenna (battery cover) changed.
    a) It means the NFC IC is NG. Well NFC IC is mounted on PCBA. In this case you must change the PCBA.

Rev.	onetouch 995/995A/995S/996 & 4301/A10 Level 2 Repair Document	Page
1.7		23/37

8. Disassembly process evaluation

The One Touch 908 parts disassembly time is listed here. Technique level and disassembly method listed below. For technique levels:
1) Class 1 stands for easy to disassemble.
2) Class 2 stands for normally to disassemble.
3) Class 3 stands for difficulty to disassemble.

Spare part	Time	Jig	Class	Remark
Battery cover	3s	Plastic Wedge	Class 1	
Remove screws on decorate casing	20	screwdriver	Class 1	
Volume key	5S	Tweezers	Class 1	
Power key	5S	Tweezers	Class 1	
Touch screen connector	5s	Tweezers	Class 1	
Camera connector	5S	Tweezers	Class 1	
LCD connector	5S	Tweezers	Class 1	
Remove PCBA	20s	Plastic Wedge Tweezers	Class 2	
Remove speaker1	5s	Tweezers	Class 1	
Remove speaker1 mask	5s	Tweezers	Class 1	
Separate LCD	20s	Plastic Wedge Tweezers	Class 2	
Remove main camera	5s	Tweezers	Class 1	
Remove touch screen	20s	Plastic Wedge Tweezers	Class 2	
Remove SIM connector	120s	Hot air gun Tweezers	Class 3	The connector is easy to damage
Remove audio jack	5s	Tweezers	Class1	
Remove speaker2	5s	Tweezers	Class1	
Remove T flash connector	120s	Hot air gun Tweezers	Class 3	The connector is easy to damage
Battery connector	40s	Hot air gun Tweezers	Class3	The connector is easy to damage
Remove Microphone	40	Hot air gun Tweezers	Class3	Easy to damage the FPC
Remove Viberator	40	Hot air gun Tweezers	Class3	Easy to damage the FPC, action must take ambient components into consideration

4) Spare Part list
   a) Level2 spare parts for onetouch 995. Latest SPL please refer to the one published on CSS web

	Cocktail one touch 995 L2 spare part list			
Item	**Description**	**Part number**	**Qty.**	**Remark**
8	swap PCBA Eu	F-B31Y0ALEU0	1	Cocktail(EU),,,,:995X-2*ALEU1,,,,
	swap PCBA US	F-B31Y1ALMX0	1	Cocktail(US),,,,:995A-2*ALMX1,,,,
9	Furnished front casing	BCA31Y0V10C0	1	Furnished front casing , Cocktail , light chrome
	Furnished front casing	BCA31Y0A10C0	1	Furnished front casing , Cocktail , black chrome
10	sub PCB connector sponge1	BNG31Y0002C0	1	sub PCB connector sponge1
11	sub PCB connector sponge2	BNG31Y0003C0	1	sub PCB connector sponge1
12	sensor rubber	BNG31Y0004C0	1	sensor rubber
13	front camera rubber	BNG31Y0005C0	1	front camera rubber , Cocktail
14	sub PCB tape1	BPA31Y0003C0	2	sub PCB tape1
15	sub PCB tape2	BPA31Y0004C0	1	sub PCB tape2
16	TP IC support	BNG31Y0006C0	1	TP IC support
17	volume key	BFC31Y0V10C0	1	P+R , light chrome
18	furnished LCD shielding	BKC31Y0070C1	1	mg alloy+black painting
19	light guide 2	BGD31Y0002C0	1	crystal
20	receiver	AWB0612S06C1	1	
21	receiver metal mesh	BNF31Y0001C0	1	metal+dark chrome
22	camera module	ASA5001005C1	1	500Mpixel,8.5×8.5×5.4mm
23	LCD module	AUA430T100C1	1	16M colors,4.3",480×800,TFT
24	furnished touch panel	BED31Y0A30C1	1	Backside printing Black , used with A , B , C
	furnished touch panel	BED31Y0B10C1	1	Backside printing White , used with A
25	furnished sub PCBA	SBF31Y00011C	1	sub board
26	Cu film	BLA31Y0000C0	1	
27	Thermal adhesive	BPA31Y0019C0	1	
28	Furnished Frame (Non NFC)	BCC31Y0S20C0	1	Cocktail(EU),frost silver ,+camera lens+Flash lens
	@Furnished Frame (Non NFC)	BCC31Y0S30C0	1	Cocktail(EU),dark chrome ,+camera lens+Flash lens
	Furnished Frame (Non NFC)	BCC31Y1S20C0	1	Cocktail(US),, frost silver,+camera lens+Flash lens
	@Furnished Frame (Non NFC)	BCC31Y1S30C0	1	Cocktail(US),, dark chrome,+camera lens+Flash lens
29	speaker	AWA1115S05C1	1	Opal,11×15×3.5(WH3.9mm),83.5±3dB,,,spring contact
30	audio jack	ARG0060012C1	1	6pin,4POLE DIA 3.5mm,,,KJA1333Y01R,KEIRAKU,,
31	audio jack tape	BPA31Y0016C0	1	audio jack tape , Cocktail , T=0.05 mylar
32	power key	BFC31Y0V11C0	1	power key , Cocktail , P+R , dark chrome
33	Screw M1.4x3mm(4pcs)	BMA1430262C0	4	
34	Screw M1.4x4mm(4pcs)	BMA1440252C0	4	

