Nokia Care Academy

Service Manual for L1 and L2

Nokia Lumia 620

RM-846

Key features

- Complete WP8 experience
- Edge-to-edge 3.8" ClearBlack display
- 1 GHz dual core processor
- 8 GB internal mass memory / 512 MB RAM
- Cup-shaped body with changeable covers
- 720p HD video recording

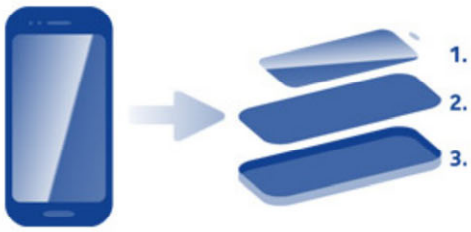
Check the repair policy before performing any mechanical repair on Service Level 1&2!

Version 1.0

Exploded view

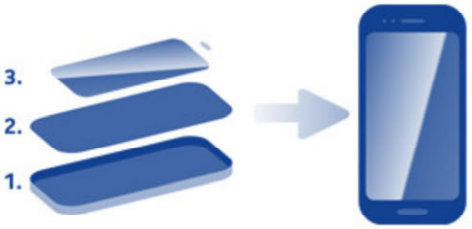
More

Disassembly steps



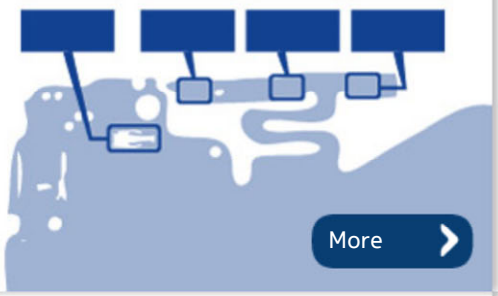
More

Assembly hints



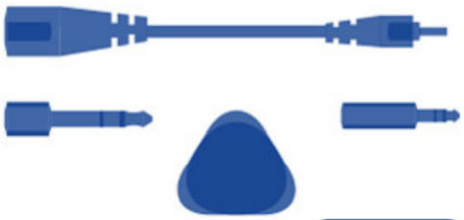
More

Solder components



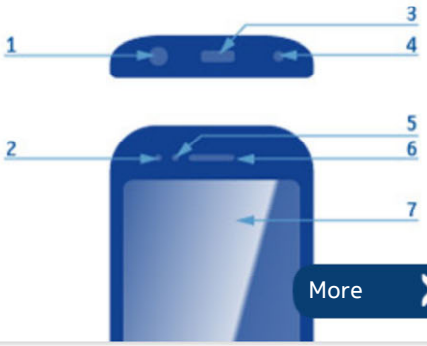
More

Service devices



More

Product controls and interfaces



More

Service concept

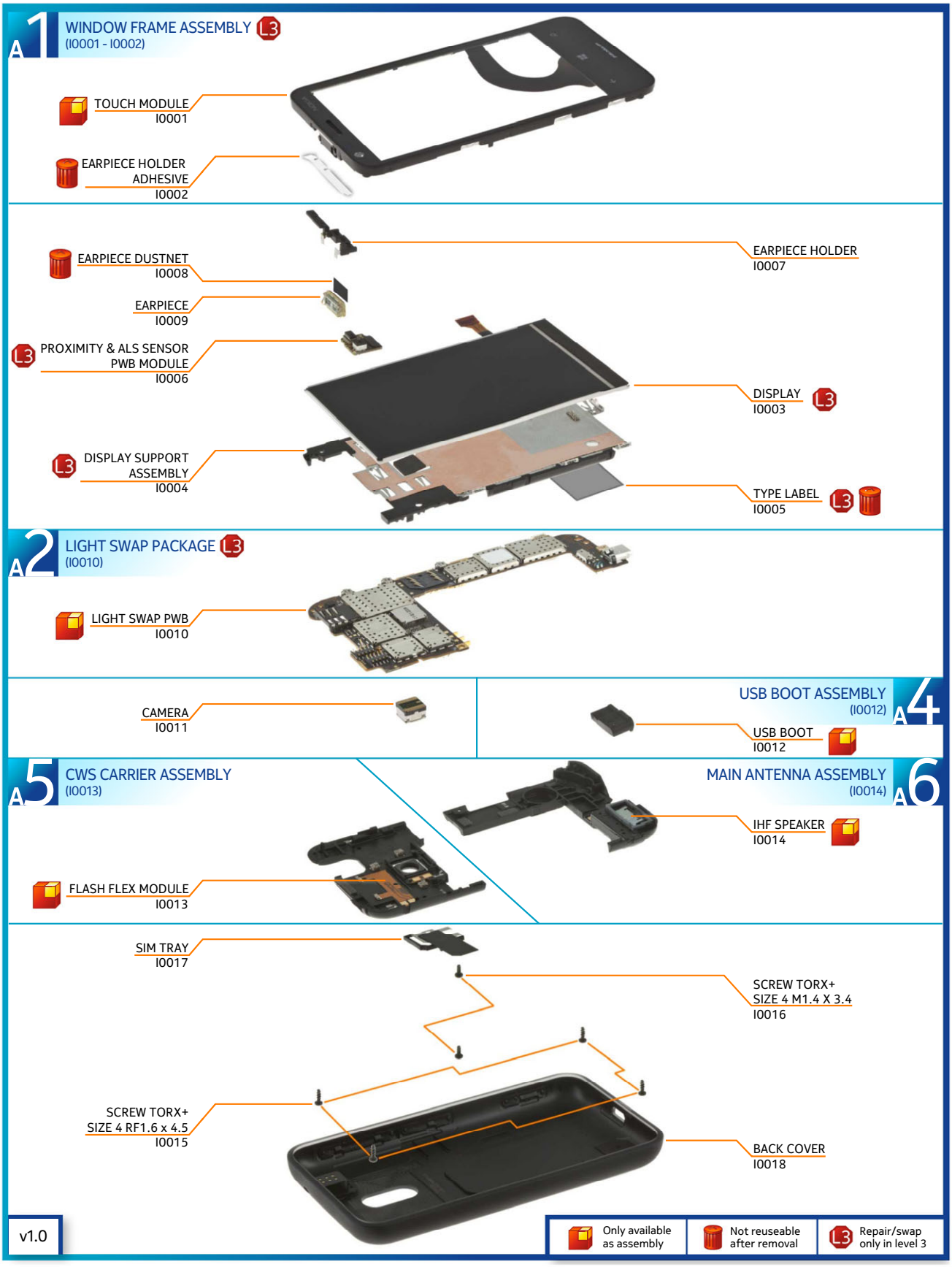
More

Phone reset

More

©2012 Nokia | Nokia Internal Use only | All Rights Reserved.

Exploded view



©2012 Nokia | Nokia Internal Use only | All Rights Reserved.

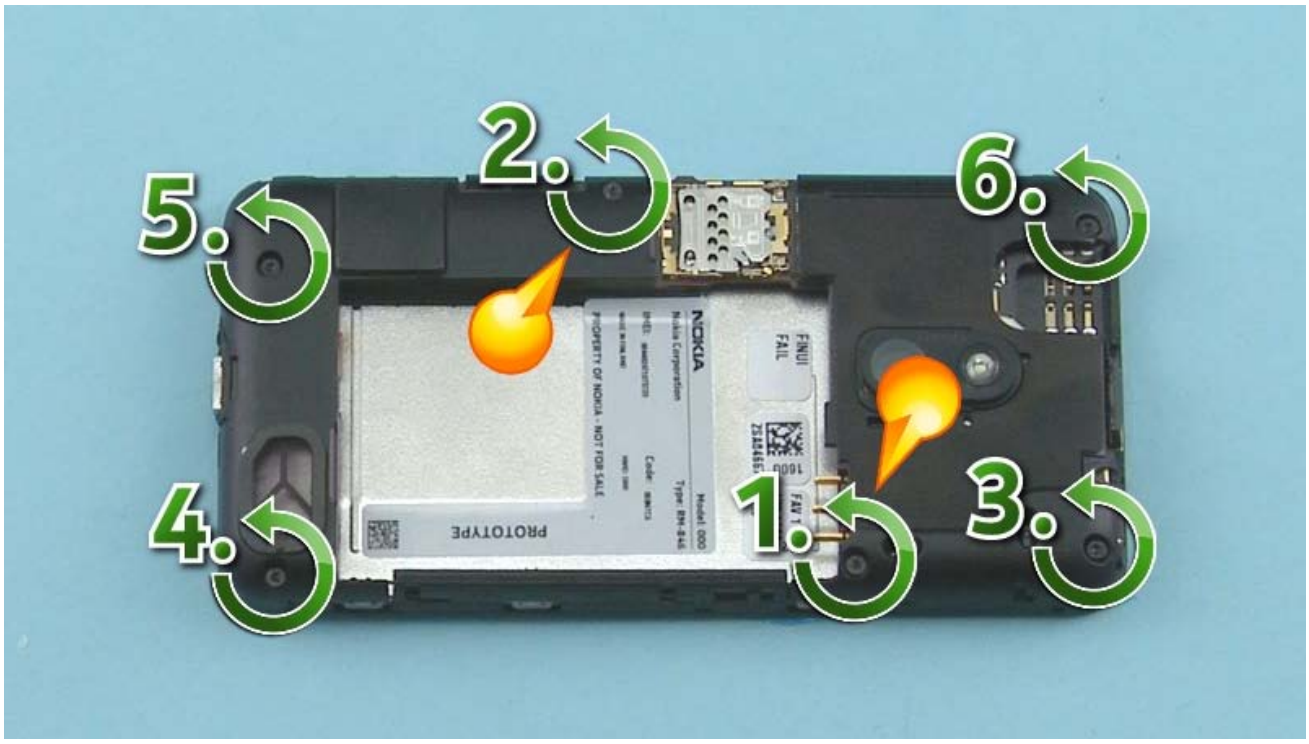
For disassembling you need the Nokia Standard toolkit version 2. You will also need the camera removal tool SS-296.

