



Essence (GDP-06i)

PRODUCT REPAIR GUIDE

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Version History

Version	Date	Change Description	Author
1.0	11.10.2016	First version	M. Rulc
1.1	25.10.2016	Modification of Introduction & service process	J. Rejman
1.2	12.1.2017	Control of final test, updated links	J. Rejman

1. Introduction

When Essence GDP-06i arrives for repair please

- Check if the claimed feature is not among known bugs of the latest SW of Essence. Follow software release notes on <http://jablocom.com/help/phones/essence/release-notes/>;
- Make sure the Essence is up-to-date. Login to the Partners' section on www.jablocom.com/partners and follow the guide Update of Essence via USB cable. If you need help with login please contact us on support@jablocom.com.

Next, follow the External service process guide available on www.jablocom.com/service-process, chapter Service.

2. Service – basic / advanced repair

- 2.1** Check the warranty limit of the IMEI. Login to your SAP account on www.jablocom.com/sap and select **Tools > Latest warranty**.
If the limit is not exceeded check the remaining warranty conditions in on www.jablocom.com/service, chapter Warranty check. If the warranty limit is exceeded the device can be repaired only out-of-warranty.
- 2.2** Perform a **basic** or **advanced** analysis according to the following table. The table includes several questions sorted according to typical errors. Each step is marked by colour according to your service level – please follow only the steps intended for your service level (**basic**, **advanced**). The steps will guide you through the whole analysis. If your answer to any question is the same as in repair guide, follow the instructions on the same line. If your answer is opposite, continue on the next line. Then go again through the whole table to check if the problem was solved. After that conduct the final test (see [Chapter 3](#)).
- 2.3** The error code in the first column is a unique identification number that specifies an exact fault or classifies the fault in a group of faults. Please write the error code confirmed during the analysis into the SAP (directly to the field “Service comment”). For more information, see chapter 4 Repair reporting.
- 3.4** In case you have gone through the whole table and you did not find any problem with the product, it is necessary to conduct the final test (see [Chapter 3](#)). If you have not found any problem during this test either, you can return the product as No Fault Found (NFF).

ERROR CODE	QUESTION	IF ANSWER IS	FOLLOW THIS STEP	FINAL TEST REQUIRED	SERVICE REPAIR LEVEL
	13-10 <i>Is there any visible mechanical damage?</i>	NO	Go to line 13-11		
Mechanical damage of phone or accessories	13-10-11 Is the handset visibly mechanically damaged?	YES	OOW (Out-of-warranty) - replace handset S60040 .	Yes	Basic
	13-10-12 Is the handset cable visibly mechanically damaged?	YES	OOW – replace handset cable S60050 .	Yes	Basic
	13-10-13 Is the USB cable visibly mechanically damaged?	YES	OOW – replace USB cable S60052 .	Yes	Basic
	13-10-14 Is the battery body inflated?	YES	Replace battery pack S60060 .	Yes	Basic
	13-10-15 Is the battery pack visibly mechanically damaged?	YES	OOW – replace battery pack S60060 .	Yes	Basic

