

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

Version 2.0

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



Exploded view



More

Disassembly steps



More

Disassembly video



More

Assembly steps



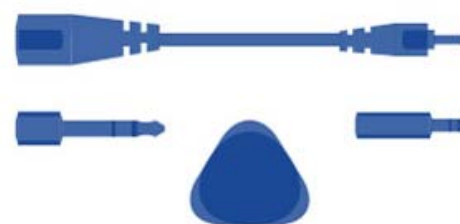
More

Assembly video



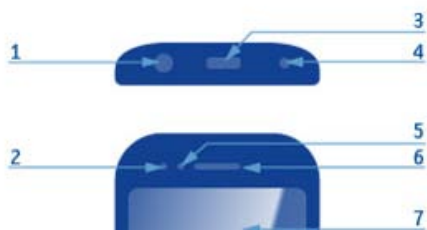
More

Service devices



More

Product controls and interfaces



More

Service concept

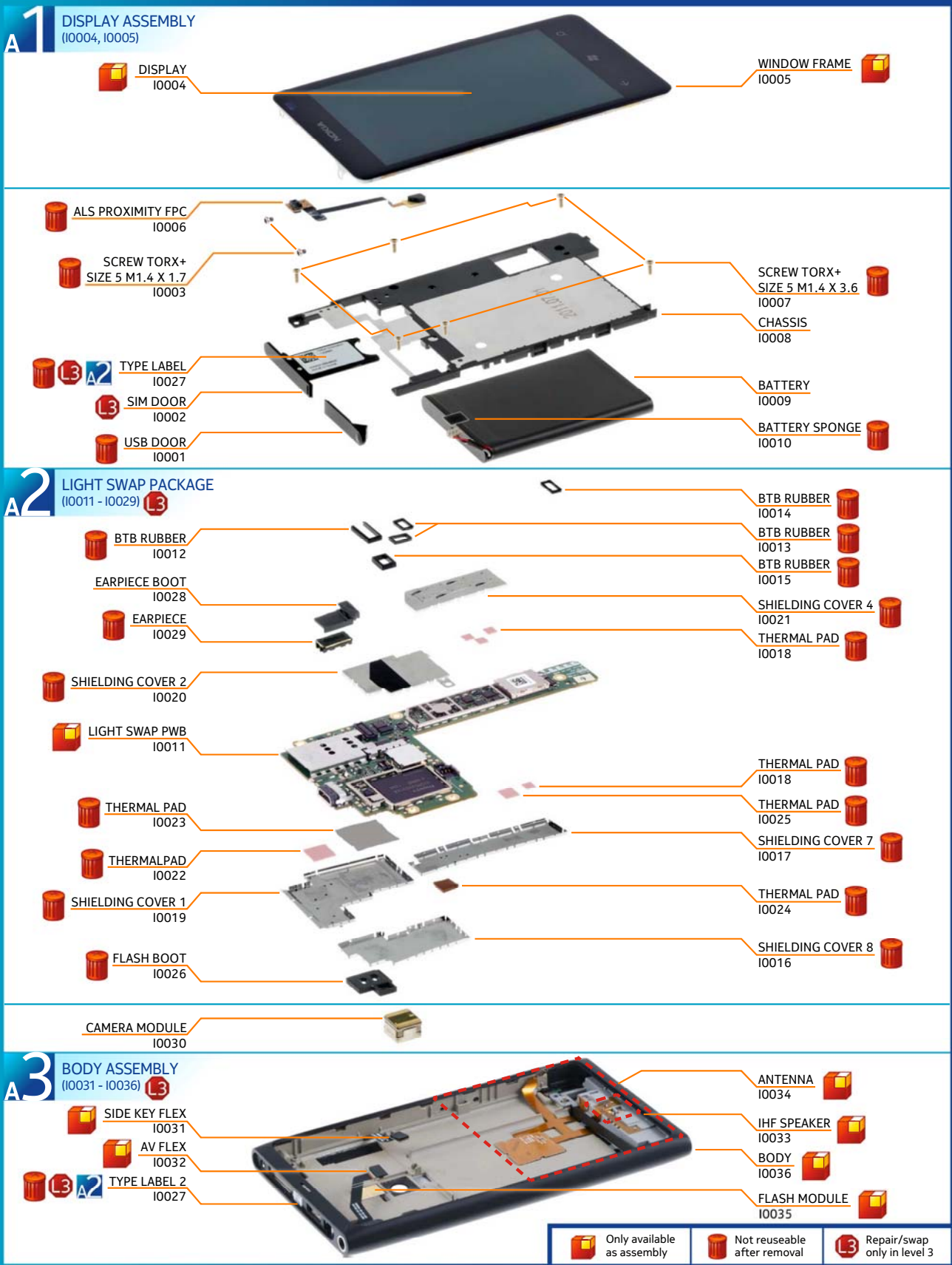


More

Phone reset