35	HDMI connector	ARM0190003C1	1	MINI-HDMI CONNECTOR,19pin,0.4pitch,,type-D
36	USB connector	ARH0050010C1	1	USB connector,,5pin,0.65pitch,,macro B type,cut PCB0.8
37	SIM connector	ARD0060081C1	1	SIM card connector,,6pin,2.54pitch,H=2.0mm
38	T-flash connector	ARJ0100001C1	1	T-Flash card with detedt pin conn,10pin,H=2.5mm,
39	BTB connector	ARC0400003C1	1	BTB connector socket,,40pin,0.4pitch,H=1.0mm
40	BTB connector	ARC0300004C1	3	BTB connector socket,,30pin,0.4pitch,H=1.0mm,,
41	Battery connector	ARE0040022C1	1	Battery connector,,4pin,3.0pitch,H=2.4mm,,,

b) Level2 spare parts for onetouch 995S. Latest SPL please refer to the one published on CSS web

Cocktail one touch 995S L2 spare part list					
Item	**Description**	**Part number**	**Qty**	**Remark**	
8	swap PCBA	F-B31Y3ALUS1	1	Cocktail(AWS),,,,:995S-2*ALUS1,,,,	
9	Furnished front casing	BCA31Y0V10C0	1	Furnished front casing , Cocktail , light chrome	
	Furnished front casing	BCA31Y0A10C0	1	Furnished front casing , Cocktail , black chrome	
10	sub PCB connector sponge1	BNG31Y0002C0	1	sub PCB connector sponge1	
11	sub PCB connector sponge2	BNG31Y0003C0	1	sub PCB connector sponge1	
12	sensor rubber	BNG31Y0004C0	1	sensor rubber	
13	front camera rubber	BNG31Y0005C0	1	front camera rubber , Cocktail	
14	sub PCB tape1	BPA31Y0003C0	2	sub PCB tape1	
15	sub PCB tape2	BPA31Y0004C0	1	sub PCB tape2	
16	TP IC support	BNG31Y0006C0	1	TP IC support	
17	volume key	BFC31Y0V10C0	1	P+R , light chrome	
18	furnished LCD shielding	BKC31Y0070C1	1	mg alloy+black painting	
19	light guide 2	BGD31Y0002C0	1	crystal	
20	receiver	AWB0612S06C1	1		
21	receiver metal mesh	BNF31Y0001C0	1	metal+dark chrome	
22	camera module	ASA5001005C1	1	500Mpixel,8.5×8.5×5.4mm	
23	LCD module	AUA430T100C1	1	16M colors,4.3",480×800,TFT	
24	furnished touch panel	BED31Y0A30C1	1	Backside printing Black , used with A , B , C	
	furnished touch panel	BED31Y0B10C1	1	Backside printing White , used with A	
25	furnished sub PCBA	SBF31Y00031C	1	sub board	
26	Cu film	BLA31Y0000C0	1		
27	Thermal adhesive	BPA31Y0019C0	1		
28	Furnished Frame (Non NFC)	BCC31Y3S20C0	1	Cocktail(AWS), frost silver,+camera lens+Flash lens,,,printing 5.0 MPXL	
	@Furnished Frame (Non NFC)	BCC31Y3S30C0	1	Cocktail(AWS), dark chrome,+camera lens+Flash lens,,,printing 5.0 MPXL	
29	speaker	AWA1115S05C1	1	Speaker,Opal,11×15×3.5(WH3.9mm),83.5±3dB,,,spring contact,DMSP1115KJ-10-F11-GAAC	