	13-10-16	Is the power adaptor visibly mechanically damaged?	YES	OOW – replace power adaptor S60071 .	Yes	Basic
	13-10-17	Is the phone body visibly mechanically damaged?	YES	OOW – replace housing S60130 .	Yes	Advanced
	13-10-18	Are there scratches or other mechanical damage on the transparent window?	YES	OOW – replace window S60027 .	No	Advanced
	13-10-19	Is the SIM holder incomplete or visibly mechanically damaged?	YES	OOW – replace SIM holder S00045 .	Yes	Advanced
	13-10-20	Is the RJ connector for handset connection visibly mechanically damaged?	YES	OOW – replace assembled GDP-06i main board S60110 .	Yes	Advanced
	13-10-90	Did you solve the problem with the points above?	NO	Contact JABLOCOM	No	
It isn't possible to switch on the phone.	13-11	Can the phone start from adaptor or battery?	YES	Go to line 13-12		
	13-11-10	Is the output voltage of power adaptor in range 4.75V to 5.25V?	NO	Replace power adaptor S60071 .	Yes	Basic
	13-11-11	Can the phone switch ON from battery after 30 minutes of charging?	YES	NFF – battery was discharged.	Yes	Basic
	13-11-12	Is the battery voltage after 30 minutes of charging in range 2.75V to 4.2V?	NO	Replace battery pack S60060 .	Yes	Basic
	13-11-13	Does the problem persist even when the battery connector is replaced?	NO	Check / replace the battery connector S60014	Yes	Advanced
	13-11-14	Can the phone switch ON even after FW re-flash / update?	YES	Update phone FW to the latest version.	Yes	Basic
	13-11-15	Can the phone switch ON with another key rubber?	YES	Replace the key rubber S60023	Yes	Advanced
	13-11-90	Did you solve the problem with the points above?	NO	Replace assembled GDP-06i main board S60110 .	Yes	Advanced
Bad LCD Image	13-12	Is there any problem with LCD image?	NO	Go to line 13-13		
	13-12-10	Is the LCD contrast set on value close to 4 (4 visible columns) in the settings menu (Options > Settings > Phone > Display contrast)?	NO	NFF – wrong phone settings.	No	Basic
	13-12-11	Is the flat cable from LCD module correctly connected in the connector on main board?	NO	Connect correctly the LCD flat cable to the connector on main board.	Yes	Advanced
	13-12-12	Do all dots of the LCD work?	NO	Replace LCD module S60022	Yes	Advanced
	13-12-90	Did you solve the problem with the points above?	NO	Replace assembled GDP-06i main board S60110 .	Yes	Advanced
Error Message	13-13	Does an error message appear on LCD?	NO	Go to line 13-14		
	13-13-10	Does the error message "Battery not inserted" appear even when another battery is connected?	NO	Replace battery pack S60060 .	Yes	Basic
	13-13-11	Does the error message "Battery not inserted" appear even when the battery connector is replaced?	NO	Check / replace the battery connector S60014	Yes	Advanced
	13-13-12	Does the error message still appear after FW update?	NO	Update phone FW to the latest version.	Yes	Basic
	13-13-90	Did you solve the problem with the points above?	NO	Replace assembled GDP-06i main board S60110 .	Yes	Advanced

The phone switches off by itself.	13-14	Does the phone switch OFF by itself?	NO	Go to line 13-15		
	13-14-10	Is the output voltage of power adaptor in range 4.75V to 5.25V?	NO	Replace power adaptor S60071 .	Yes	Basic
	13-14-11	Does the phone switch OFF after FW updating?	NO	Update phone FW to the latest version.	Yes	Basic
	13-14-12	Does the phone switch OFF from battery after about 1 hour of charging?	NO	NFF –charge the battery	Yes	Basic
	13-14-13	Is the battery voltage after 30 minutes of charging in range 2.75V to 4.2V?	NO	Replace battery pack S60060 .	Yes	Basic
	13-14-14	Does the phone still switch off with another SIM card?	NO	NFF –use another SIM card	Yes	Basic
	13-14-15	Does the problem persist even when the battery connector is replaced?	NO	Check / replace the battery connector S60014	Yes	Advanced
	13-14-16	Is the SIM holder correctly soldered on the PCB?	NO	Replace / Resolder SIM holder S00045 .	Yes	Advanced
	13-14-90	Did you solve the problem with the points above?	NO	Replace assembled GDP-06i main board S60110 .	Yes	Advanced
Phone isn't able to charge the battery.	13-15	Does battery charging work?	NO	Go to line 13-16		
	13-15-10	Is the battery properly plugged in the connector besides the SIM?	NO	NFF – plug the battery in the connector.	No	Basic
	13-15-11	Does charging work with another battery?	YES	Replace battery pack S60060 .	Yes	Basic
	13-15-12	Is the output voltage of power adaptor in range 4.75V to 5.25V?	NO	Replace power adaptor S60071 .	Yes	Basic
	13-15-90	Did you solve the problem with the points above?	NO	Replace assembled GDP-06i main board S60110 .	Yes	Advanced
Low Battery Capacity	13-16	Does battery have low capacity?	NO	Go to line 13-17		
	13-16-11	Is the capacity still low with another battery?	NO	Replace battery pack S60060 .	Yes	Basic
	13-16-12	Is the output voltage of power adaptor in range 4.75V to 5.25V?	NO	Replace power adaptor S60071 .	Yes	Basic
	13-16-90	Did you solve the problem with the points above?	NO	Replace assembled GDP-06i main board S60110 .	Yes	Advanced
GSM Connection problem	13-17	Can the phone connect to GSM network?	YES	Go to line 13-18		
	13-17-10	Does another phone connect to the GSM network in the same place?	NO	NFF – low GSM signal in the place of usage. Offer to customer installation of external antenna.	No	Basic
	13-17-11	Can the phone connect with another SIM card?	YES	NFF – use another SIM card.	No	Basic
	13-17-12	Can the phone connect after factory setting?	YES	NFF – wrong phone settings.	No	Basic
	13-17-90	Did you solve the problem with the points above?	NO	Replace assembled GDP-06i main board S60110 .	Yes	Advanced
Low GSM Signal	13-18	Does the phone indicate low GSM signal strength?	NO	Go to line 13-19		
	13-18-10	Is the GSM signal indicated by the phone significantly different from another phone in the same place?	NO	NFF – low GSM signal in the place of usage. Offer to customer installation of an external antenna.	No	Basic