Protect the TOUCH MODULE with the protective film.

Release the BACK COVER by pushing the device down from the camera deco.

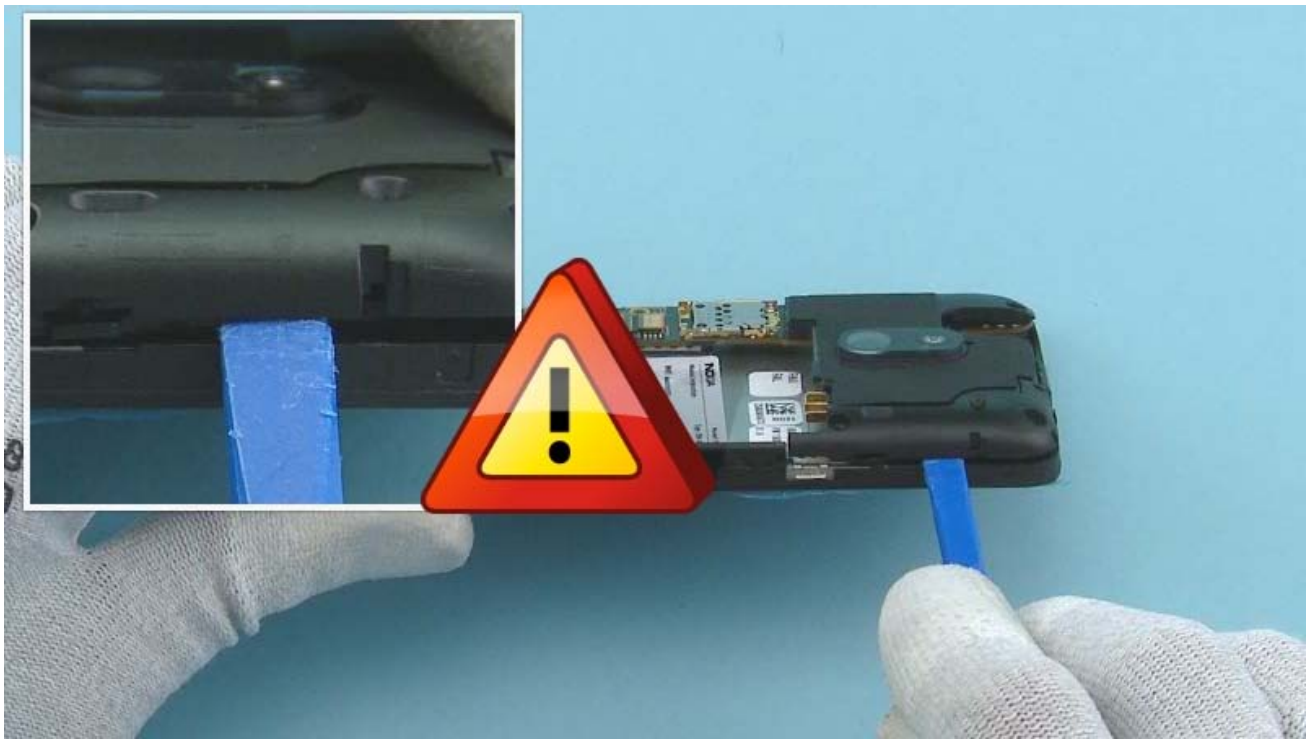
Lift up and remove the BACK COVER.

Pull out and remove the SIM TRAY.



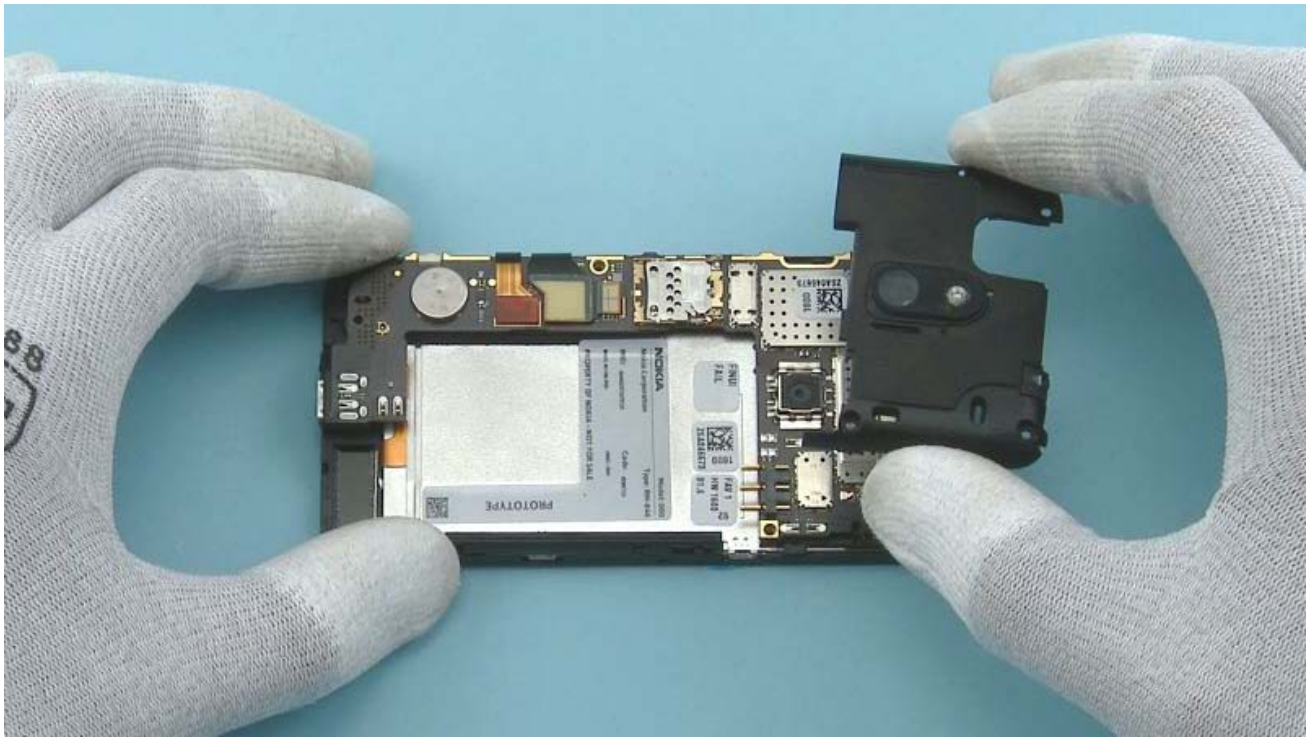
Unscrew the six Torx+ size 4 screws. Note that the two screws in the middle are different type of screws than the other four screws! If the screws are scratched, do not use them again.

Lift up and remove the MAIN ANTENNA ASSEMBLY.

