

**Standard Operating Procedure  
For Replacement of LCD Screen On UT Starcom  
PPC 6700**

**SOP SR-291  
Release 1  
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**Standard Operating Procedure for Replacement of LCD Screen on UT  
Starcom PPC 6700**

**SR-291, Release 1**

**SOP Scope:** LCD Replacement  
**Functional Group:** Sprint/Nextel Level 2 Technicians  
**Author:** David Julian  
**Document Supersedes:** N/A  
**Approved by:**

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**1. PURPOSE**

This Standard Operating Procedure describes the entire process of removing the LCD (Liquid Crystal Display) from a PPC 6700 (UT Starcom Pocket PC model 6700) and replacing it with a new one. This SOP guides the technician through every step ensuring a correct repair that will not damage the device nor affect any of the data in its memory.

**2. SCOPE**

This procedure applies to Sprint/Nextel, UT Starcom, and Third Party Logistics Repair Facility Level 2 technicians only. This procedure does not cover repairs for other known issues of the device. This procedure is designed to comply with Sprint/Nextel Service and Repair Methods and Procedures. This SOP is maintained by the regional Service and Repair Manager.

**3. RESPONSIBILITY**

- 3.1 Service and Repair Regional Manager
  - 3.1.1 Completes RMS Inventory Reports for all SKU repair parts used.
  - 3.1.2 Completes E-Ticket Reports for Repairs per technician
  - 3.1.3 Maintains this SOP
- 3.2 Level 2 Technician
  - 3.2.1 Perform repair
  - 3.2.2 Enter into E-Ticket all repair notes and condition of device
  - 3.2.3 Enter into RMS all SKU repair parts used

**4. ASSOCIATED FORMS**

- RMS Weekly Inventory Report
- E-Ticket Weekly Service and Repair Report

**5. DEFINITION(S)**

SKU'd: An inventoried repair part that must be tendered out through E-Ticket.

**6. REFERENCES**

- SR-202 Electrostatic Neutralization Equipment Set Up
- SR-158 Scanning Of SKU'd inventory parts into E-Ticket
- SR-123 Physically Testing LCD Screens On the PPC 6700

**7. SAFETY**

Non static vinyl exam gloves must be worn at all times during repairs.

**8. MATERIALS AND EQUIPMENT**

- 8.1 Repair Facility Equipment
  - 8.1.1 Electrostatic dampening matt
  - 8.1.2 Electrostatic charge remover wristband with desk attachment

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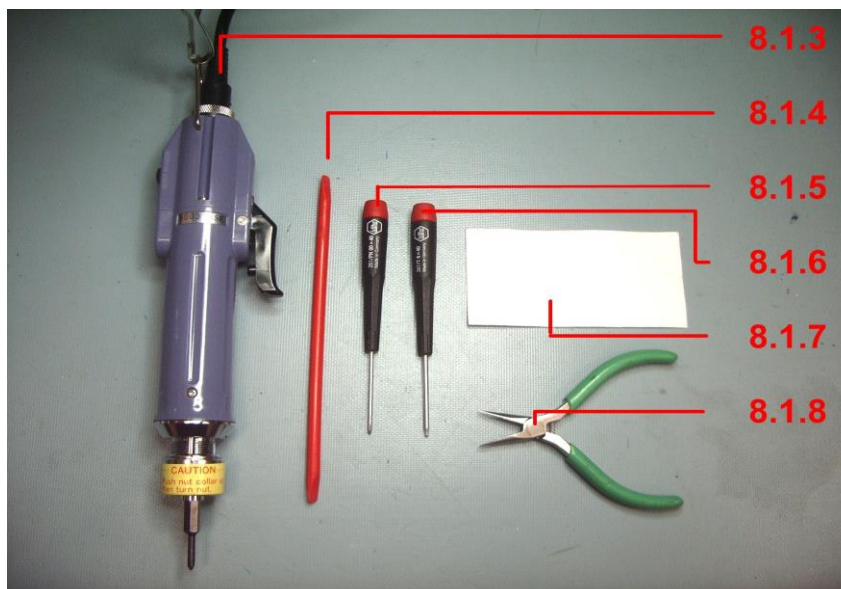
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- 8.1.3 Torx power screw driver
- 8.1.4 Nylon pry tools
- 8.1.5 1.5 mm Philips screw driver
- 8.1.6 2 mm Hex screw driver
- 8.1.7 Fine point needle nose insulated pliers
- 8.1.8 Anti static anti dust cohesion cloth



**8.2 SKU Repair Parts from Inventory**

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8.2.1 LCD, part # NWB8200BLCD

