



**Competitively manage and process
your mobile phone returns with
Agilent Technologies mobile
screening and repair
solutions**



Agilent Technologies

Innovating the HP Way

Build an effective strategy to manage mobile phone service and repairs



If you sell or repair mobile phones, you know the high cost of returns.

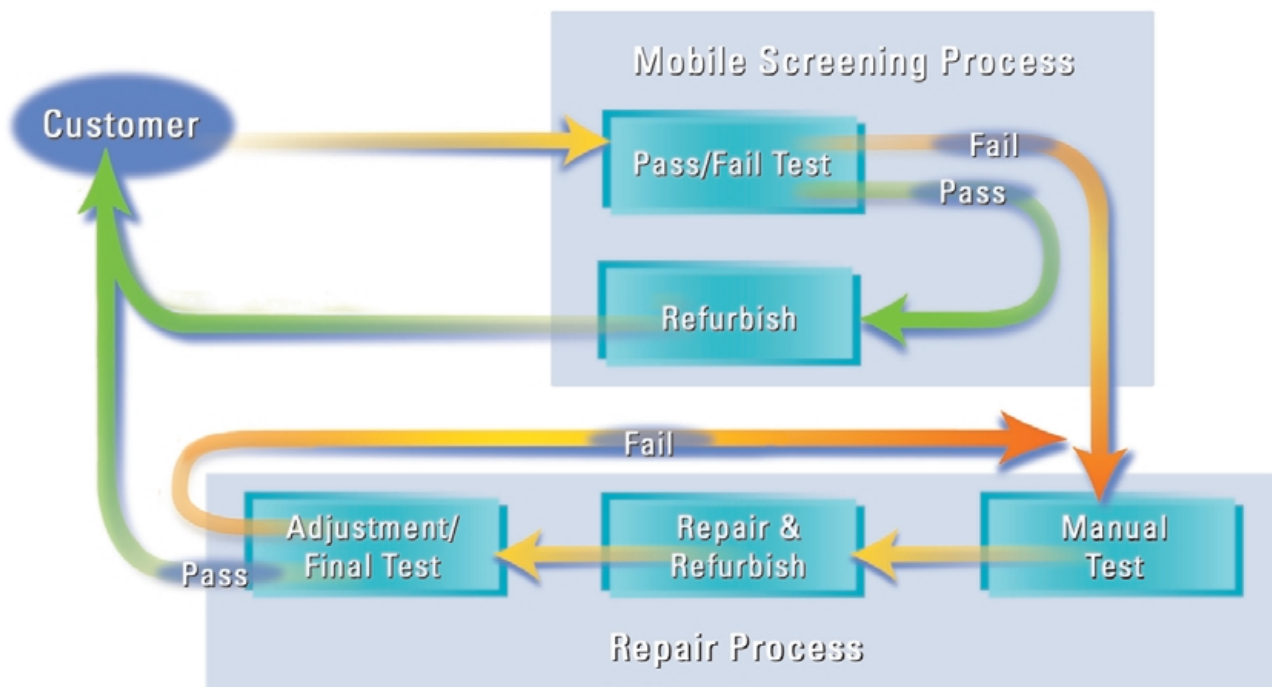
When a customer brings a phone back to your retail store or service center, you want to easily identify the real nature of the problem. If the phone is diagnosed as faulty, you need a repair process that is fast and effective.

With Agilent Technologies' solutions, you can establish a more efficient mobile screening and repair process.

Introduce testing at your phone return locations with our easy-to-use, point-of-service-test (PoST) software and mobile station test sets. By testing on the spot, you can respond immediately to customer problems. And you will save money by handing out fewer replacement phones and reducing the number of no-trouble-found (NFT) phones.

Use the same Agilent mobile screening test sets for module-level troubleshooting and repair. If you need manufacturing-quality measurements for testing at the board level, Agilent can provide you with component-level test and analysis solutions.





Support for multiple levels of testing

Agilent's solutions support the mobile screening and repair process. First, phones are tested at local stores or repair shops. If there is a problem with the phone, it goes in for repair. During repair, the phone undergoes testing to identify the problem. Faulty modules are replaced, and if necessary, the phone is given another round of testing at the component level. At the end of the repair process, the phone is given a final check, recalibrated, and sent back to the service provider or customer.

With the right test solution, you can delegate test and repair to local facilities. By testing early in the mobile screening and repair cycle, you can

- minimize costs
- create a more distributed service network
- reduce the need for high-end equipment and expert technical support
- provide faster turnaround on repairs.