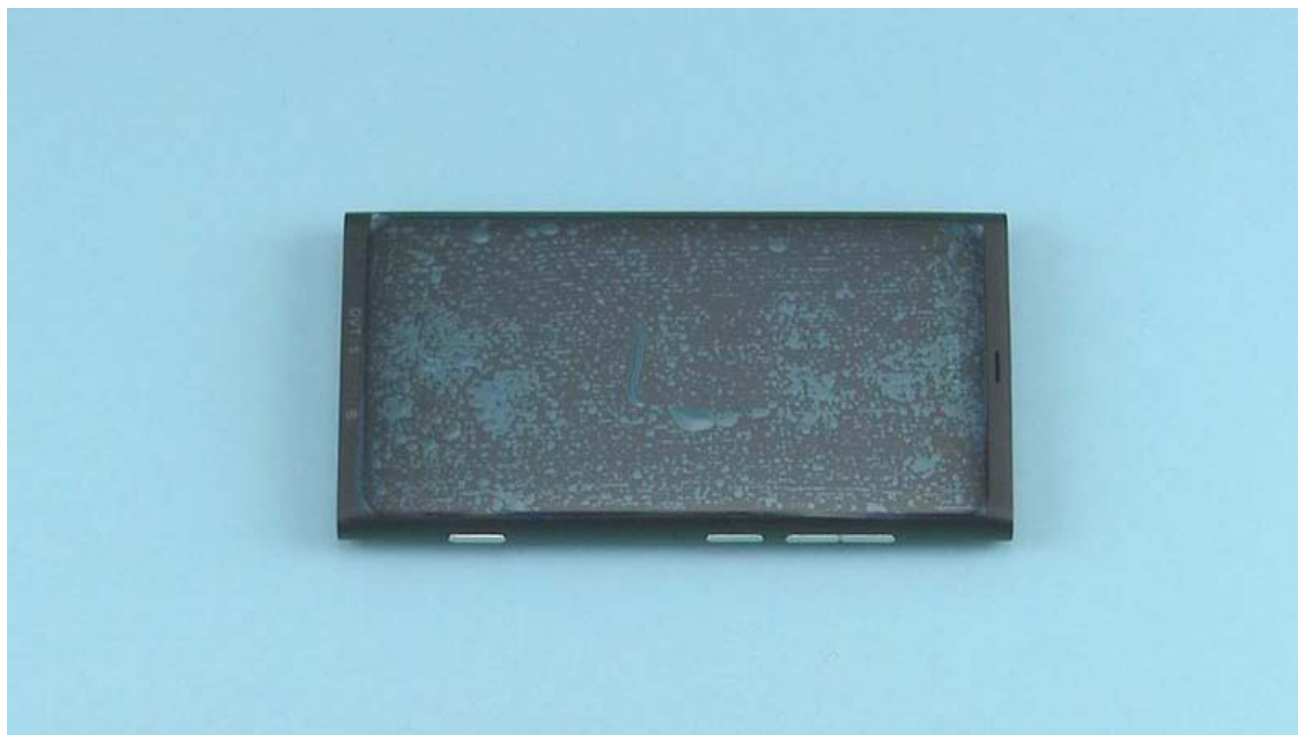


More

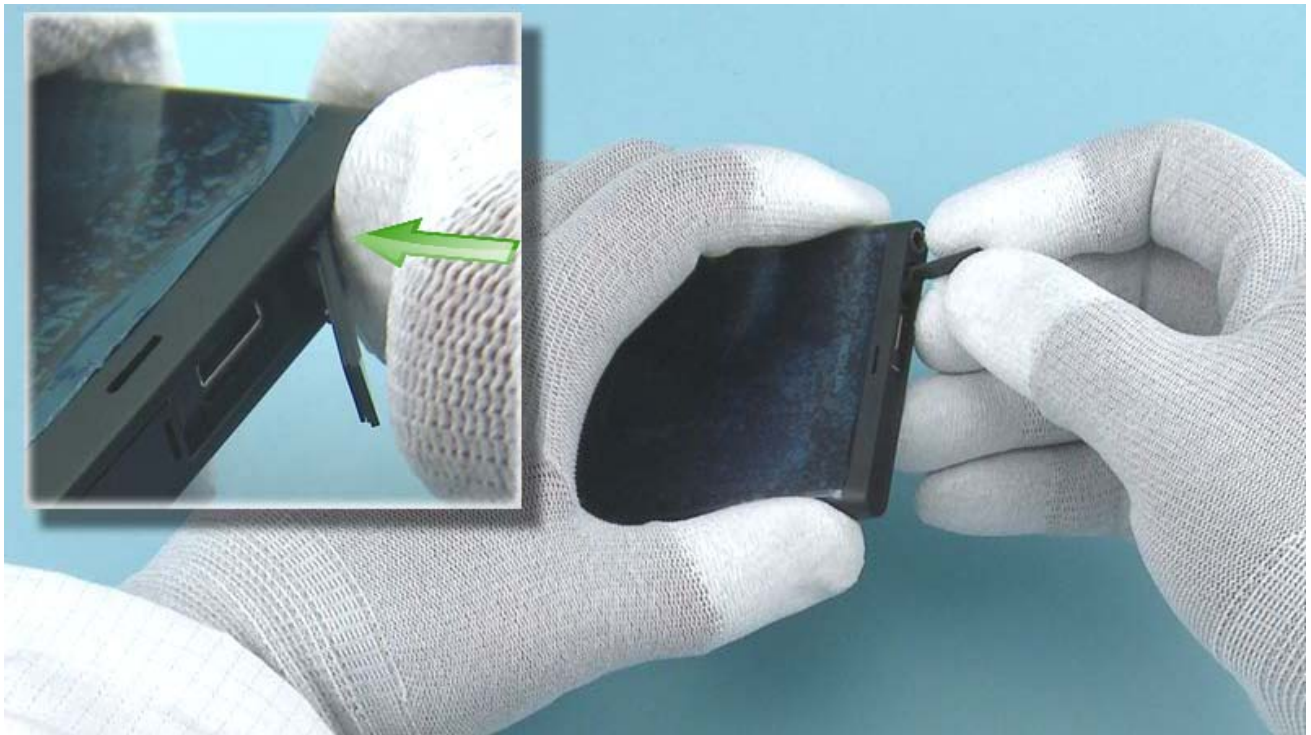




For disassembling you need the Nokia Standard toolkit version 2. You will also need the camera removal tool SS-210 and the unibody opening tool SS-282.