8.2.2 Warranty dot case sticker part # WRPS6700UT

**9. LCD REPLACEMENT**

9.1 Preparation of electrostatically neutral environment

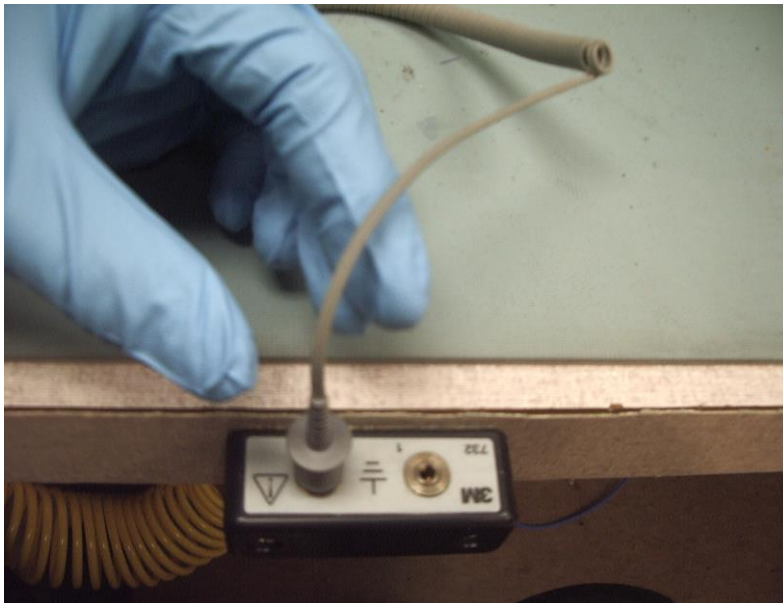
9.1.1 Ensure electrostatic dampening pad is clear of all dust, per SOP SR-202

9.1.2 Put dampener bracelet on left wrist

9.1.3 Plug one end of static controller cable into wrist bracelet



9.1.4 Plug the other end of cable into controller port on left side of desk, port 2



9.2 Disassembly of device

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- 9.2.1 Remove rear battery cover by sliding down away from device



- 9.2.2 Remove battery by pulling lifter tab out



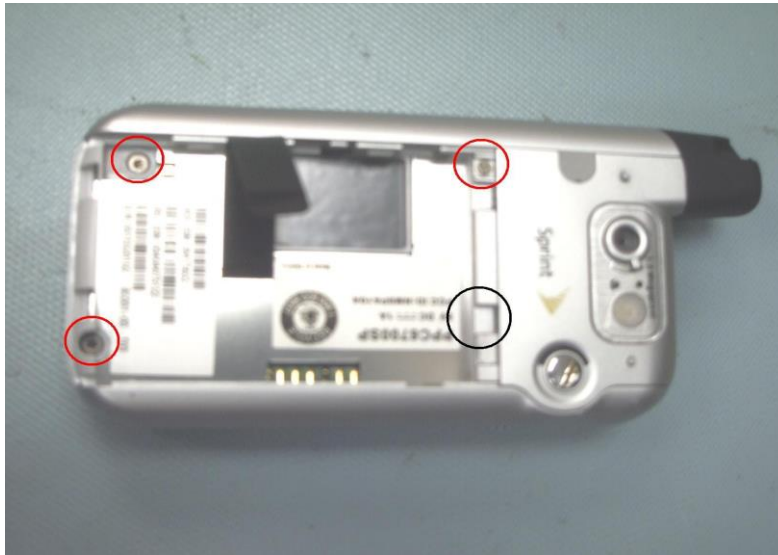
- 9.2.3 Using Torx power screw driver, remove two primary case screws, starting from bottom left to top left. Using 1.5 mm Phillips screw driver remove two camera module screws, starting from top right to bottom right. Removal of the final camera module screw will destroy Warranty dot cover. It will be replaced during re-assembly