	13-18-90	Did you solve the problem with the points above?	NO	Replace assembled GDP-06i main board S60110.	Yes	Advanced
USB Connection Problem	13-19	Is there any problem with connection via USB?	NO	Go to line 13-20		
	13-19-10	Does the problem persist also with another USB cable?	NO	Replace USB cable S60052.	Yes	Basic
	13-19-90	Did you solve the problem with the point above?	NO	Replace assembled GDP-06i main board S60110.	Yes	Advanced
Button problem	13-20	Is there any problem with buttons?	NO	Go to line 13-21		
	13-20-10	Does the problem persist also with another key rubber?	NO	Replace the key rubber S60023	Yes	Advanced
	13-20-11	Does the problem persist also with another set of buttons?	NO	Replace the set of buttons S60124	Yes	Advanced
	13-20-12	Does the problem persist also with another new housing?	NO	Replace housing S60130	Yes	Advanced
	13-20-90	Did you solve the problem with the points above?	NO	Replace assembled GDP-06i main board S60110.	Yes	Advanced
Poor Sound during Call	13-21	Is there any problem with sound during a call?	NO	Go to line 13-22		
	13-21-10	Does the problem persist with another handset?	NO	Replace handset S60040.	Yes	Basic
	13-21-11	Does the problem persist with another loudspeaker?	NO	Replace loudspeaker S60032.	Yes	Advanced
	13-21-12	Does the problem persist after change of microphone?	NO	Replace microphone S00043.	Yes	Advanced
	13-21-90	Did you solve the problem with the points above?	NO	Replace assembled GDP-06i main board S60110.	Yes	Advanced
SIM card problem	13 - 22	Is there any problem with detection of inserted SIM?	NO	Go to line 13-23		
	13-24-10	Is there the detection problem also with another SIM?	NO	NFF – use a new SIM card.	Yes	Basic
	13-24-11	Is the SIM holder correctly soldered on the PCB?	NO	Replace / Resolder SIM holder S00045.	Yes	Advanced
	13-24-90	Did you solve the problem with the points above?	NO	Replace assembled GDP-06i main board S60110.	Yes	Advanced
Problem with display backlight	13-23	Is the intensity of the backlight low or is it flashing or does not work at all?	NO	Go to line 13-90		
	13-25-10	Does the problem persist after replacing LCD module?	NO	Replace LCD module S60022	Yes	Advanced
	13-25-90	Did you solve the problem with the points above?	NO	Replace assembled GDP-06i main board S60110.	Yes	Advanced
Other	13-90	Did you find any other problem which is not listed above?	NO	PERFORM FINAL TEST	Yes	
	13-90-10	Did you find any other problem which is not listed above?	YES.	Contact JABLOCOM		

3. Final Test

3.1 Introduction

This chapter describes final testing of GDP-06i.

3.2 Prerequisites

Before you start final testing of GDP-06i please prepare the following:

1. 1x tested GDP-06i + power adaptor
2. Charged battery (3.9 to 4.2V)
3. 1x PC
4. 1x mini USB cable (it's a content of the GDP-06i package)
5. 1x valid SIM card
6. 1x barcode reader
7. another working phone as the other side for call test (loopback phone recommended).