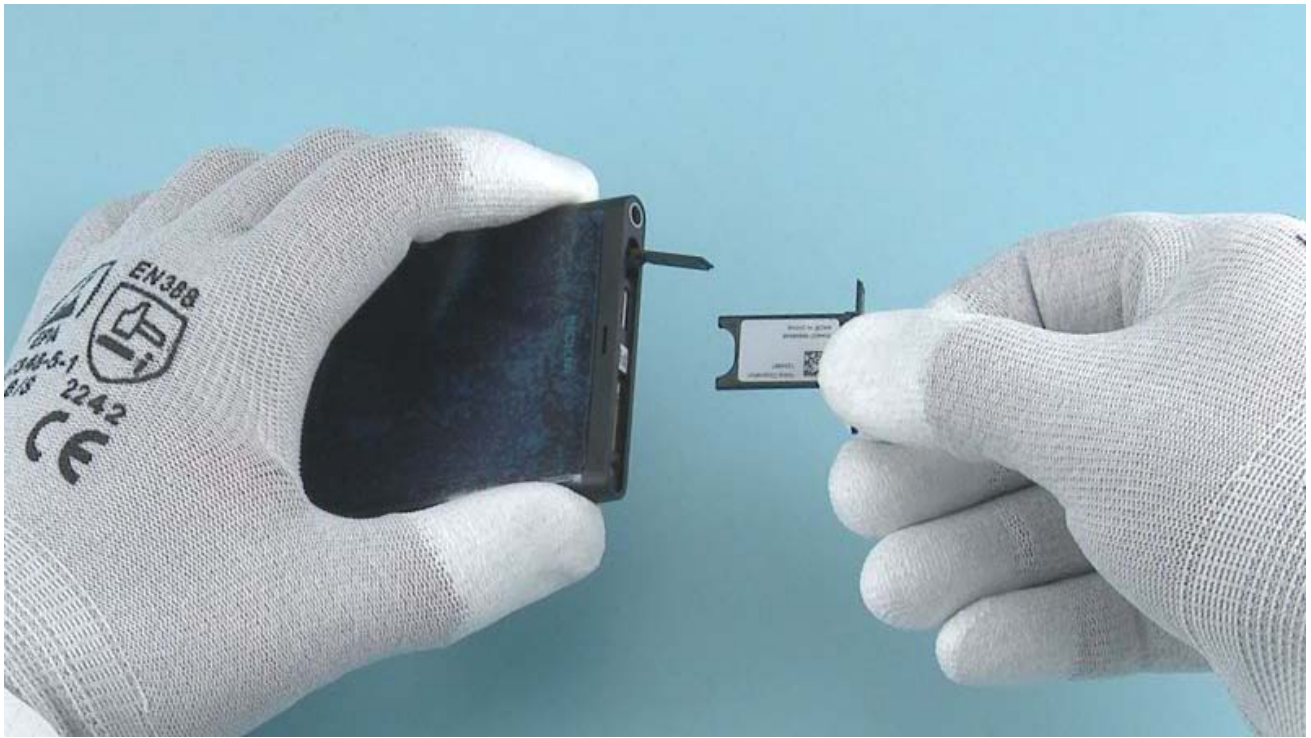
Protect the DISPLAY with protective film.