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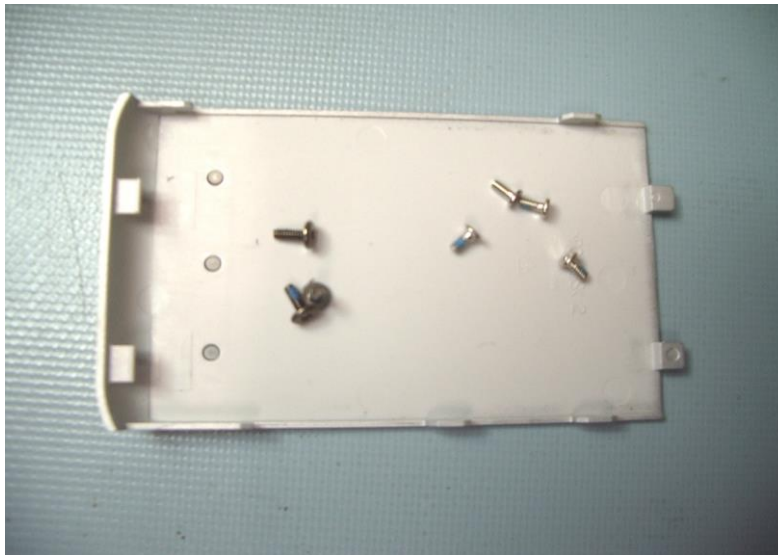
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9.2.4 Use removed battery cover to place screws on, so none will be lost



9.2.5 Remove camera module cover by lifting up and left



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- 9.2.6 Pull camera module circuit board up and out towards top of device, ensuring that it is separated from its connector directly vertical, without twisting



- 9.2.7 Disconnect camera lens piece from it's connector in the same fashion, being careful to lift it out vertically

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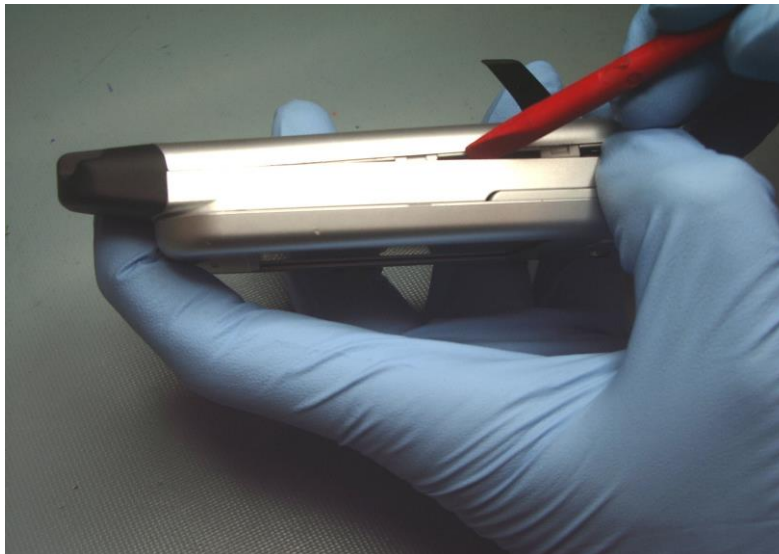
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- 9.2.8 Pry back half of device housing apart with nylon pry tool, starting at the back end near the charging port



- 9.2.9 After all the housing connectors have popped open, gently lift the back cover of the housing to the right, being careful not to tear the speaker wire