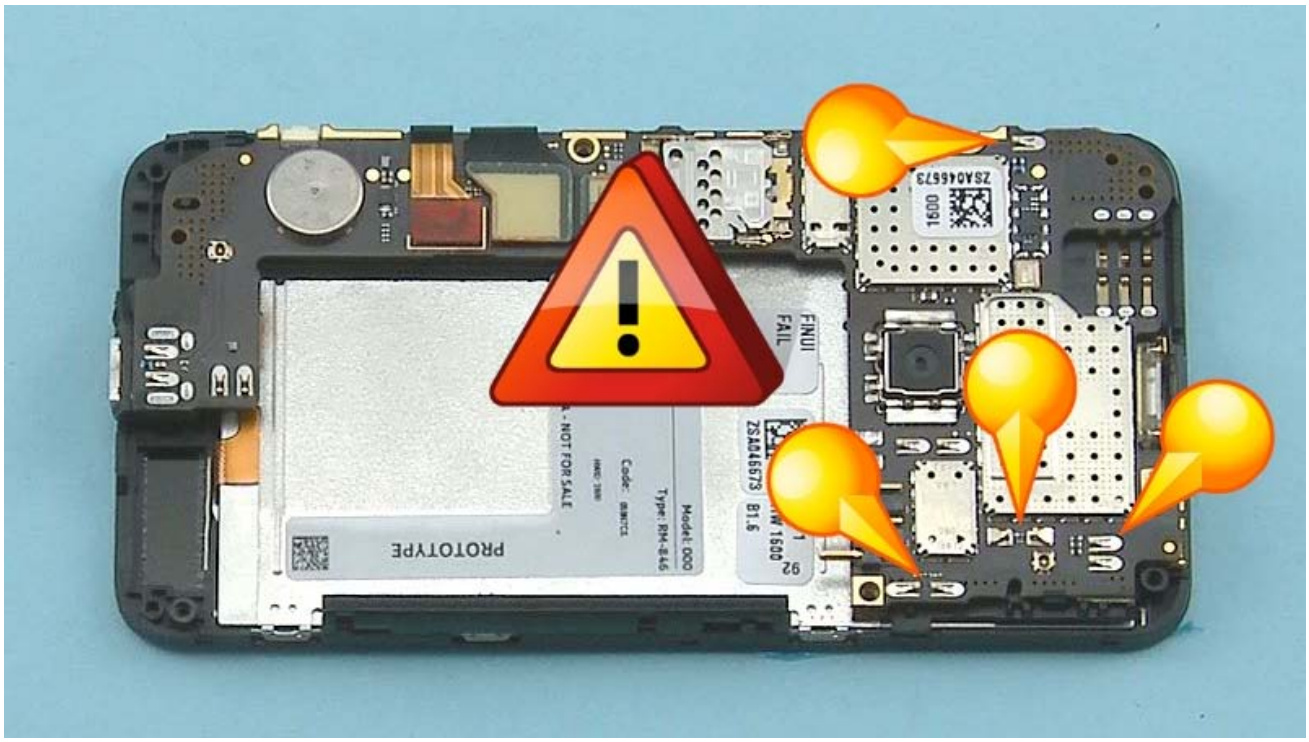


Insert the SS-93 to the shown place and release the side of the CWS CARRIER ASSEMBLY. Be careful not to damage the spring clips beneath the CWS CARRIER ASSEMBLY.

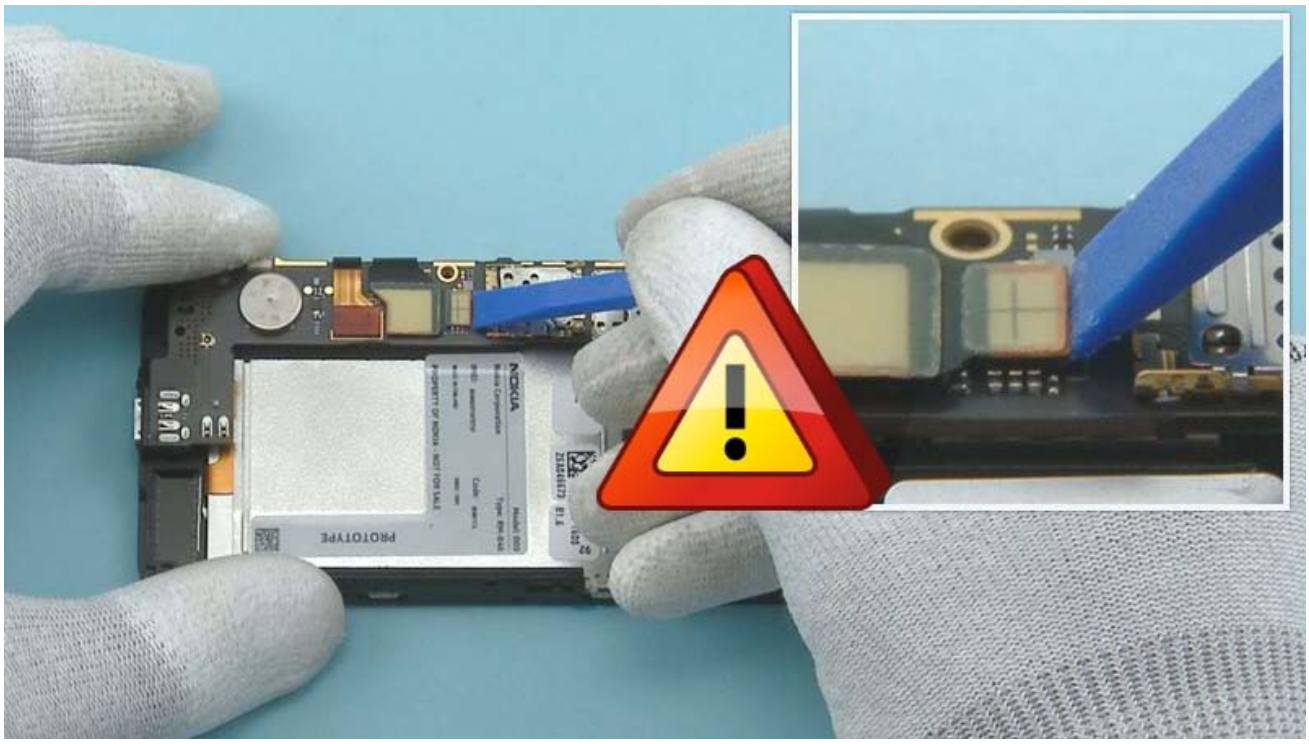
Insert the SS-93 to the shown place and release also the other side of the CWS CARRIER ASSEMBLY. Be careful not to damage the spring clips beneath the CWS CARRIER ASSEMBLY.



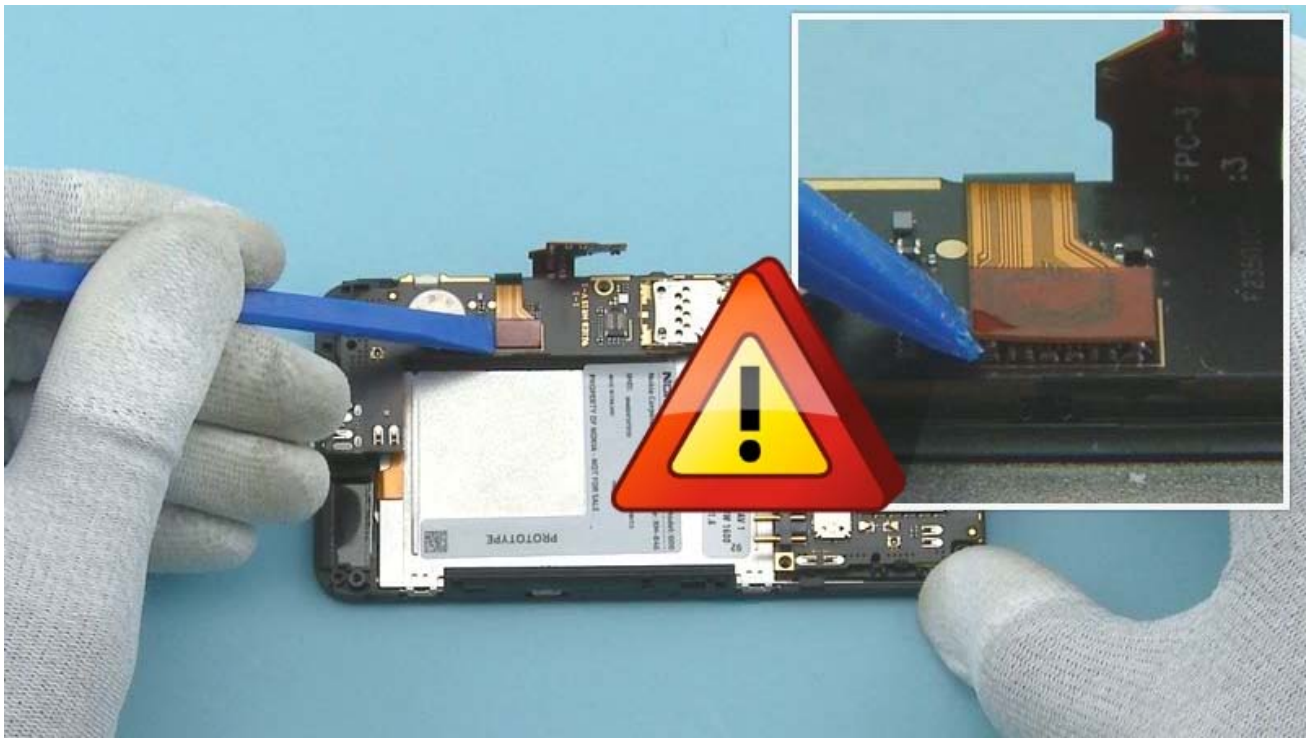
Lift up and remove the CWS CARRIER ASSEMBLY.