Use mobile screening at the point of service to satisfy customers and reduce costs

It is common for customers to return their phones if they are having trouble making calls. If you can't tell whether the phones are faulty, it can cost you a lot of money. To help you minimize the cost of phone returns, Agilent's mobile screening solutions let you verify CDMA, TDMA, AMPS and GSM single-mode and dual-mode phones—right in your store.



Using a mobile station test set, PoST software, and a PC, your sales clerks or other test operators can determine instantly whether a customer's phone is faulty.



For testing at service centers and depots, this solution gives your technicians the tools they need to perform quick and thorough inspections of incoming mobile phones.

User-friendly automatic testing

Running tests with a mobile station test set and PoST software requires minimal training. Just place the phone in the shielded test box and that is it! No cable connections are necessary. The PoST software adds a mouse-driven, Windows® interface. Easy-to-follow, onscreen instructions explain how to set up the test. Then you click the mouse and go.

When a test is complete, a pass or fail message will appear on the screen with options to view the test results, print reports and save the test data as a file.

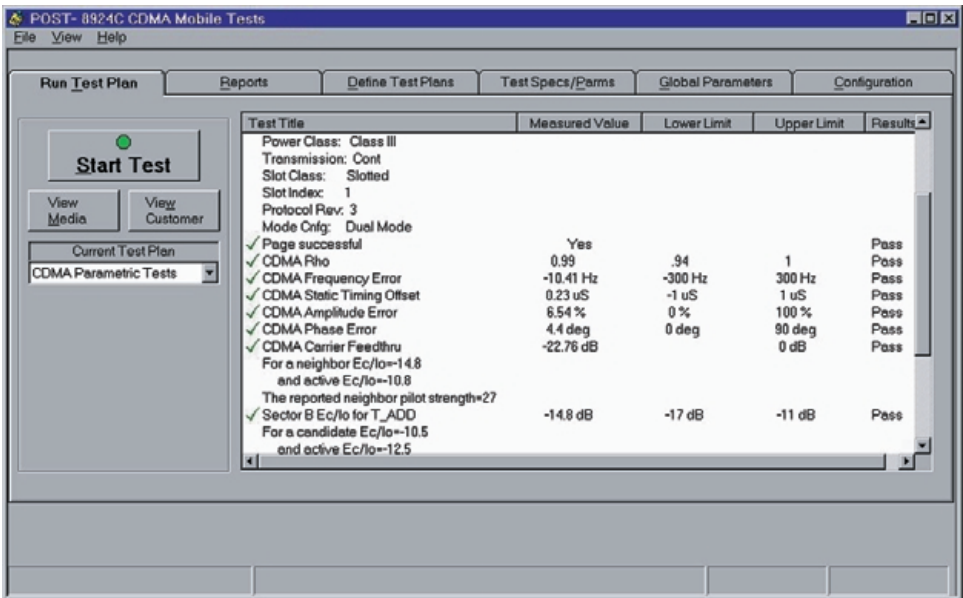
Trend analysis

Today, keeping your customers satisfied is everything. With the PoST software's search and storage capabilities, you can build a powerful database to help you understand trends, improve customer care, and manage your service operation more efficiently.



PoST works with these Agilent test sets:

- CDMA and AMPS 8924C/E and E8285A
- TDMA and AMPS 8920B Option 800 or 801
- GSM E6392B and 8922



PoST on-screen instructions

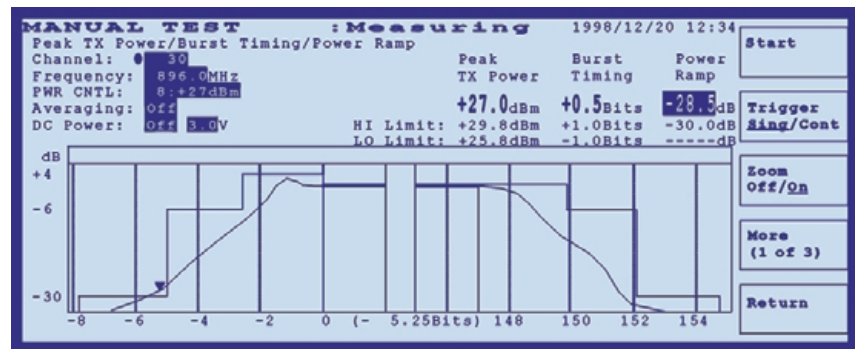
Optimize your repair process

To keep up with the volume of phone repairs, you need accurate, capable test solutions that will help you achieve a fast turnaround. The same Agilent test set and software used for mobile screening also speeds you through troubleshooting, module replacement and final adjustments.