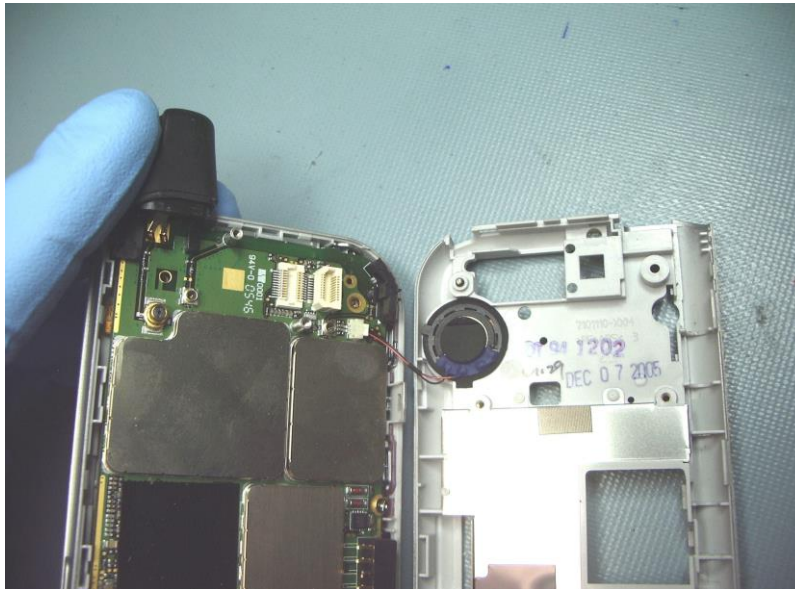


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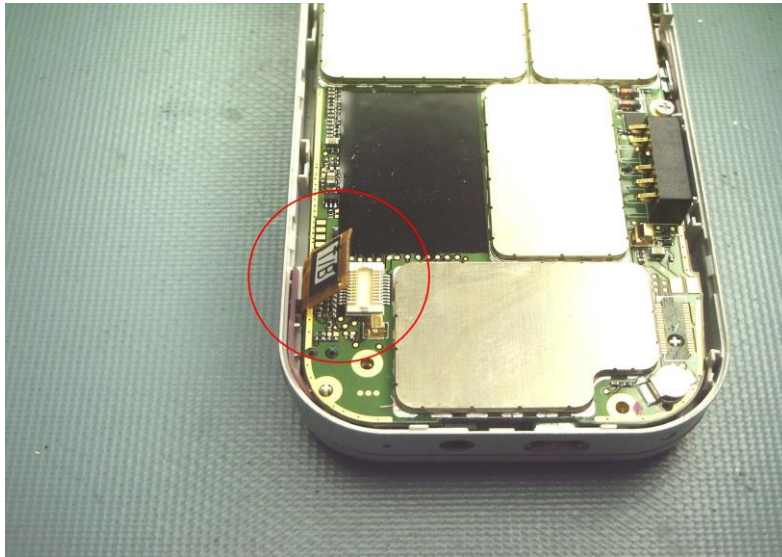
- 9.2.10 Using insulated needle nose pliers, grasp the speaker wire connector jack and gently pull apart to separate back housing piece from main circuit board



- 9.2.11 Disconnect the keypad connector pin in the bottom left corner from the main circuit board

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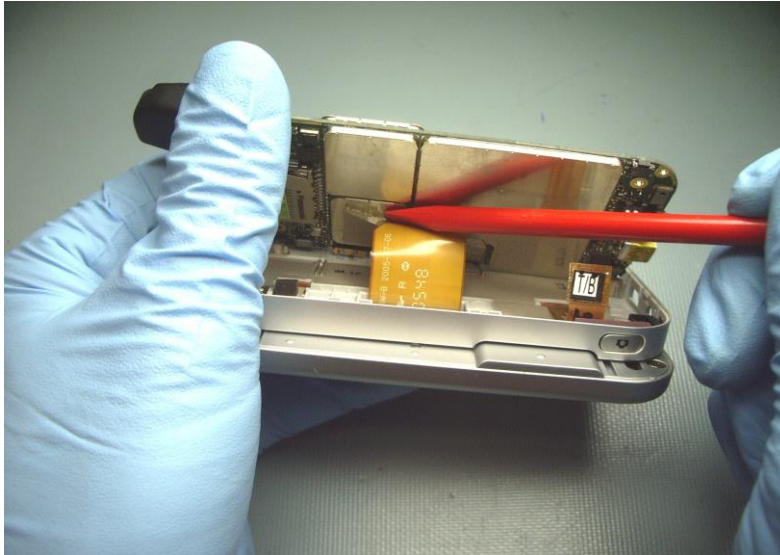
- 9.2.12 Using the nylon pry tool, pry the main circuit board out of the front casing starting from the charging port



- 9.2.13 Lift the main circuit board up and to the right. Pry the LCD connector and static dissipater mesh apart from the main circuit board with the main pry tool

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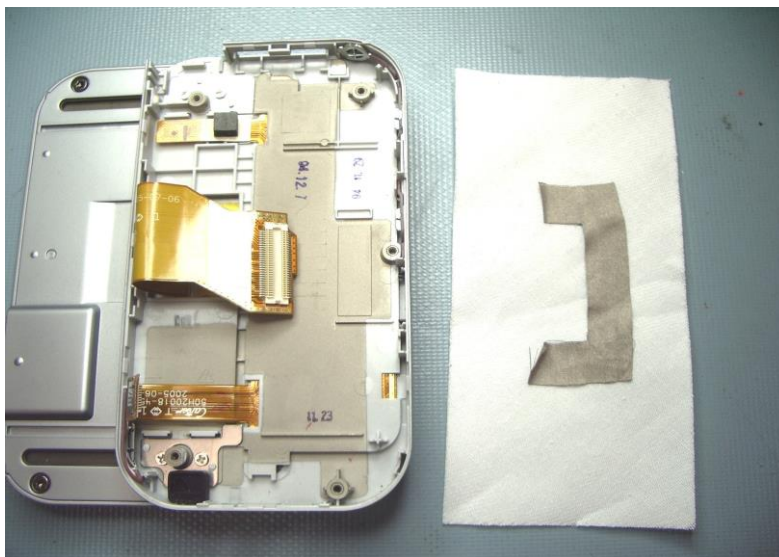
- 9.2.14 Pull the static dissipater mesh off the LCD connector and place it on the anti static anti dust cohesion cloth