Check that the shown spring clips are not damaged.



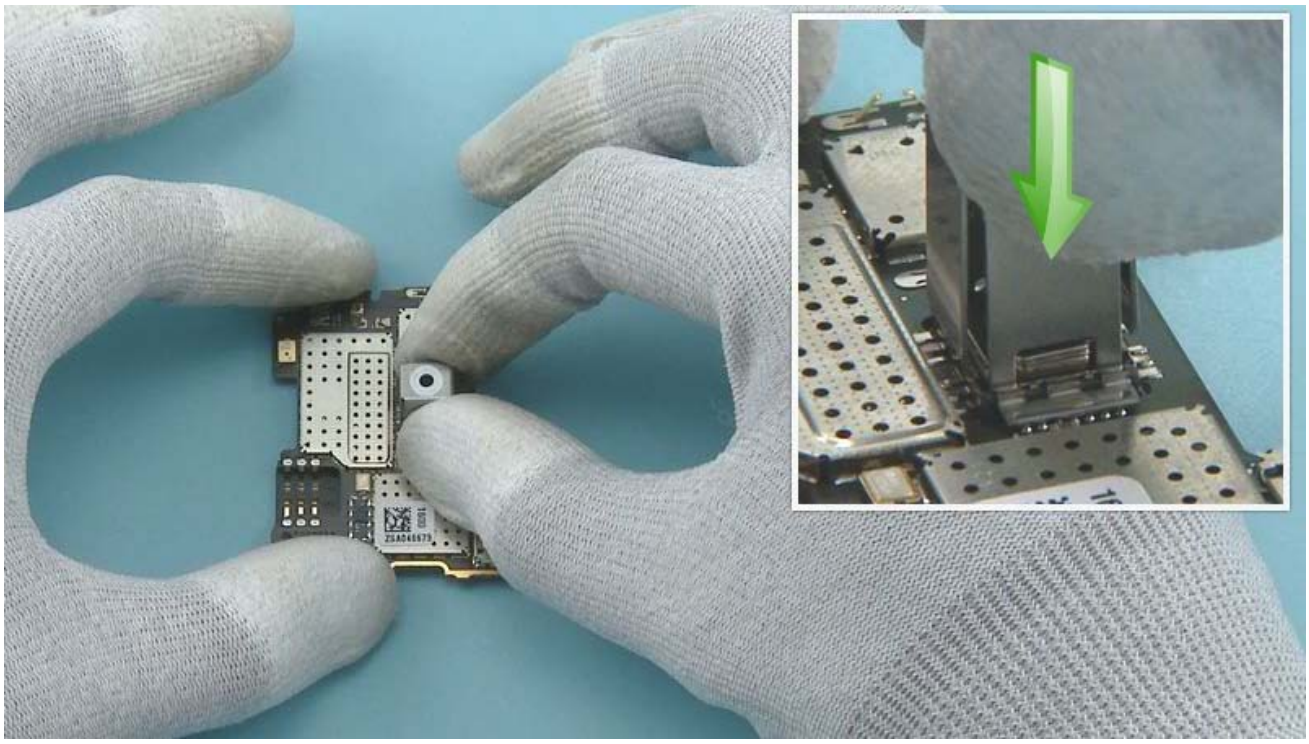
Use the SS-93 to open the TOUCH MODULE connector from the shown side. Be careful not to damage the connector or any nearby components.



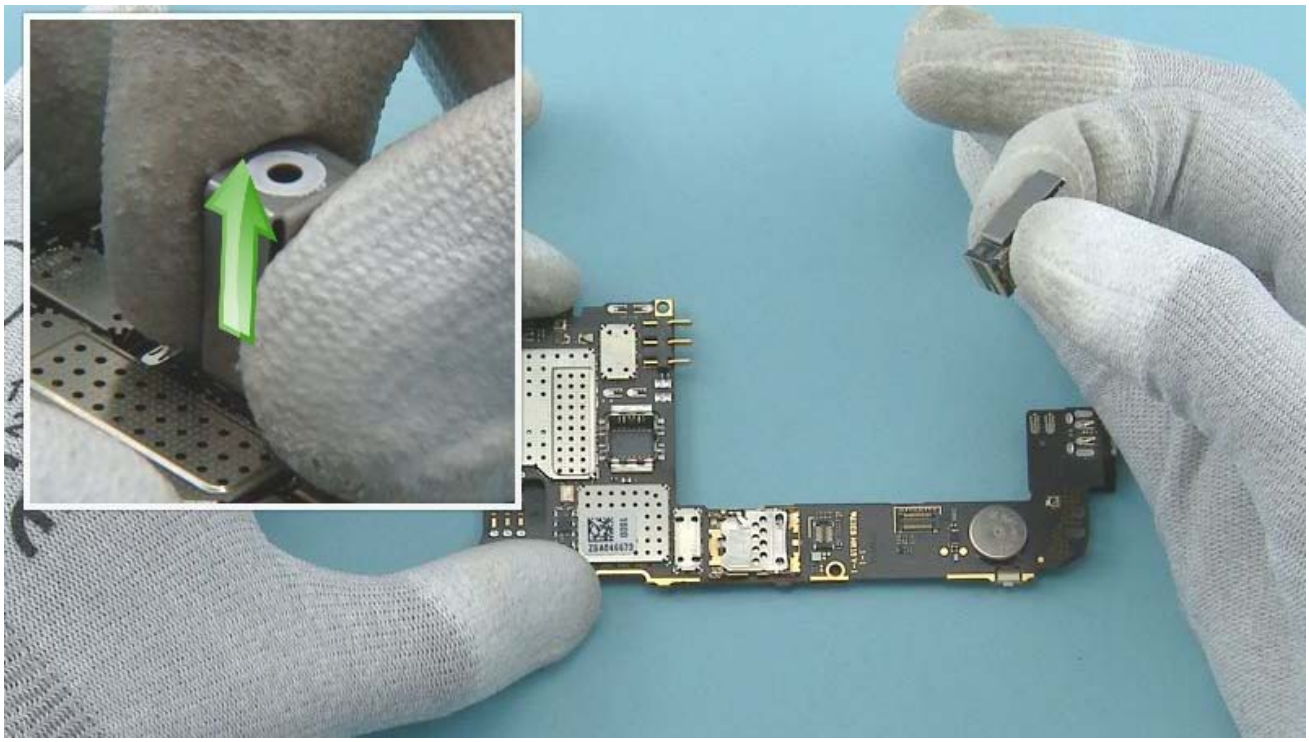
Open the DISPLAY connector with the SS-93 from the shown side. Be careful not to damage the connector or any nearby components.

Open the three shown clips holding the ENGINE BOARD. Be careful not to damage the clips.

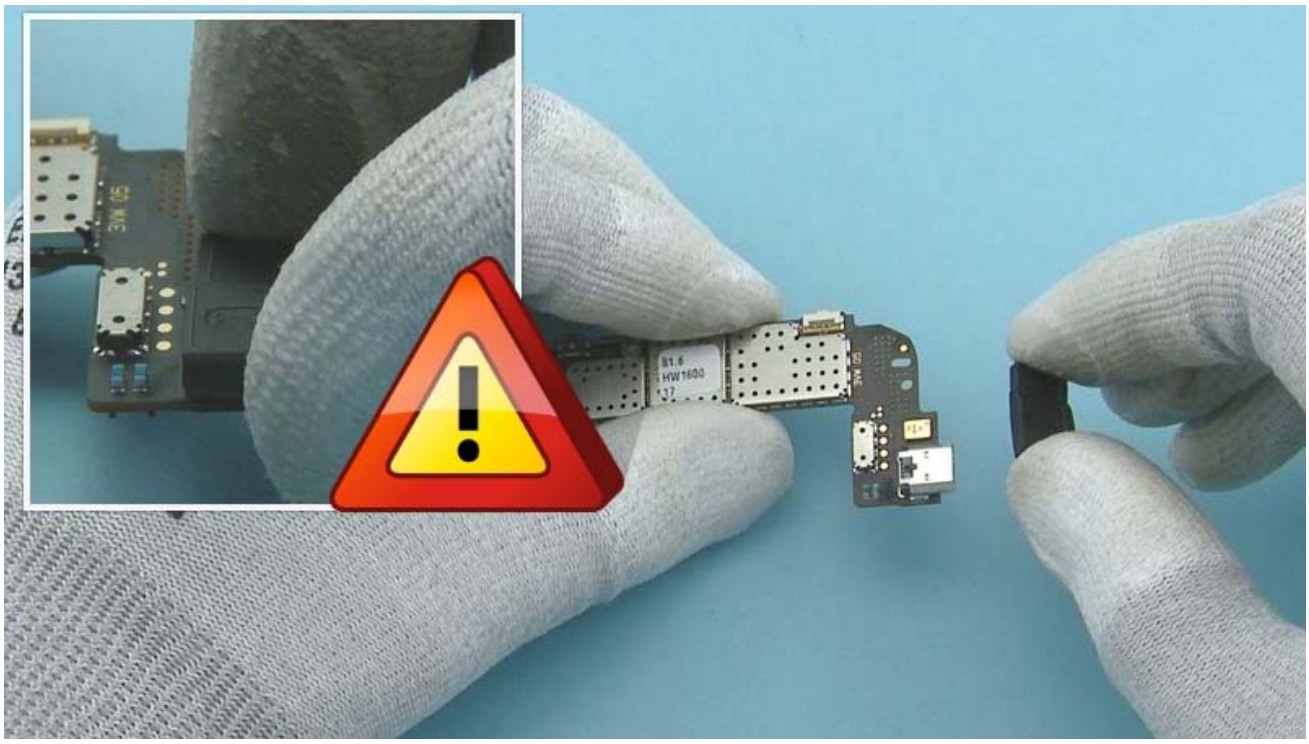
The ENGINE BOARD can now be separated.