30	audio jack	ARG0060012C1	1	Audio jack,,6pin,4POLE DIA 3.5mm,,,KJA1333Y01R,KEIRAKU,,	
31	audio jack tape	BPA31Y0016C0	1	audio jack tape，Cocktail，T=0.05 mylar	
32	power key	BFC31Y0V11C0	1	power key，Cocktail，P+R，dark chrome	
33	Screw M1.4x3mm(4pcs)	BMA1430262C0	4		
34	Screw M1.4x4mm(4pcs)	BMA1440252C0	4		
35	HDMI connector	ARM0190003C1	1	MINI-HDMI CONNECTOR,19pin,0.4pitch,,type-D	
36	USB connector	ARH0050010C1	1	USB connector,,5pin,0.65pitch,,macro B type,cut PCB0.8	
37	SIM connector	ARD0060081C1	1	SIM card connector,,6pin,2.54pitch,H=2.0mm	
38	T-flash connector	ARJ0100001C1	1	T-Flash card with detedt pin conn,10pin,H=2.5mm,	
39	BTB connector	ARC0400003C1	1	BTB connector socket,,40pin,0.4pitch,H=1.0mm	
40	BTB connector	ARC0300004C1	3	BTB connector socket,,30pin,0.4pitch,H=1.0mm,,	
41	Battery connector	ARE0040022C1	1	Battery connector,,4pin,3.0pitch,H=2.4mm,,,	

c) Level2 spare parts for onetouch 996. Latest SPL please refer to the one published on CSS web

Cocktail one touch 996 L2 spare part list V1.0

Item	Description	Part number	Qty	Remark	First Buy	Qualify status
8	swap PCBA Eu	F-B31Y2GRLIL1	1	客服周转主板,,Cocktail,EU,,,,,,,软件：996X-2GRLIL1-S50,,,,	2%	
9	Furnished front casing	BCA31Y5A10C0	1	Furnished front casing,Cocktail Orange	2%	
10	sub PCB connector sponge1	BNG31Y0002C0	1	sub PCB connector sponge1	2%	?
11	sub PCB connector sponge2	BNG31Y0003C0	1	sub PCB connector sponge1	2%	?
12	sensor rubber	BNG31Y0004C0	1	sensor rubber	2%	OK
13	front camera rubber	BNG31Y0005C0	1	front camera rubber，Cocktail	2%	Ok
14	sub PCB tape1	BPA31Y0003C0	2	sub PCB tape1	2%	OK
15	sub PCB tape2	BPA31Y0004C0	1	sub PCB tape2	2%	Ok
16	TP IC support	BNG31Y0006C0	1	TP IC support	2%	OK
17	volume key	BFC31Y5A10C0	1	Cocktail Orange,double shot,,black chrome	2%	Ok
18	furnished LCD shielding	BKC31Y5000C1	1	mg alloy+black painting	2%	OK
~~19~~	~~light guide 2~~	~~BGD31Y0002C0~~	~~1~~	~~crystal~~	2%	Ok
20	receiver	AWB0612S09C1	1		2%	OK
21	receiver metal mesh	BNF31Y0001C0	1	metal+dark chrome	2%	Ok
22	camera module	ASA5001005C1	1	500万像素,8.5×8.5×5.4mm	2%	OK
23	LCD module	AUA430T111C1	1	Main LCD,16.7M,4.3,480×800	2%	Ok