You have received from JABLOCOM:

1. software GDPFinalTest
2. final test configuration file GDPFinalTest.exe.config

3.3 Preparation

1. Download the current version of GDP06FinalTest from <http://www.jablocom.com/essence-final-test> and install it on your PC.
2. Now open the file *GDPFinalTest.exe.config* in a text editor (e.g. Notepad). It is a simple XML file. Find the row

```
<add key="PHONE_NUMBER" value="xxx" />
```

and replace **xxx** with number of the phone for call test.
3. Copy the file *GDPFinalTest.exe.config* to application folder (by default C:\ProgramFiles\JabloCOM\GDPFinalTest). If you already have one there, replace it.
4. Connect barcode reader to the PC.

3.4 Testing process

Run the application GDPFinalTest.exe as administrator. Then follow this guide:

- Insert a charged battery into the battery slot and a functional SIM card into the SIM slot. Connect the PC to the phone using the delivered USB cable. The phone should switch on automatically. If it doesn't, switch it on manually.
- After the phone starts up please insert the code ***##00#**
- FinalTest asks you for IMEI. Use your *barcode reader* and scan it from the phone body. Then the application starts testing. If you don't have a barcode scanner type the IMEI manually.
- Watch the application. You see list of tests. Tests not yet performed are marked as *NOT TESTED*. Tests successfully performed are marked with green *OK*. Test being performed at the moment is marked with yellow *TESTING*. If a test fails, then the whole final test's result is *ERROR*.
- First the application performs tests *IMEI*, *AC*, *SOFTWARE VERSION* and *GSM VERSION*. These tests are done automatically.

- Test **KEYPAD** requires your cooperation. You have to press sequentially the following keys:
X = CANCEL key (red)
V = DOWN arrow
tel11 = the most bottom quick dial key (above SPEAKER)
C = CALLS key
T = TRANSFER key
- LED test blinks the all the LED's (both colors) on the phone (top LED, calls LED, silent LED, loudspeaker LED and 11 quick dial button LED). Press the button with green tick to confirm that LED are shown correctly.
- TONE test is for testing sound system. It plays a melody in the speaker, check if you hear it. Then pick up the phone and check you hear dial tone. If both tones were OK, press the button with green tick.
- GSM SIGNAL test doesn't need your attention.
- CALL test dials the number you entered to configuration file. Wait until the call is connected. First test hands-free. Check the speaker and the microphone works. The pick up the phone and test handset. Hang up the phone. Press the button with green tick if everything was allright.

Unlike GDP-04, this final test does not require to disconnect power adaptor – there is no adaptor. Never disconnect phone during final test, otherwise you interrupt the test.

Tests **BATTERY** and **REBOOT** are performed automatically.

When the test is successfully finished, please disconnect the USB cable. Then take next phone and continue from step 1. After you finish the final test it is necessary to check that the warranty label is intact. If not, please replace it by a new one.

If the Final test fails repeatedly send the phone to Jablocom for advanced inspection. Contact us on support@jablocom.com.

4. Repair Reporting

4.1 Distributor or end-user

In case you send the device to a Jablocom authorized service please fill in the service protocol on www.jablocom.com/protocol. You can choose between pfd and MS Word format.

4.2 Service partners

Please report all repairs into Jablocom SAP system on www.jablocom.com/sap. If you do not have your login yet please contact Jablocom on support@jablocom.com. You can import repair records in batches in CSV or XML format. Follow the Jablocom guide on www.jablocom.com/batch-repair-import. You will find the current list of all items to be imported when you log in to your SAP account and select LISTS in the column on the left side.

5. Contact

In case of any questions please contact Jablocom on support@jablocom.com.

Annex – service protocol

The electronic version of repair protocol is available on www.jablocom.com/protocol.

Service protocol www.jablocom.com/service			
Product model:	IMEI:	Date of sale:	I request in-warranty repair ¹ : YES / NO
Name:		Accessories:	
Delivery address:		<input type="checkbox"/> Handset <input type="checkbox"/> Adaptor <input type="checkbox"/> Battery <input type="checkbox"/> SIM card <input type="checkbox"/> Memory card <input type="checkbox"/> External antenna <input type="checkbox"/> Remote control <input type="checkbox"/> Other	
Phone:			
E-mail:		Device password:	PIN of SIM card:
Reported problem:			
Maximum service cost (EUR):			Signature:
<input type="checkbox"/> Contact me when this service cost is exceeded			

¹ For in-warranty repair the device must meet warranty conditions, see www.jablocom.com/service.