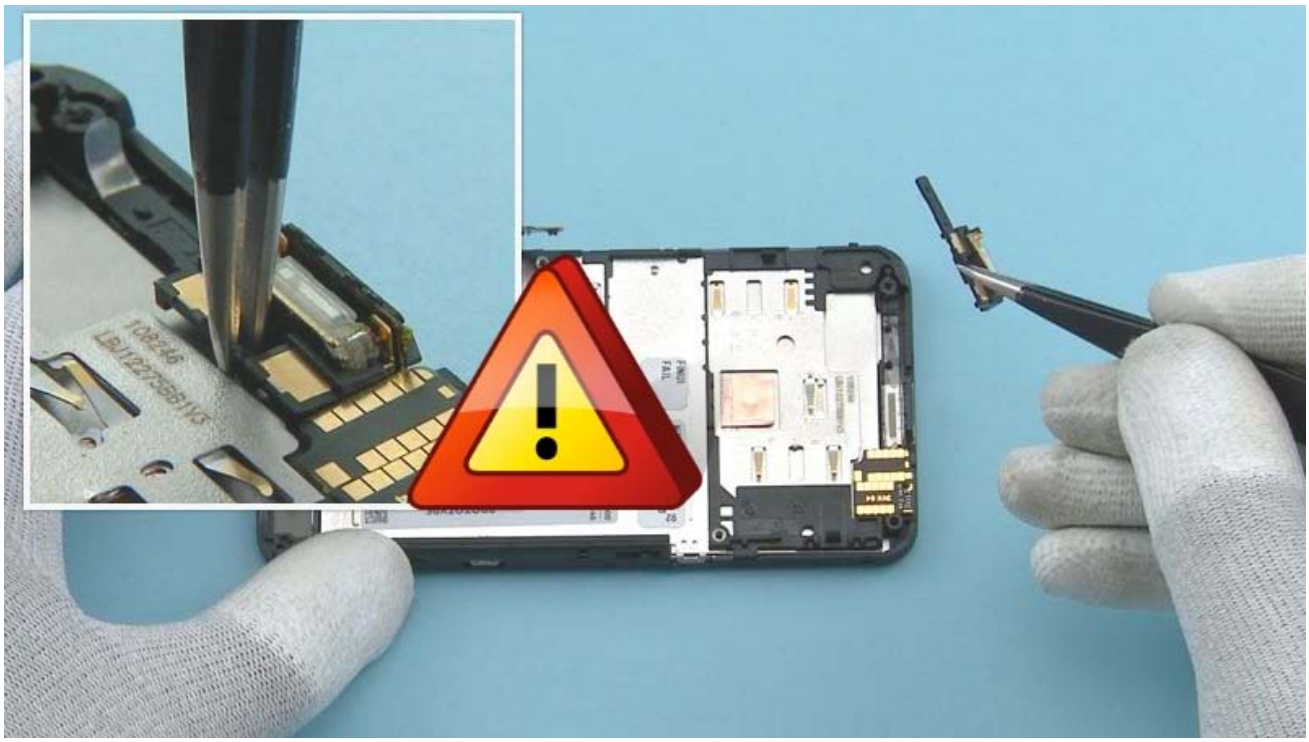
Place the camera removal tool SS-296 on top of the CAMERA as shown. Push it in gently until the camera retaining clips are released.



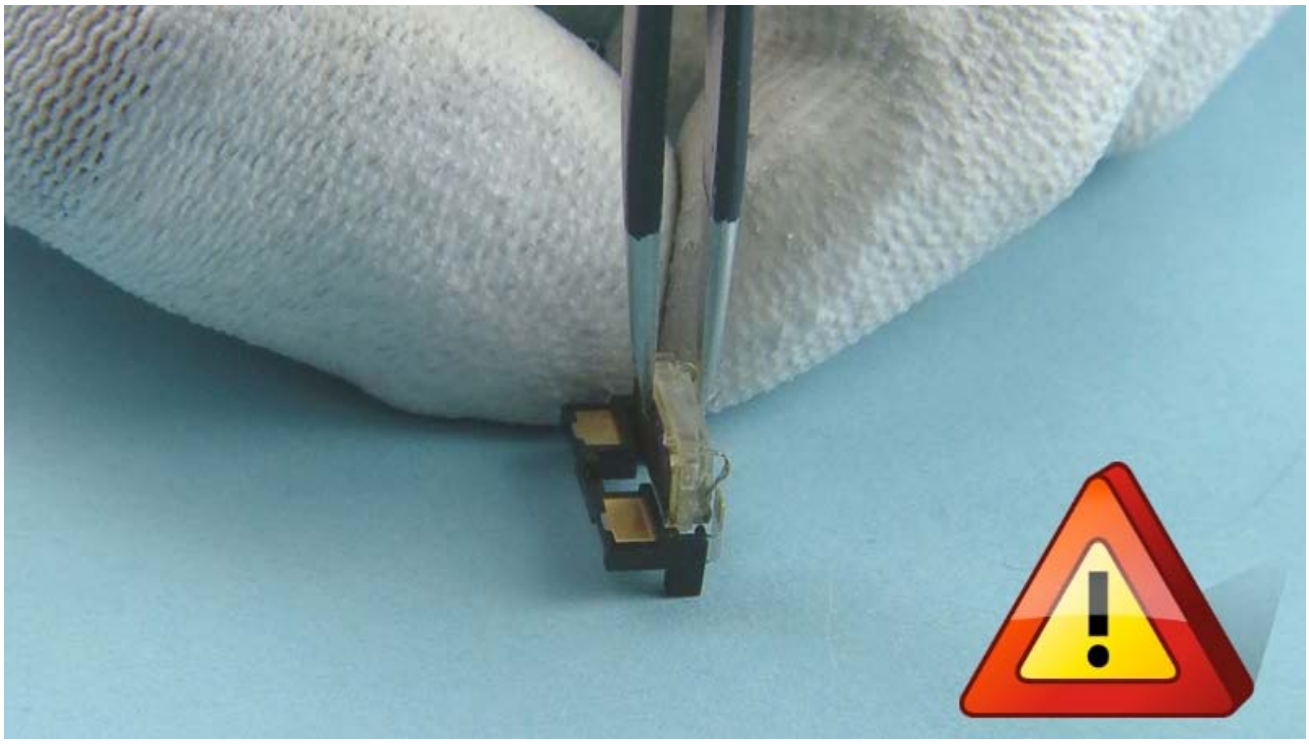
Hold from the sides of the SS-296 and lift up and remove the CAMERA.