Rev.		Page
1.7	onetouch 995/995A/995S/996 & 4301/A10 Level 2 Repair Document	27/37

24	furnished touch panel	BED31Y0A32C1	1	Backside printing Black，used with A，B，C 颜色	2%	OK
25	furnished sub PCBA	SBF31Y00011D	1	Cocktail,,,6Layer	2%	OK
26	Cu film	BLA31Y0000C0	1		2%	Ok
27	Thermal adhesive	BPA31Y0019C2	1		2%	OK
28	Furnished Frame (Non NFC)	BCC31Y5A12C0	1	Cocktail,,主底 frost silver,+camera lens+Flash lens	2%	Ok
29	speaker	AWA1115S05C1	1	Opal,11×15×3.5(WH3.9mm),83.5±3dB,,,spring contact	2%	Ok
30	audio jack	ARG0060012C1	1	6pin,4POLE DIA 3.5mm,,,KJA1333Y01R,KEIRAKU,,	2%	OK
31	audio jack tape	BPA31Y0016C0	1	audio jack tape，Cocktail，T=0.05 mylar	2%	Ok
32	power key	BFC31Y0A12C0	1	power key，Cocktail，P+R，dark chrome	2%	OK
33	Screw M1.4x3mm(4pcs)	BMA1430262C0	4		2%	Ok
34	Screw M1.4x4mm(4pcs)	BMA1440252C0	4		2%	OK
35	HDMI connector	ARM0190003C1	1	MINI-HDMI CONNECTOR,19pin,0.4pitch,,type-D	2%	Ok
36	USB connector	ARH0050010C1	1	USB connector,,5pin,0.65pitch,,macro B type,cut PCB0.8	2%	OK
37	SIM connector	ARD0060081C1	1	SIM card connector,,6pin,2.54pitch,H=2.0mm	2%	Ok
38	T-flash connector	ARJ0100001C1	1	T-Flash card with detedt pin conn,10pin,H=2.5mm,	2%	OK
39	BTB connector	ARC0400003C1	1	BTB connector socket,,40pin,0.4pitch,H=1.0mm	2%	Ok
40	BTB connector	ARC0300004C1	3	BTB connector socket,,30pin,0.4pitch,H=1.0mm,,	2%	OK
41	Battery connector	ARE0040022C1	1	Battery connector,,4pin,3.0pitch,H=2.4mm,,,	2%	Ok
42	TP tape1	BPA31Y0014C0	1	触摸屏背胶１，TP tape1，Cocktail，Tesa62930	2%	OK
43	TP tape2	BPA31Y0015C0	1	触摸屏背胶２，TP tape1，Cocktail，Tesa62930	2%	Ok
44	Light guide film foam	BNG31Y0022C0	1	Cocktail,nabocell VHM-05+Tesa68542	2%	OK
45	TP light guide film	BGD31Y0054C0	1	TP light guide，Cocktail，	2%	Ok
46	Spring connector	ARM0010007C1	1	,Spring connector,,1pin,,,,,CTL-2907-4371,YOKOWO	2%	Ok

5) Disassemble complete

15-sub PCB tape2 (hyaloplasmic tap)

16- TP IC support (blak foam)

25-sub pcba

11- sub PCB connector sponge2

14-sub PCB tape1 (hyaloplasmic tap)

10-sub PCB connector sponge1

6) Explode view

7) Level 2 repair

This chapter describes the LEVEL 2 repair that can be done without any diagnostic equipment.