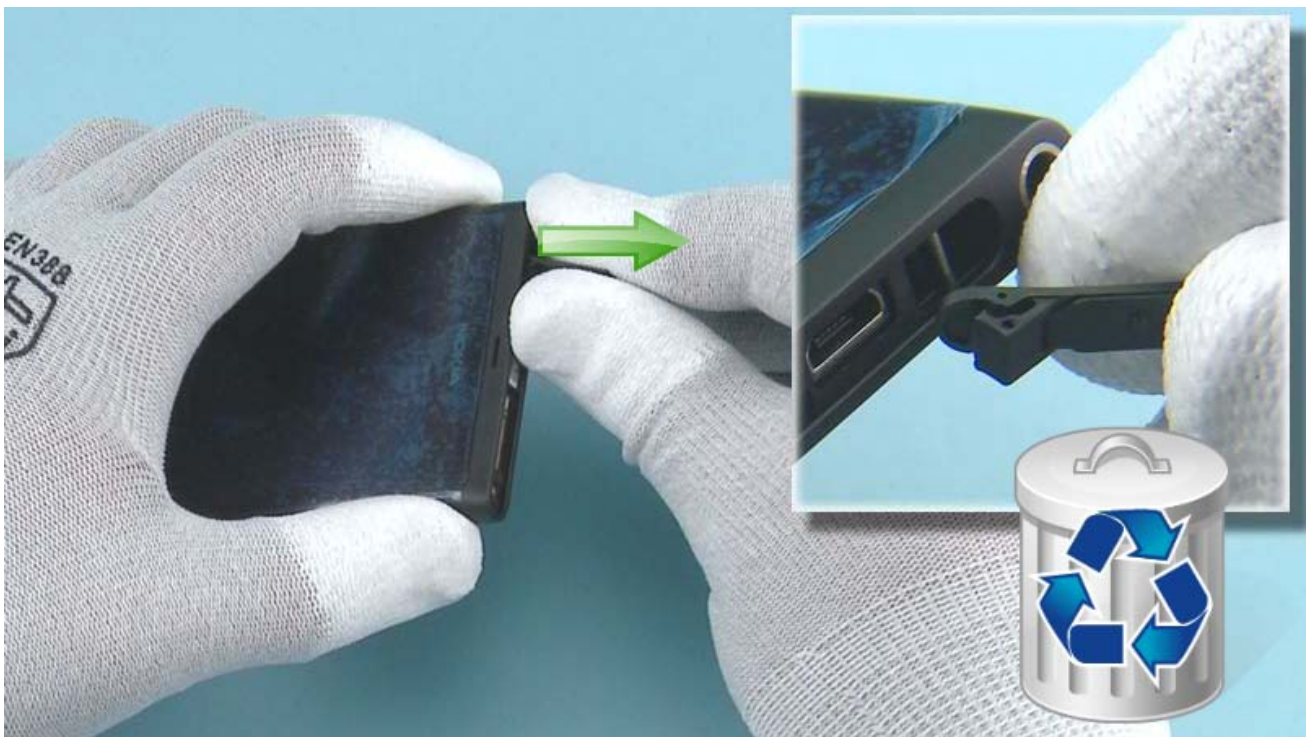
Push in from the shown place to open the USB DOOR.



Pull the SIM DOOR to the direction shown to open it.



Remove the SIM DOOR.



Pull out and remove the USB DOOR. Do not use it again. Discard it.



Unscrew the two Torx+ size 5 screws in the order shown. Do not use them again. Discard them.



Insert the unibody opening tool SS-282 to the shown place and lever up the top left corner of the WINDOW FRAME.