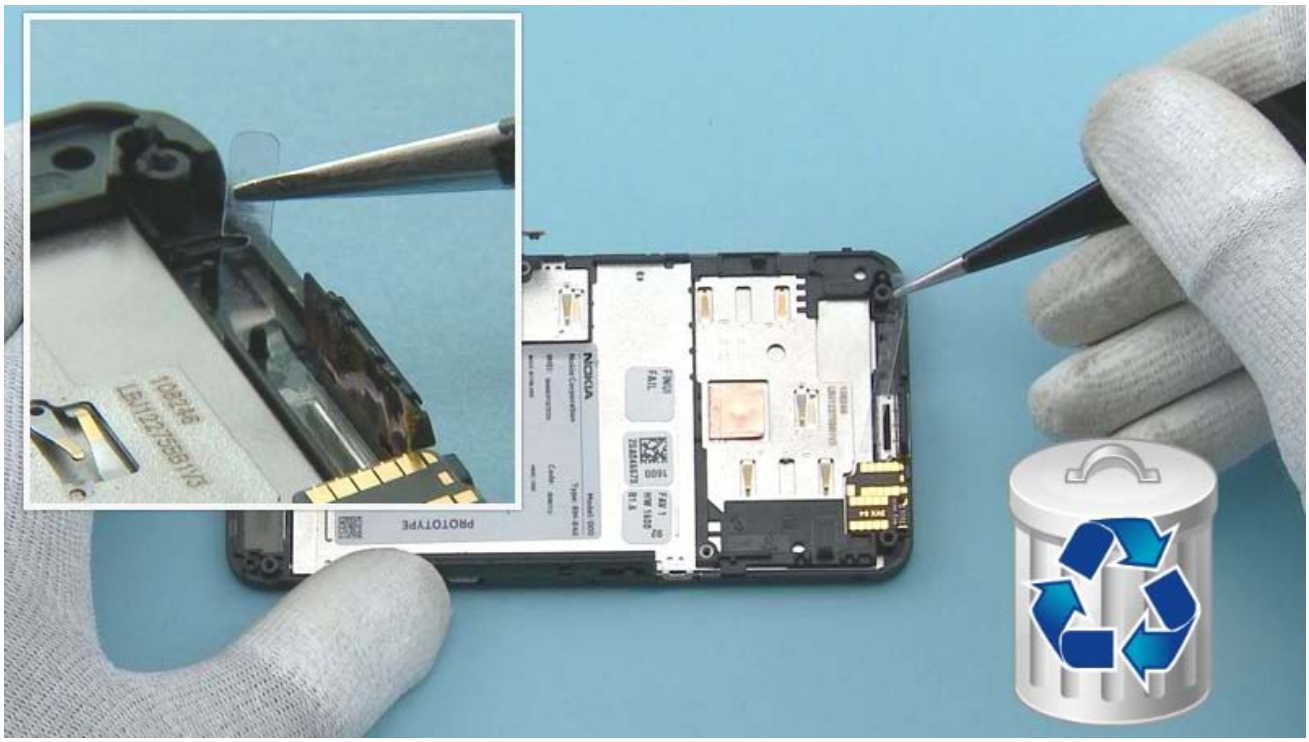
Grab the ENGINE BOARD as shown and remove the USB BOOT. Be caeful not to twist the ENGINE BOARD or damage the contact springs on the other side.



Remove the EARPIECE HOLDER with tweezers. Be careful not to damage the EARPIECE or the DUSTNET.



Remove the EARPIECE from the EARPICE HOLDER with tweezers. Be careful not to damage the EARPIECE or the DUSTNET. Discard the EARPIECE and the DUSTNET if they are damaged.

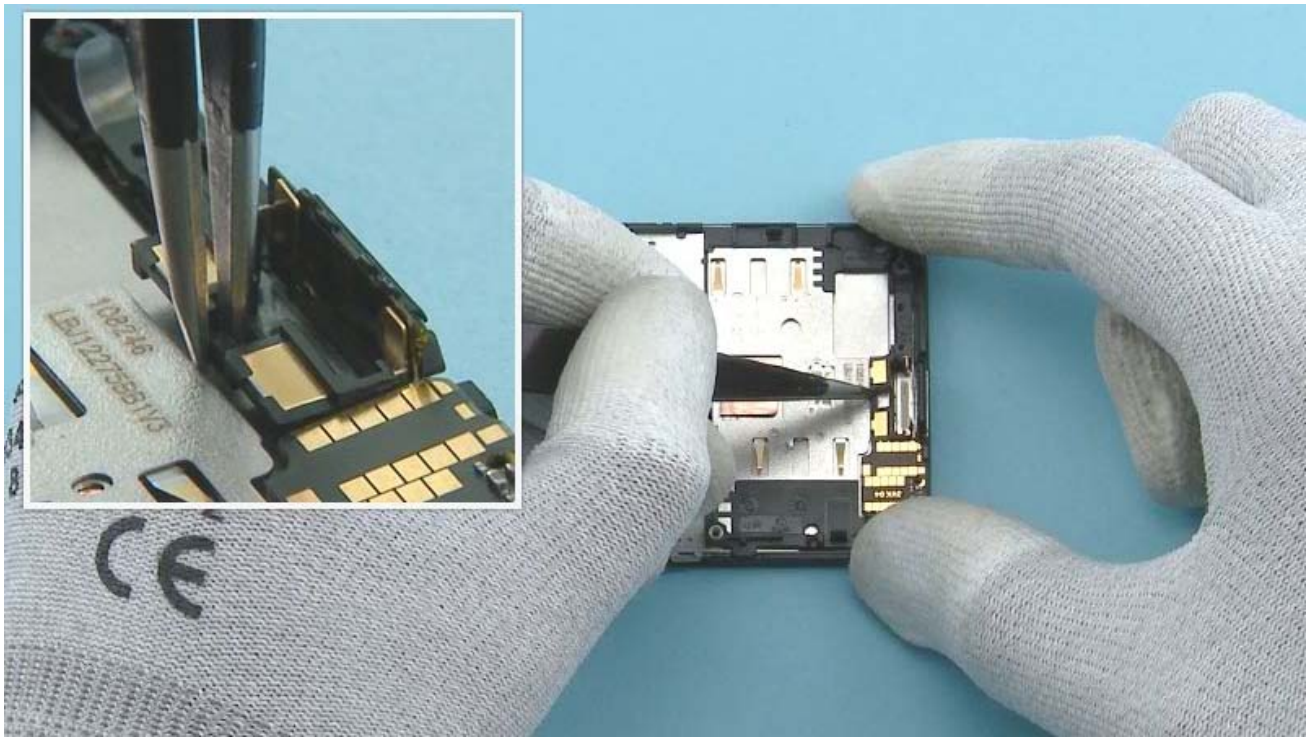


Remove the EARPIECE HOLDER ADHESIVE. Do not use it again. Discard it.

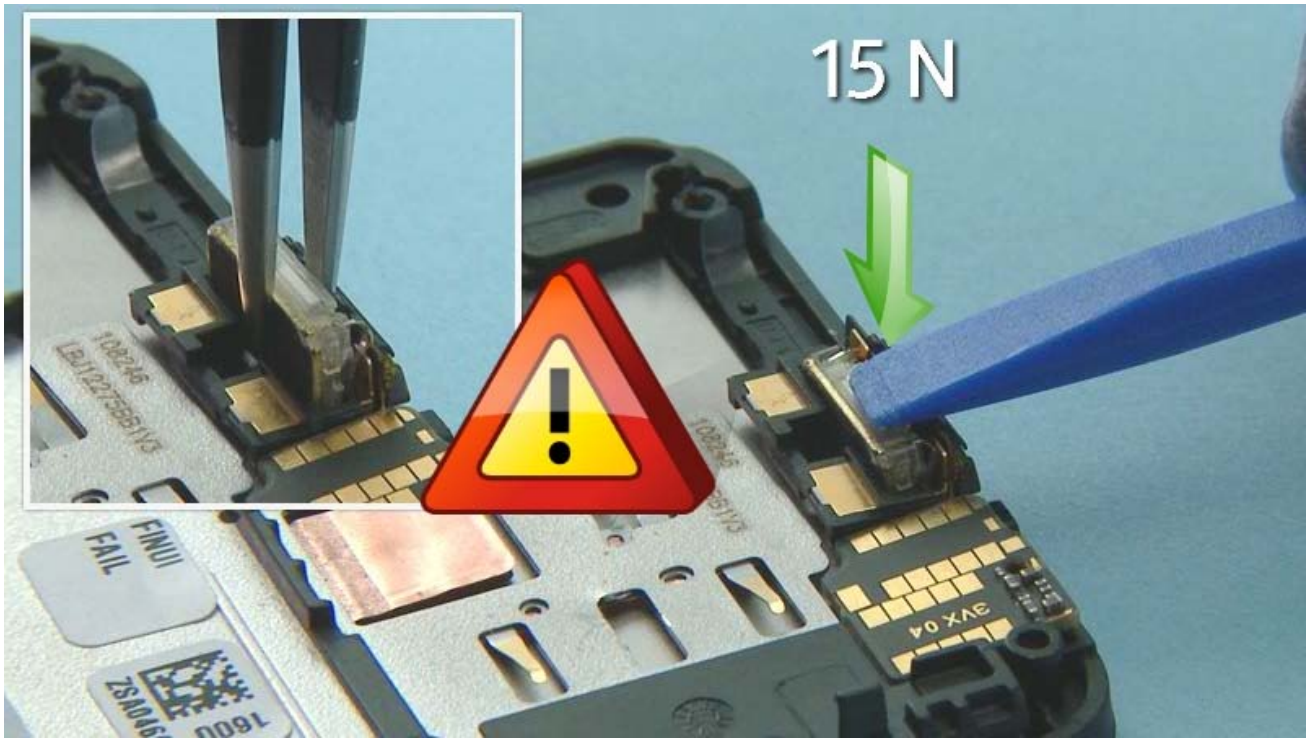
The Nokia Lumia 620 disassembly procedure is complete.