	Problem description	Action And Solution
Charging	Bad or No Charge	1.Check voltage of the battery: if 0V, charge some minutes and check the charge indicator; 2.Check the battery contact, change the battery connector if broken; 3.Check the charge plug on B cover, change it if necessary;
Switch on with battery power	Can 't Switch on	1.Check voltage of the battery; 2.Check the battery contact, change the battery connector if broken; 3.Check the keypad 4.Check BTB connector socket pin
Main display	Missing line or column; no display; bad or no LCD backlight	Check Connection flex (FPC cable),change it if necessary; Replace display module if necessary;
Vibrator	The vibrator does not work	Check the contact on the PCBA (dirty or oxidized), replace the vibrator if necessary;
Network Problem	No emission or No reception	Check the antenna contactor on the B cover; Check the contact on the PCBA (dirty or oxidized);
TF card	No communication between the phone and the TF card	Check the TF connector on the PCBA;
Camera	Camera doesn't work	Check camera module Check also camera FPC broken or not
Audio	Bad or no emission (TX audio from mobile); Bad or no reception (RX audio on mobile); Hands-free problem; Key beep and melody problem	Check microphone, replace it if necessary; Check the contact on the PCBA (dirty or oxidized) Check loud speaker, replace it if necessary; Check the contact on the PCBA (dirty or oxidized)

In case the LEVEL 2 repair can't solve the problem, or if the board is damaged, exchange the board.

Rev.	onetouch 995/995A/995S/996 & 4301/A10 Level 2 Repair Document	Page
1.7		30/37

9. PCBA exchange

If Level 2 repair does not solve the failure, it is mandatory to change the PCBA and follow the process herein.

1) Collect the PCBA (without accessories, LCD and camera), with microphone and vibrator.

2) Get a new PCBA from the swap stock. Reuse those accessories to assemble the mobile.

3) Fill in the record sticker with IMEI number, fault code, short code, Hardware Technical Level and software version.

4) Send the NG PCBA with record sticker back to L3 repair center with the recommended packaging method,

   Note: packaging method please refer item "14. Package requirement".

10. Other component exchange

The other components exchange such as

1) LCD module

2) Vibrator

3) Receiver

4) Speaker

5) Microphone

6) Camera module

7) Audio connector

8) Other related mechanical components

Please follow the detail steps 5.3 (Disassembly and assembly process).

But need to be very careful to handle the components with related special tool or jig (especially replacing new components)

It is better to handle it with plastic tools (plastic tweezers and wedge etc.).

Besides operator must wear anti-static gloves, fingertips or wear static loop during the whole process of components exchange.

11. Portable Label

11.1. Label zones

11.2. Zone information on the label

Zone	Variable	Signification
1	-	Type of product : XXXX
2	-	Distributor : For EMEA: TCT Mobile Limited For Latam: TCT MOBILE For CN: 惠州 TCL 移动通信有限公司
3	DATA3	PTS='soft' techn. Release xxx
4	DATA10 or DATA 12	Short code xxxx
5	DATA2	PTM
6	-	Made in (by) ... according to made in file
7	-	China version—CMII:0000000000/ PCS version—FCC ID: RADXXX
8	DATA7	Commercial Ref
9	DATA5	Full IMEI
10	DATA5	Bar code IMEI
11	DATA5/DATA11/DATA2/DATA3/DATA7	DATAMATRIX Code IMEI No. / INDUS. REF. / PTH(PTM) / PTS / COM. REF.
12	DATA4	Date Code xxx
13	Not used-	Commercial Name
14	Not used-	
15	Not used-	Special Logo on other project
16	Not used-	
17		Bluetooth QD ID BXXXXXX
18	Data18	Enhanced SIM Lock ("E": Enhanced SIM Lock; "N": NO Enhanced SIM Lock, including Normal SIM Lock and No SIM Lock;)
NO	DATA11	3DS (INDUS REF)