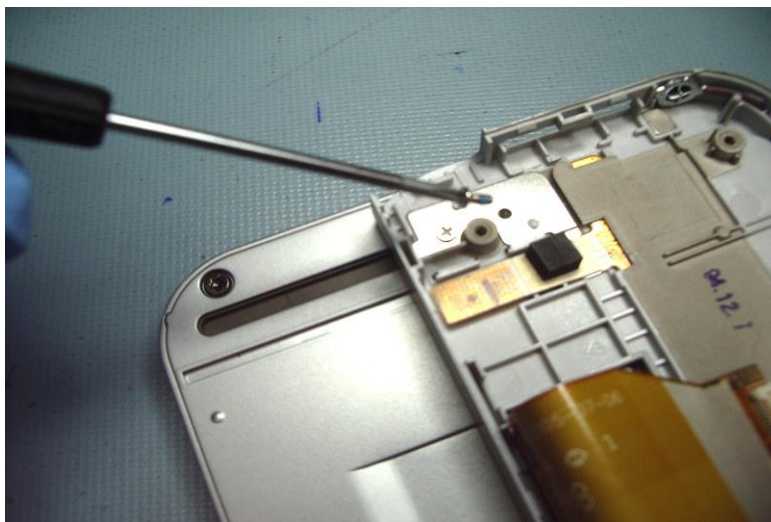


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- 9.2.15 Using the 1.5 mm Phillips screwdriver, remove the last piece of the front housing from the LCD by unscrewing the four connection screws



**9.3 LCD Replacement**

- 9.3.1 Remove new LCD part # NWB8200BLCD from anti static bag
- 9.3.2 Scan SKU'd part # NWB8200BLCD into E-ticket repair log per SOP SR-158

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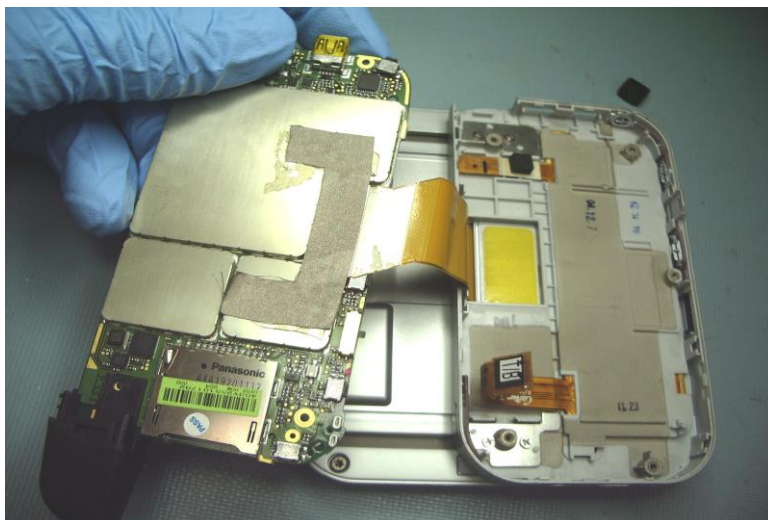


- 9.3.3 Attach LCD connector to Main Circuit board. Remove static dissipater mesh from anti static anti dust cohesion cloth and reapply it around LCD connector on main circuit board



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**9.4 Re-assembly of device**

- 9.4.1** Reinsert main circuit board into front housing pushing charging ports towards their fitted holes in housing first. Reconnect keypad connector in bottom left corner



- 9.4.2** Replace camera module circuit board and camera lens piece, taking care to reinsert them vertically like steps 9.2.7 and 9.2.8

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- 9.4.3 Replace camera module cover by pushing down and to the right over speaker. Secure the two cover screws with 1.5 mm Phillips screw driver



- 9.4.4 Replace warranty dot case sticker part # WRPS6700UT

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9.4.5 Scan warranty dot sticker as SKU'd part # WRPS6700UT into E-ticket repair log per SOP SR-158

9.4.6 Using Torx power screw driver, replace two primary case screws



9.4.7 Reinsert battery and back cover like in steps 9.2.1 and 9.2.2

9.4.8 Power device on

9.4.9 Physically performance test new LCD screen per SOP SR-123

## **10. DOCUMENTATION**

(For any associated forms, indicate who completes, who reviews and/or where forms will be filed or archived.)

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**11. HISTORY**

<u>Release No.</u>	<u>Effective Date</u>	<u>Reason/Justification for Change</u>
1	«effective_date»	New

**12. ATTACHMENTS**

N/A