-END OF DISASSEMBLY-

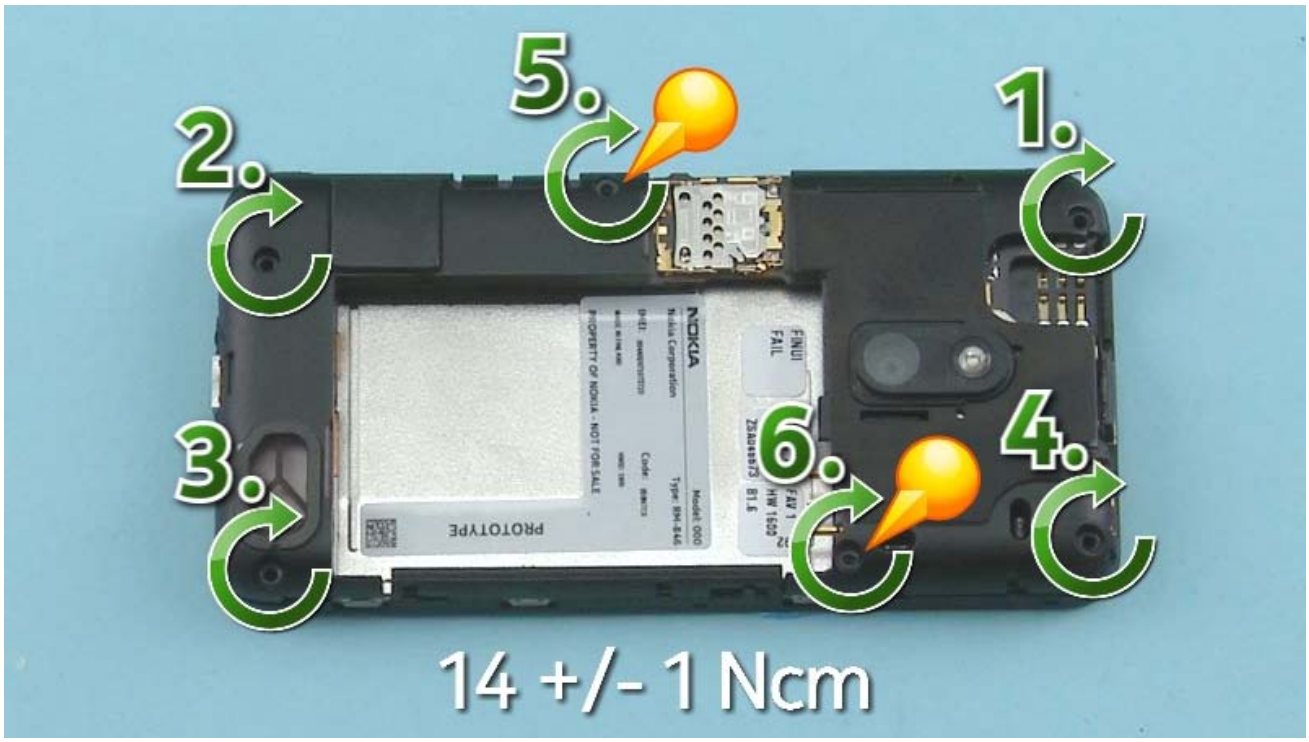
©2012 Nokia | Nokia Internal Use only | All Rights Reserved.



Place the EARPIECE HOLDER with tweezers.



Then place the EARPIECE to the EARPIECE HOLDER with tweezers. Press the EARPIECE gently with the SS-93 with the maximum pressing power of 15 N. Make sure that the EARPIECE DUSTNET is not misplaced when pushing the EARPIECE to its place. Be also careful not to damage the EARPIECE springs.



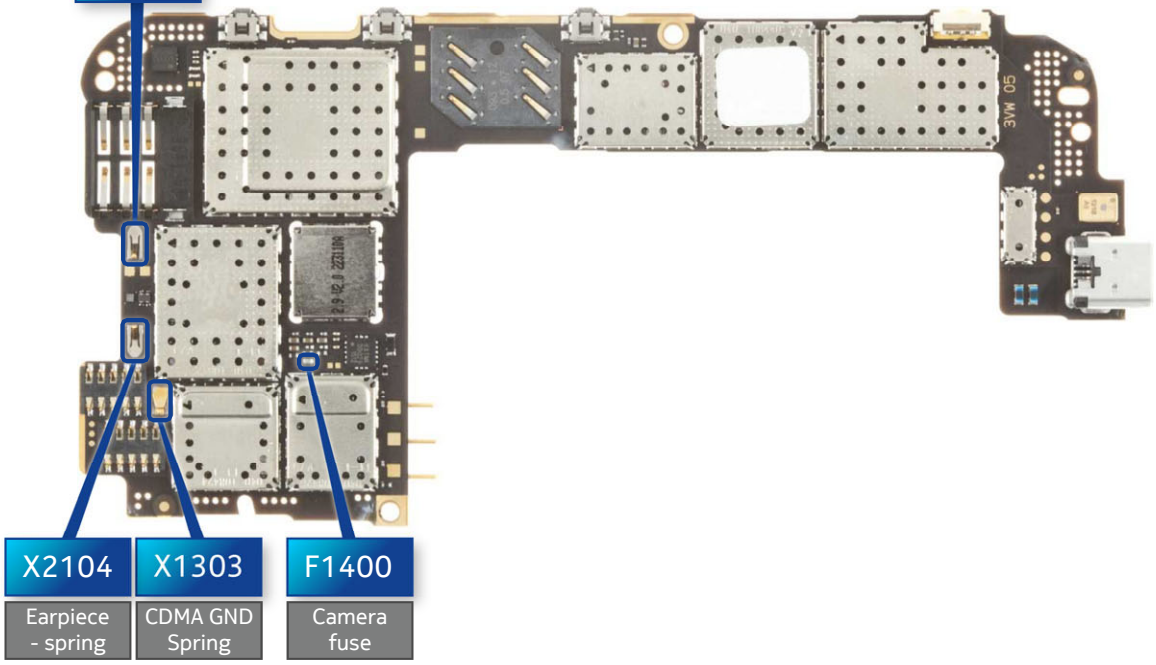
Fasten the six Torx+ size 4 screws to the torque of 14 +/- 1 Ncm. Note that the two screws in the middle are different type of screws than the other four screws!

Place the device to the BACK COVER bttom end first. Then lower down the top end and press it until it snaps to place.

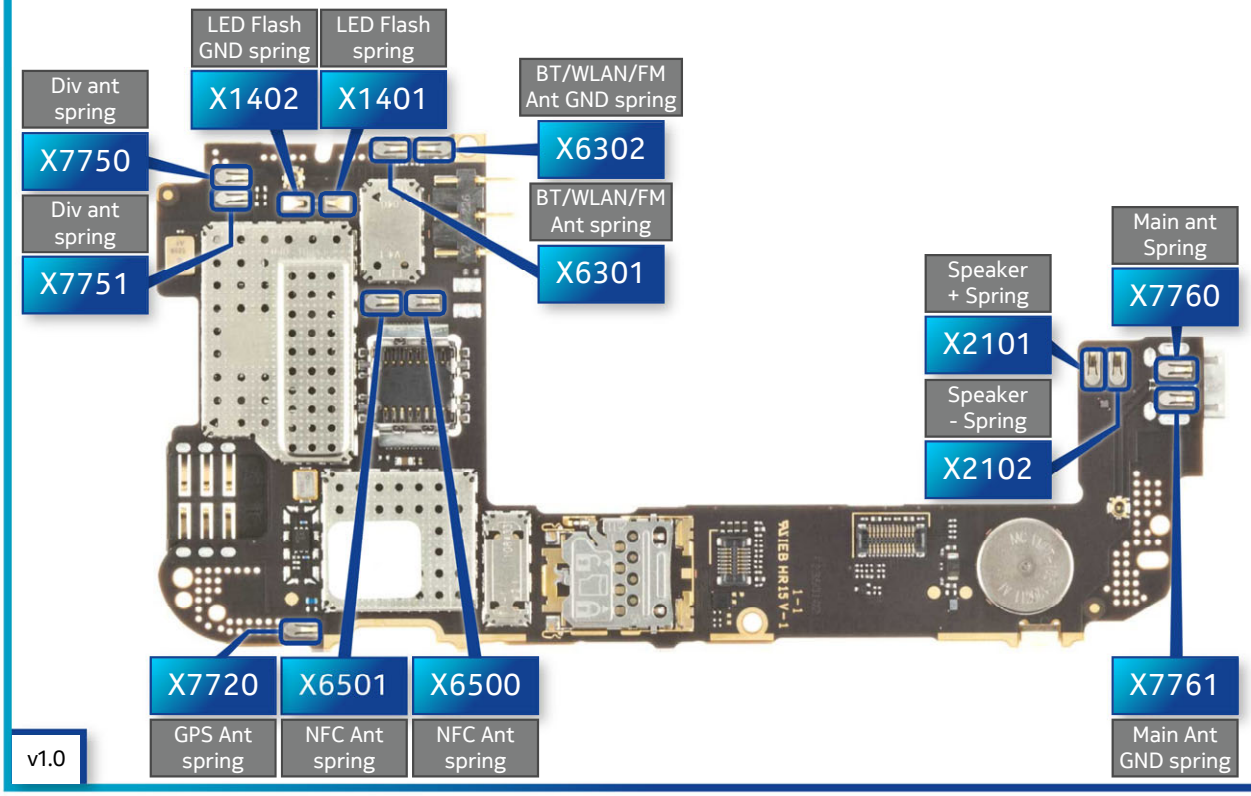
©2012 Nokia | Nokia Internal Use only | All Rights Reserved.

