



## Verifying Customer Complaints

### Overview

This document provides instructions on verifying a customer's complaint. By following these instructions, the carrier representative will determine the root cause of a customer complaint to be either:

1. A phone failure verified by functional test below.
2. Misuse of phone feature, providing carrier representative with an opportunity to re-educate the user of handset operation.

It is also important to first verify a complaint before returning a phone as defective to Kyocera Wireless Corp. (KWC) Customer Care Operations (CCO) to avoid charges resulting from No Trouble Found (NTF), or No Fault Found (NFF), or Can Not Duplicate (CND) test results in the repair depot.

These instructions establish a complete functional test to validate the phone's ability to perform basic user functions.



**Note:**

There are variations with every product platform (jog shuttle, navigation key, etc.), however the intent of this description is to exercise every feature of the phone to ensure basic functionality.

### Procedures

The following is a summary list of functional test procedures.

<i>Function</i>	<i>Description</i>
<input type="checkbox"/> <b>Keypad operation</b>	1. Press keys and ensure they move freely.
<input type="checkbox"/> <b>Back light operation</b>	2. Upon power up, ensure the Keypad and LCD are properly lit.
<input type="checkbox"/> <b>LED operation</b>	3. Upon power up and wake up, ensure the LED (if applicable) is lit.
<input type="checkbox"/> <b>Keypad response</b>	4. Press the keypad in the following sequence:  1, 2, 3, 4, 5, 6, 7, 8, 9, 0, *, #.

<input type="checkbox"/> <b>Keypad response cont.</b>	<ol style="list-style-type: none"> <li>5. Press the Navigator key (if applicable) and ensure the cursor scrolls up, down, left, or right.</li> <li>6. Press the Clear key and ensure it moves to a previous menu.</li> <li>7. Press the Select key and ensure it selects a menu item or option.</li> </ol>
<input type="checkbox"/> <b>PTT Response (If applicable)</b>	<ol style="list-style-type: none"> <li>8. Press the PTT button and ensure the LCD responds.</li> <li>9. Confirm the PTT button rebounds fully when released.</li> </ol>
<input type="checkbox"/> <b>PTT Operation (If applicable)</b>	<ol style="list-style-type: none"> <li>10. If possible, enter handset's mobile phone number into the PTT contact list of another handset.</li> <li>11. Confirm both RX and TX PTT audio functionality with the other PTT handset.</li> </ol> <hr/> <p><b>FYI</b> <b>Note:</b> The mobile must be active on local network to perform this test.</p>
<input type="checkbox"/> <b>Verify LCD characters</b>	<ol style="list-style-type: none"> <li>12. Ensure the dialed characters are correct and legible.</li> </ol>
<input type="checkbox"/> <b>Ringer transducer operation</b>	<ol style="list-style-type: none"> <li>13. Ensure the volume controls are not loose, binding, or clicking.</li> <li>14. Ensure level adjusts properly and there is no or low distortion at maximum level.</li> </ol>
<input type="checkbox"/> <b>Antenna operation (If Applicable)</b>	<ol style="list-style-type: none"> <li>15. Make sure it moves freely, does not bind, and has a positive stop at maximum extension.</li> </ol>
<input type="checkbox"/> <b>Battery</b>	<ol style="list-style-type: none"> <li>16. Ensure battery has a positive engagement and securely installed.</li> </ol>
<input type="checkbox"/> <b>Charging</b>	<ol style="list-style-type: none"> <li>17. Connect handset to A/C charger or Car Power Adapter (CPA).</li> <li>18. Confirm LCD indicates handset is charging.</li> </ol>

<input type="checkbox"/> <b>Communication through serial port</b>	<p>19. Ensure phone responds to the KWC Product Support Tool Kit (PST), Kyocera Phone Desktop (KPD) or Hands Free Car Kit (HFK).</p>
<input type="checkbox"/> <b>Antenna continuity test</b>	<p>20. Use a digital voltmeter (DVM) to confirm continuity between antenna port and negative battery contact.</p> <hr/> <p><b>FYI</b> <b>Note:</b> Not Applicable on all model phones. Example: QCP-3035 not applicable.</p>
<input type="checkbox"/> <b>External Speaker</b> (If Applicable)	<p>21. During a call, switch to external speaker and confirm RX voice quality.</p>
<input type="checkbox"/> <b>Headset Jack</b>	<p>22. Plug in a handsfree headset. Perform a call and confirm TX/RX voice quality.</p>
<input type="checkbox"/> <b>Voice Loop</b> <input type="checkbox"/> <b>Ringer</b> <input type="checkbox"/> <b>Vibrate Motor</b>	<p>23. Confirm the phone is set to vibrate and ring on incoming calls by navigating through UI.</p> <p>24. Initiate a call to the mobile from a known, good landline phone (desk phone) to verify TX/RX audio processing.</p> <p>25. Ensure the mobile phone vibrates and rings.</p> <p>26. Answer the incoming call and check the voice quality from the microphone (talk to the mobile and listen to the landline) and the speaker (talk to the landline and listen on the mobile).</p> <hr/> <p><b>FYI</b> <b>Note:</b> The mobile must be active on local network to perform this test. This test is best performed with a landline phone that has an external speaker.</p>
<input type="checkbox"/> <b>Hinge movement</b> (If Applicable)	<p>27. Confirm hinge freely opens and closes.</p> <p>28. The hinge clutch should hold housing in position, either open or closed.</p>
<input type="checkbox"/> <b>LED light</b> (If Applicable)	<p>29. Confirm LED flashlight turns on.</p>

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**For more information, contact:**

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