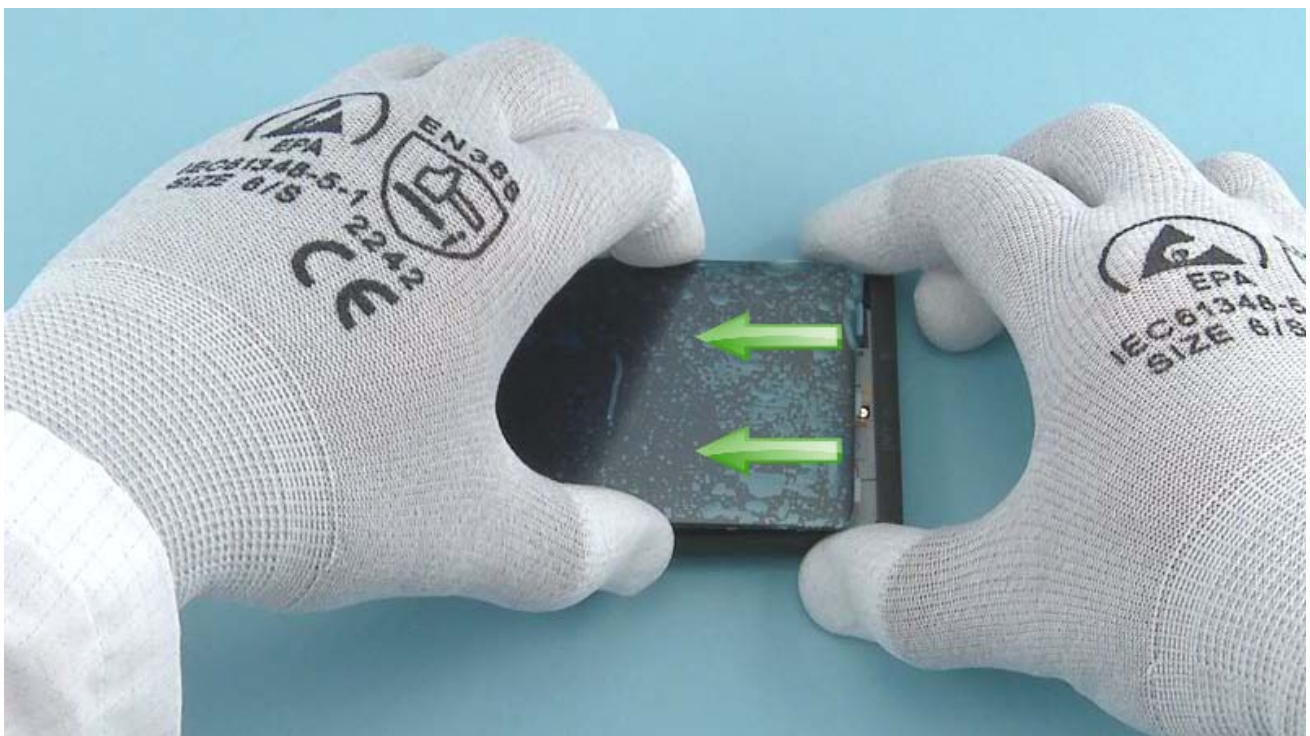
Insert the SS-282 to the shown place and lever up the top right corner of the WINDOW FRAME.



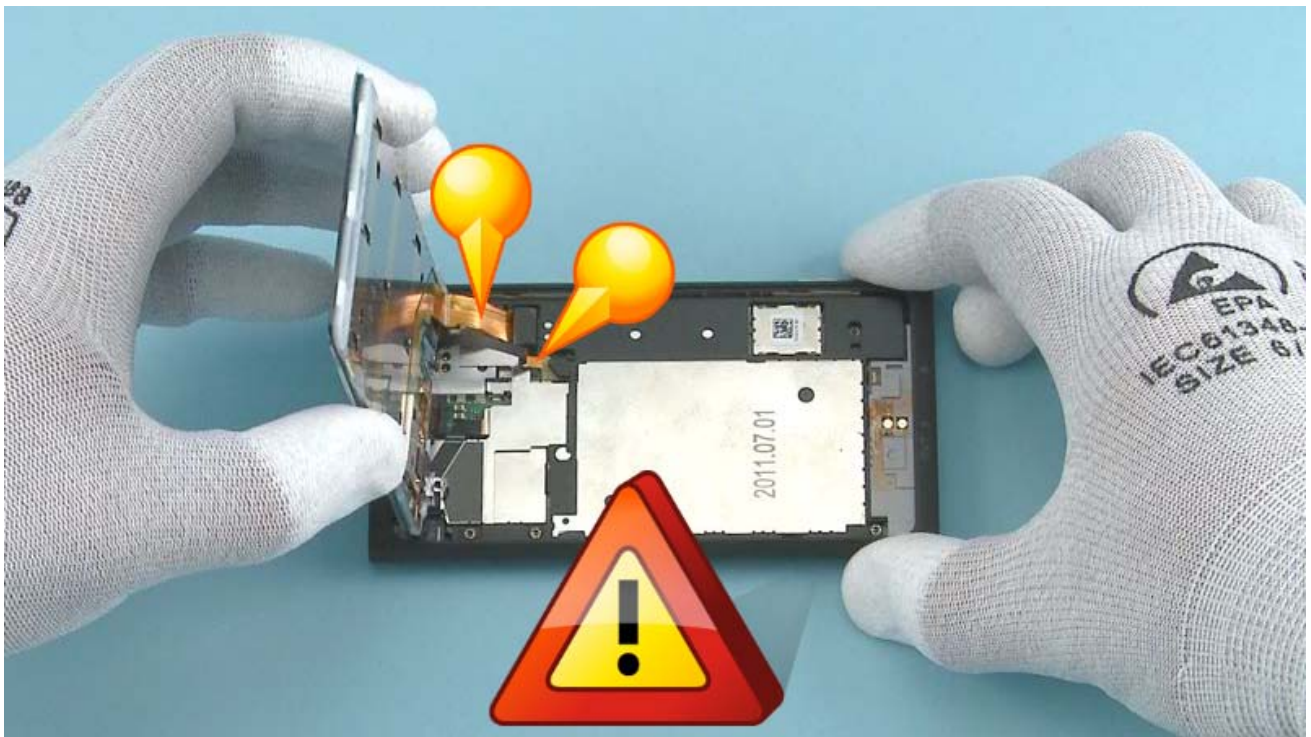
Release the left side of the WINDOW FRAME by sliding the SRT-6 to the direction shown. Start from the top end of the device. While releasing the WINDOW FRAME, be careful not to damage the BODY ASSEMBLY.