11.3. Commercial label sample

For Europe

For US

Certification name	Commercial Name	Product type (and internal name)
CE1588	one touch 995	Cocktail EU
FCC ID: RAD 214	one touch 995A	Cocktail US
FCC ID: RAD231	one touch 995S	Cocktail AWS
CMMID: 2011CP6539	TCL A998	TCL CHINA
CMMID: 2012CP1490	OT 995	ALCATEL CHINA
CE1588	one touch 996	Cocktail Orange NFC

cocktail EU   one touch 995
IMEI   86939800*******

cocktail US one touch 995A
IMEI   01290600*******

cocktail AWS   one touch 995S
IMEI   01299700*******

TCL-CHINA   TCL A998
IMEI   86111801*******

ALCATEL-CHINA   OT 995
IMEI   86111701*******

Cocktail Orange NFC one touch 996
IMEI   86453001*******

12. Final test

During the function test, the following items must be checked and validated.
1) Cosmetic aspect of the handset,
2) The Software Technical sticker state on the Board
3) Switch on the handset
4) Default welcome message
5) Press *#2886# on the idle screen to start the auto test (refer to the "Pretest" in Chapter 2.2)

13. Tools

Plastic Stick

Tweezers

Hot air gun

Screwdriver (TORX6)
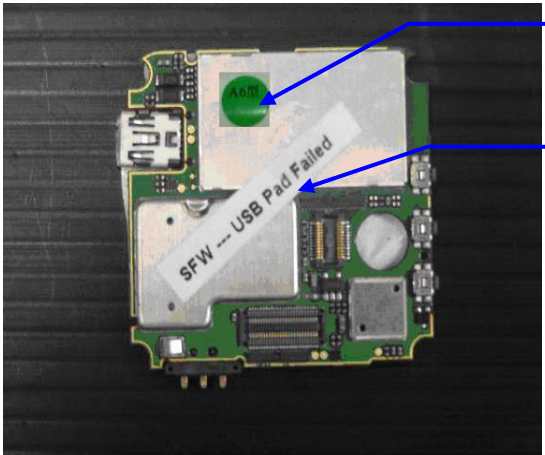
Soldering iron

Knife

14. Package Requirement

1) Appearance Requirements of PCBA

    i. The failure code label, commercial label, custom label and network code should be stuck onto PCBA

    ii. The repair PCBA and custom label should be matched (see appendix one for the detailed information)

PCBA of Flip Phone	
put commercial label and network code on one side	Put failure code label and custom label on other side
PCBA of Bar Phone	
Put commercial label and custom label on PCBA	At the same time put network code label and failure code label

Network code

Commercial label

Custom label

Failure code label

Network code

Custom label

Commercial code

Failure code label

Rev.	onetouch 995/995A/995S/996 & 4301/A10 Level 2 Repair Document	Page
1.7		34/37

2) PCBA Packing Requirements

    i. After packing with anti-vibration bag, the commercial label on PCBA should be easy to identify.

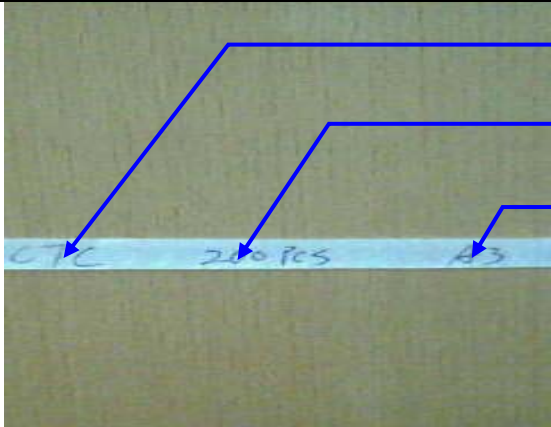|	
Inner packing is anti-static bag	Outer packing is anti-vibration bag
Put commercial label on anti-vibration bag	

Custom label is easy to see

3) Packing Requirement

Note: Please pay attention to the following points when different models put into one box. Stick up the same models with tapes.

i.   Mark the model, quantity and specification of custom label on tape.

ii. The packing box for PCBA should have marking sticker and well sealed by the tape with TCL logo

iii. Finally put all the packing boxes into packing cases strong enough and post to HK.

Stick up the same models with tapes	Mark the model, quantity and specification of custom label on tape
The packing box for PCBA should have marking sticker and well sealed by the tape with TCL logo	Put all the packing boxes into packing cases strong enough and post to HK

model

quantity

specification

iv. The following condition the shipping side should take responsible.

   ■ PCBA is damaged induce to can not repair.

   ■ Delayed in custom because of unqualified packing.