

Service Manual for L1 and L2

# Nokia Lumia 800

RM-801, RM-819

## Key features

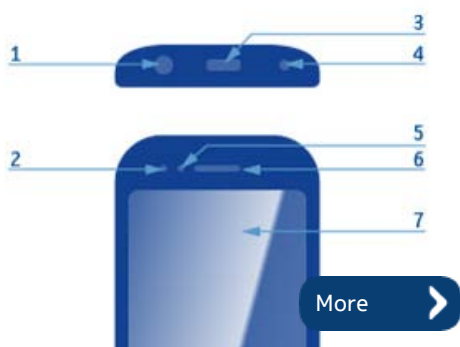
- Windows Phone Mango operating system
- Large 3.7" OLED ClearBlack screen
- Best instant social experience
- Sync, store and share media files
- Fast browsing with IE9

Note that the mechanical repair is currently only for Level 3!

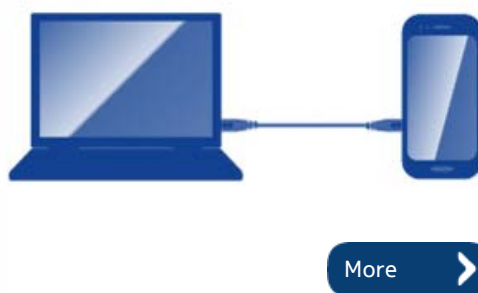
Version 1.0



## Product controls and interfaces

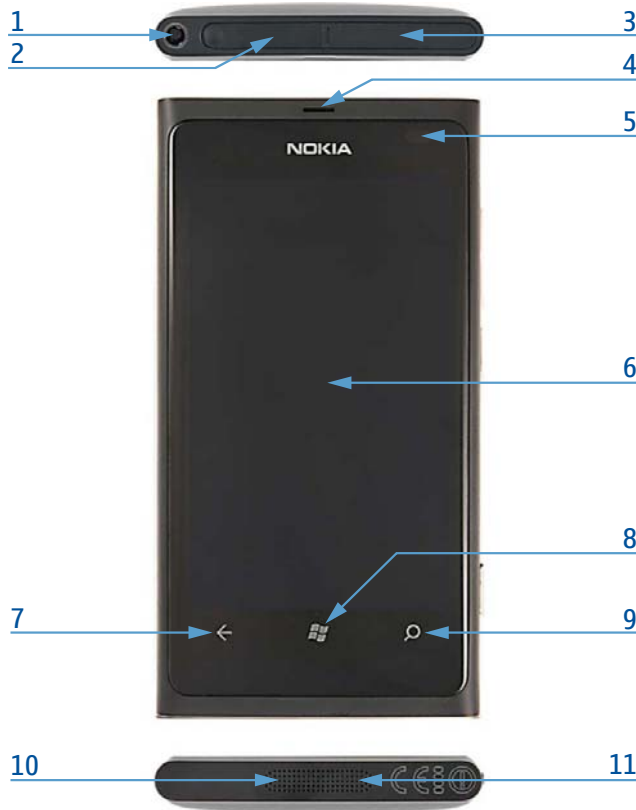


## Service concept



## Phone reset

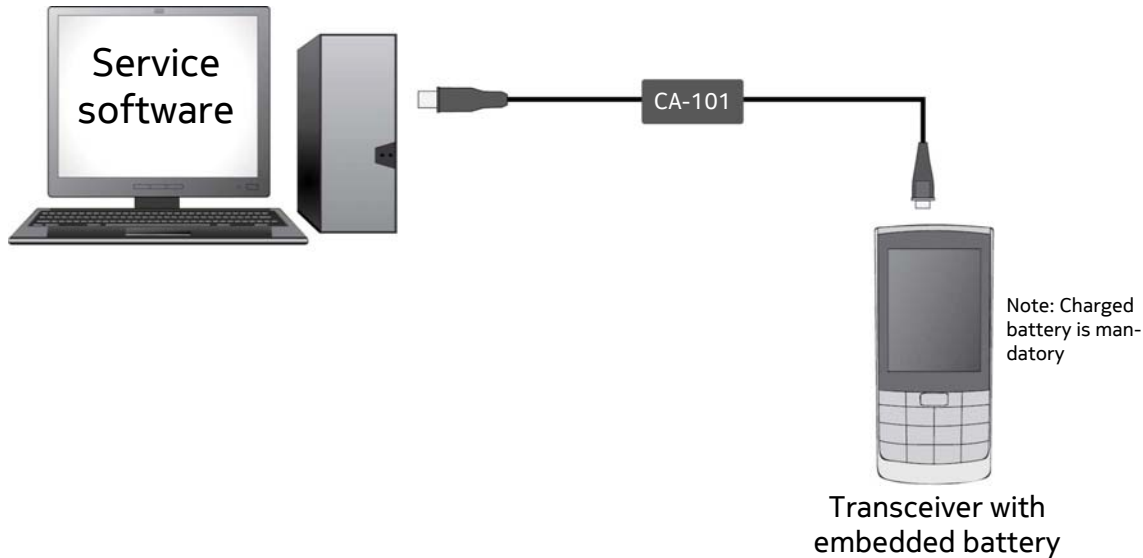




- 1 — Nokia AV 3.5 mm connector
- 2 — Micro USB connector
- 3 — Micro SIM card holder
- 4 — Earpiece
- 5 — Ambient light & proximity sensor
- 6 — Touch screen
- 7 — Back key
- 8 — Start key
- 9 — Search key
- 10 — Microphone
- 11 — Loudspeaker
- 12 — Camera flash
- 13 — Camera
- 14 — Volume keys
- 15 — Power/Lock key
- 16 — Camera key



## Flashing concept



## On Device Diagnostics Tool (ODDT)

The ODDT is an app for performing basic device hardware troubleshooting at Nokia Care Points. The ODDT is not visible on retail phones and it is intended only for use by trained personnel at Nokia Care Points.

To install the ODDT:

1. Enter ##634# on the on-screen keypad
2. Diagnostics app appears in Apps list

To remove the ODDT:

1. Tap and hold Diagnostics
2. Tap uninstall

Note: always uninstall the tool before returning the phone to the consumer!

For more information on using the ODDT, see KICS TR2816.