Release also the right side of the WINDOW FRAME by sliding the SRT-6 to the direction shown. Start from the top end of the device.



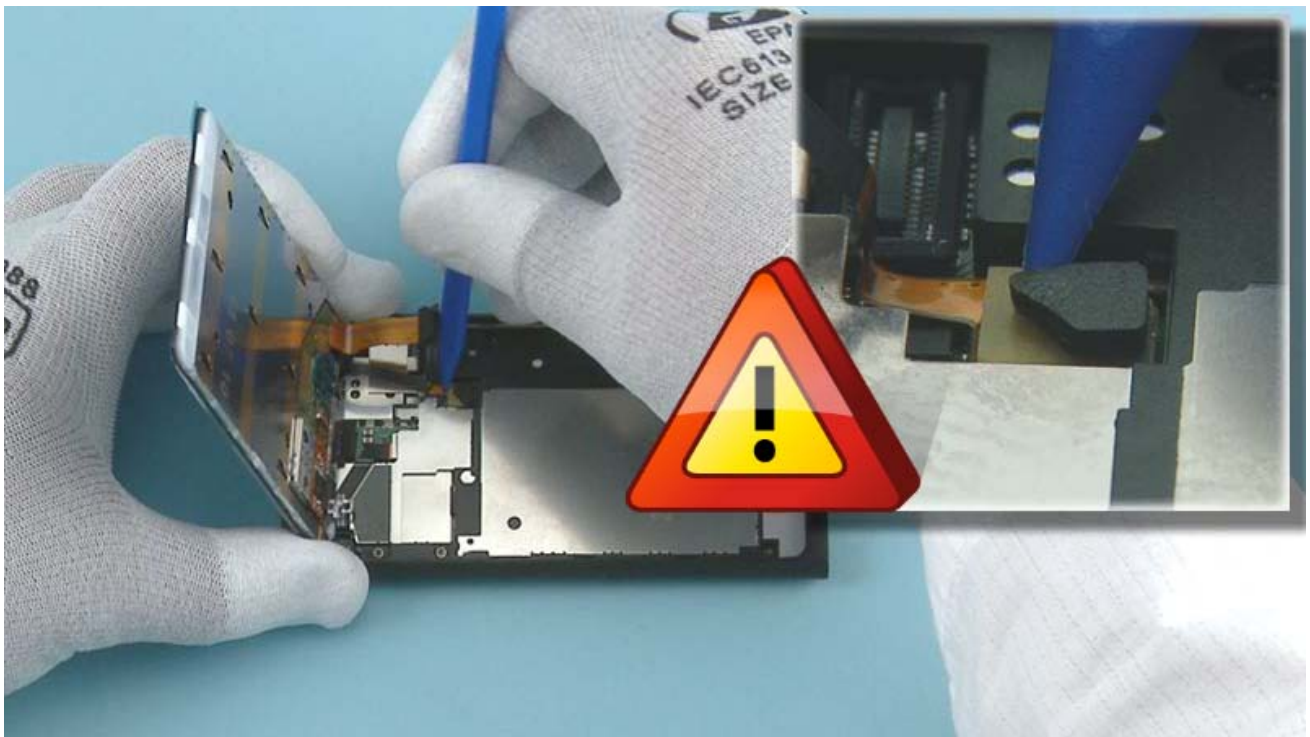
Pull the WINDOW FRAME gently to the direction shown to release the three remaining clips holding it.