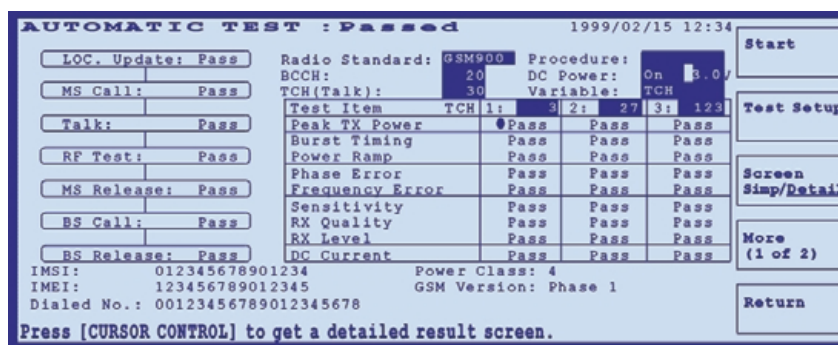
With these solutions, repairs are easy. During incoming inspection, automatic measurements provide an accurate, comprehensive check of each phone's functionality. By screening out any NTF phones at this stage, the volume of phones for repair is decreased. Phones that do not need repair can be quickly returned to use.

If testing uncovers a fault in a phone, the test sets have manual measurements for troubleshooting to the mechanical or module level and for making the necessary module replacements.

Agilent's PoST software can also be used for repairs. With the software's database capability, you can store repair records, track and analyze the repair histories of different types of phones, and generate reports. The software also allows you to create or customize test plans for specific test needs.



Manual tests provide additional troubleshooting information.



Test results are easy to understand, as illustrated above on Agilent's GSM mobile station test set. Incoming phones are screened to separate passes from failures. You can view the items in the automatic test that passed or failed.

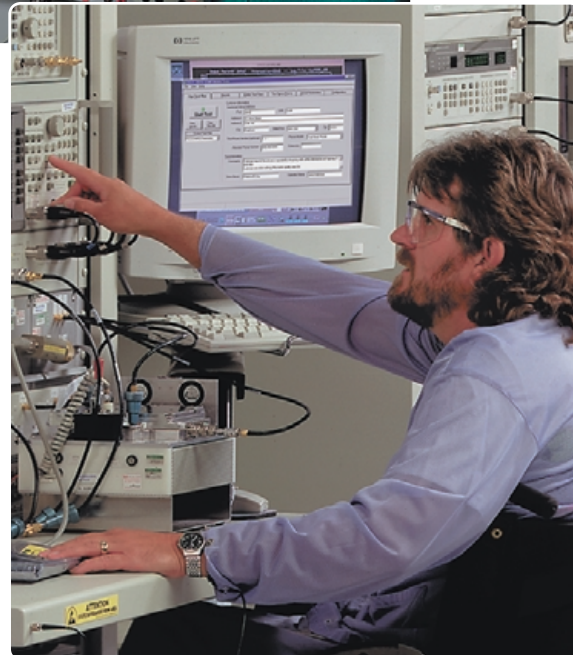
Component-level repair

You will take care of most phone problems through mobile screening and module-level repair. But when you need more capability, Agilent has test sets that provide manufacturing-quality measurements for component-level troubleshooting, failure analysis, phone recalibration, and final check of repairs.

Agilent's comprehensive solutions for an effective test strategy

With Agilent's comprehensive solutions for all levels of mobile-phone screening and repair, you can build an effective test strategy that offers the following benefits:

- Minimized costs and turnaround time
- Less reliance on high-end equipment and technical support
- Greater productivity, because technicians can accomplish more in less time
- Optimized service network
- Satisfied customers



Agilent has these test sets for mobile repair:

CDMA and AMPS8924C/E and E8285A

TDMA and AMPS8920B Option 800 or 801

GSME6392B (module-level) and
8922 (component-level)

For further information

For the latest news, product and support information, and application literature, visit our Web site at:

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Our Promise means your Agilent test and measurement equipment will meet its advertised performance and functionality. When you are choosing new equipment, we will help you with product information, including realistic performance specifications and practical recommendations from experienced test engineers. When you use Agilent equipment, we can verify that it works properly, help with product operation, and provide basic measurement assistance for the use of specified capabilities, at no extra cost upon request. Many self-help tools are available.

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