## Hardware reset

If the phone hardware is jammed, you should first recommend that the consumer performs a hardware reset. The hardware reset does not reset the Windows Live ID or remove any consumer data. Because the consumer cannot remove the battery to reset the phone the phone has a special electronic circuit which cuts the phone power when the power key is pressed for 10 seconds.

To perform the hardware reset press the Power key and hold it for 10 seconds. The phone screen will turn black (phone is off). Then press the Power key to turn on the phone.

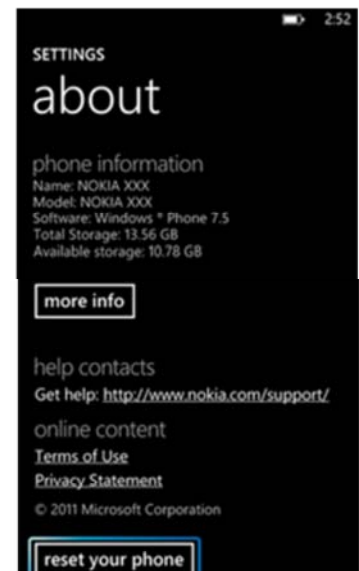


## Software / operating system (OS) reset

The software / operating system (OS) reset returns the phone to its out-of-the-box state. Note that this procedure erases all consumer data! Always first try to perform a hardware reset.

### Option 1: About menu

- Use this option if the consumer knows the lock code
- This option warns the consumer about data loss!
- Tap **Settings > About > reset your phone**



## Option 2: Hardware key combination

- Use this option if the phone is locked and the consumer does not know the code
- Note: no warning about data loss!
- Do not advertise this feature to consumers!

Follow next steps to perform OS reset with phone keys.

### Step 1

Make sure the phone is turned Off.  
Press and hold the **Volume down**,  
**Power** and **Camera** keys



### Step 2

When the phone vibrates release  
the **Power** key



### Step 3

Keep holding the **Volume down** and  
**Camera** keys for another 5 seconds  
and then release the keys



#### Step 4

The phone will reset and boot up automatically



Version	Date	Description
1.0	26.10.2011	First version