Solder components

TOP



BOTTOM



v1.0

©2012 Nokia | Confidential | All Rights Reserved.

Service devices

CA-190CD Service cable	AC-50 Travel charger	SS-296 Camera removal tool
BL-4J	Nokia Standard Toolkit (v2) For more information, refer to the Service Bulletin (SB-011) on Nokia Online. Supplier or manufacturer contacts for tool re-order can be found in “Recommended service equipment” document on Nokia Online.	

©2012 Nokia | Nokia Internal Use only | All Rights Reserved.

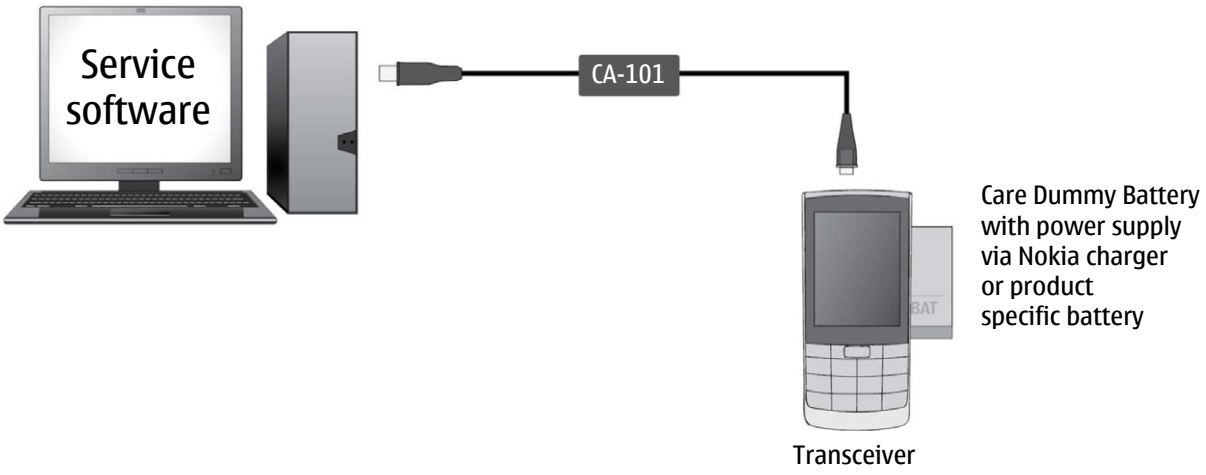
Product controls and interfaces

1 — Secondary microphone
2 — Nokia AV 3.5 mm connector
3 — Ambient light & Proximity sensors
4 — Earpiece
5 — Touch screen
6 — Back key
7 — Start key
8 — Search key
9 — Micro USB connector
10 — Microphone
11 — Camera flash
12 — Camera
13 — Volume keys
14 — Power/Lock key
15 — Camera key
16 — Loudspeaker
17 — Antenna area

v1.0

©2012 Nokia | Nokia Internal Use only | All Rights Reserved.

Flashing concept



©2012 Nokia | Nokia Internal Use only | All Rights Reserved.

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.

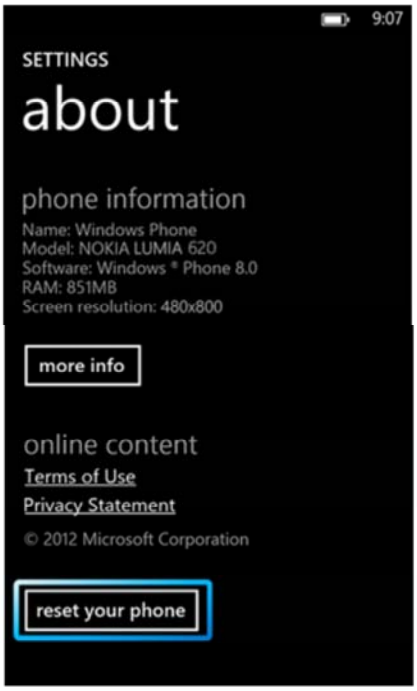
To perform a hardware reset remove the battery and reinsert it. Boot up the phone normally.

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**



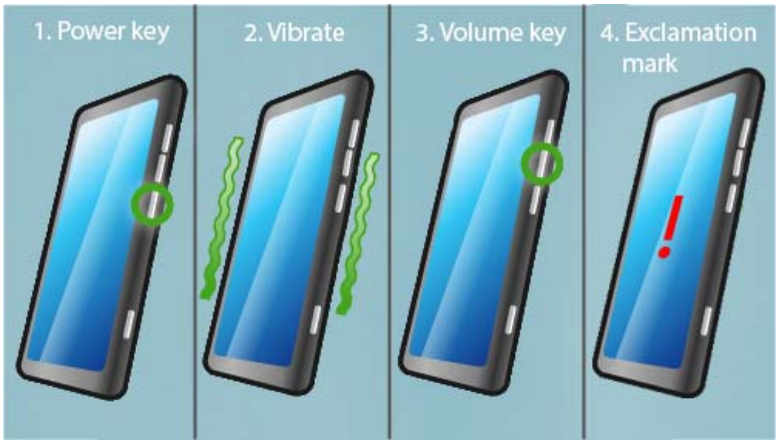
Option 2: Hardware key combination

- 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!

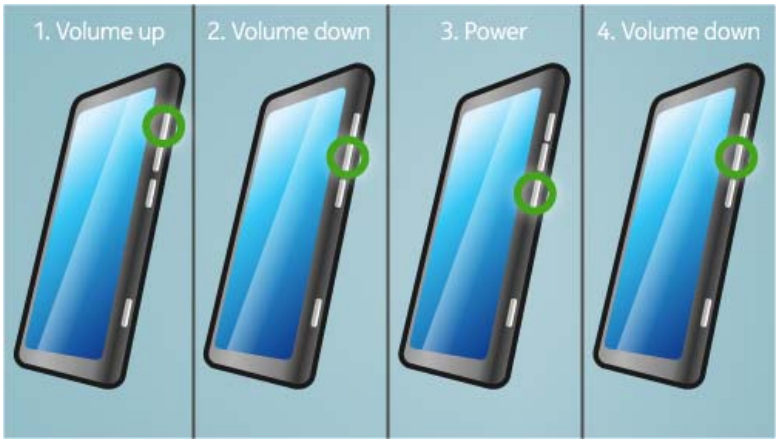
Follow next steps to perform OS reset with phone keys.

Step 1
Make sure the phone is turned Off.

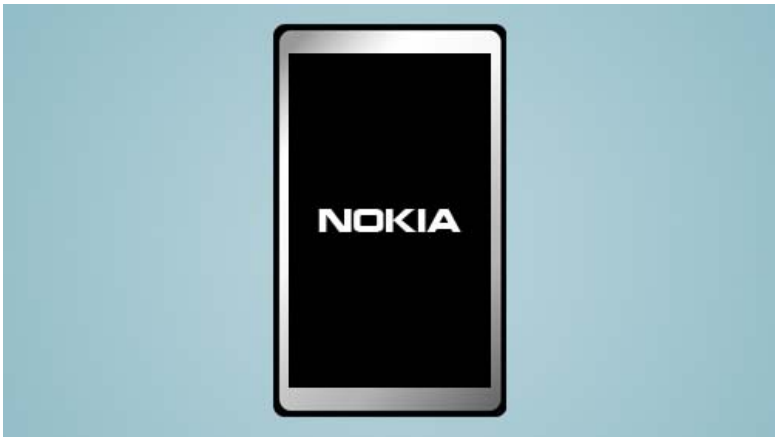
1. Press and hold the power key
2. Phone vibrates (release the power key)
3. Press and hold the volume down key
4. Exclamation mark is shown on the screen (release the volume down key)



Step 2
Input the following key combination:
1. Volume up
2. Volume down
3. Power
4. Volume down



Step 3
The phone will reset and boot up automatically. Please note that this may take several minutes.



©2012 Nokia | Nokia Internal Use only | All Rights Reserved.

Version history

Version	Date	Description
1.0	05.12.2012	First published version

©2012 Nokia | Nokia Internal Use only | All Rights Reserved.