Turn over the WINDOW FRAME as shown. While turning the WINDOW FRAME, be careful not to damage the two shown flexes.



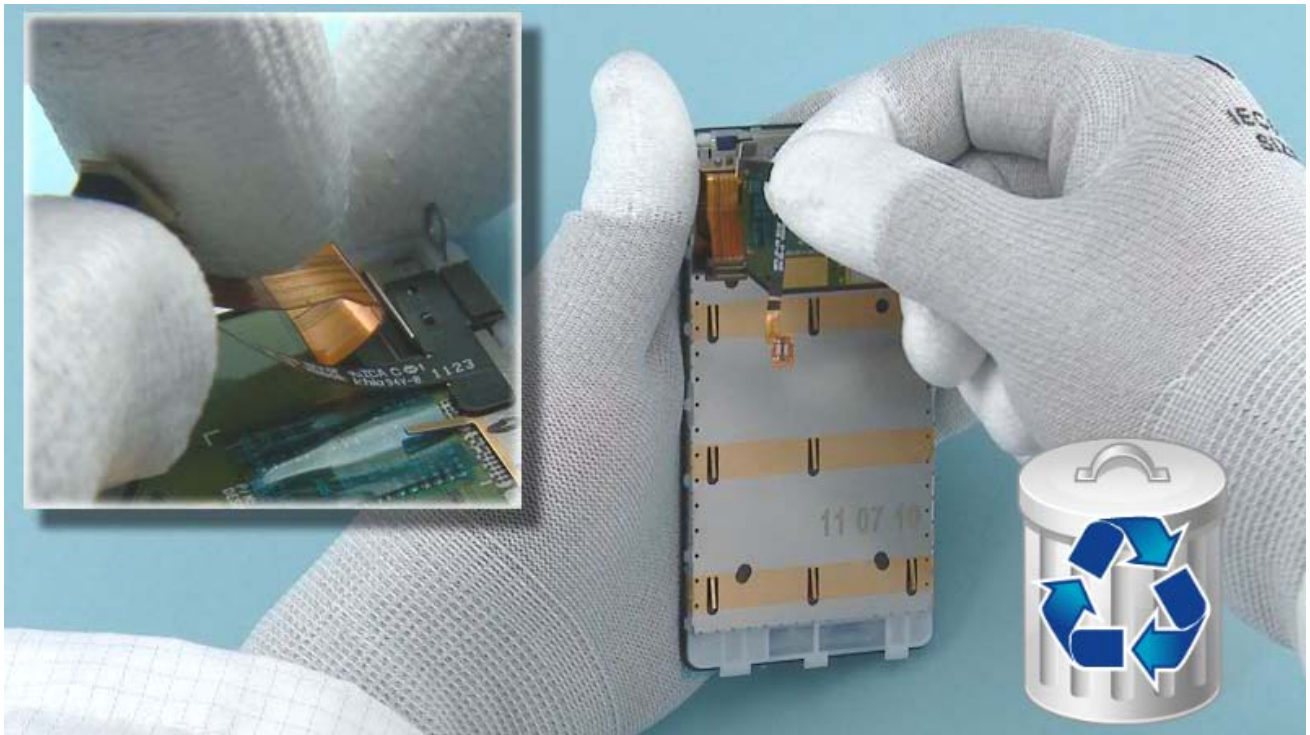
Use the SS-93 to open the DISPLAY connector. While opening the connector, be careful not to damage it or nearby components.



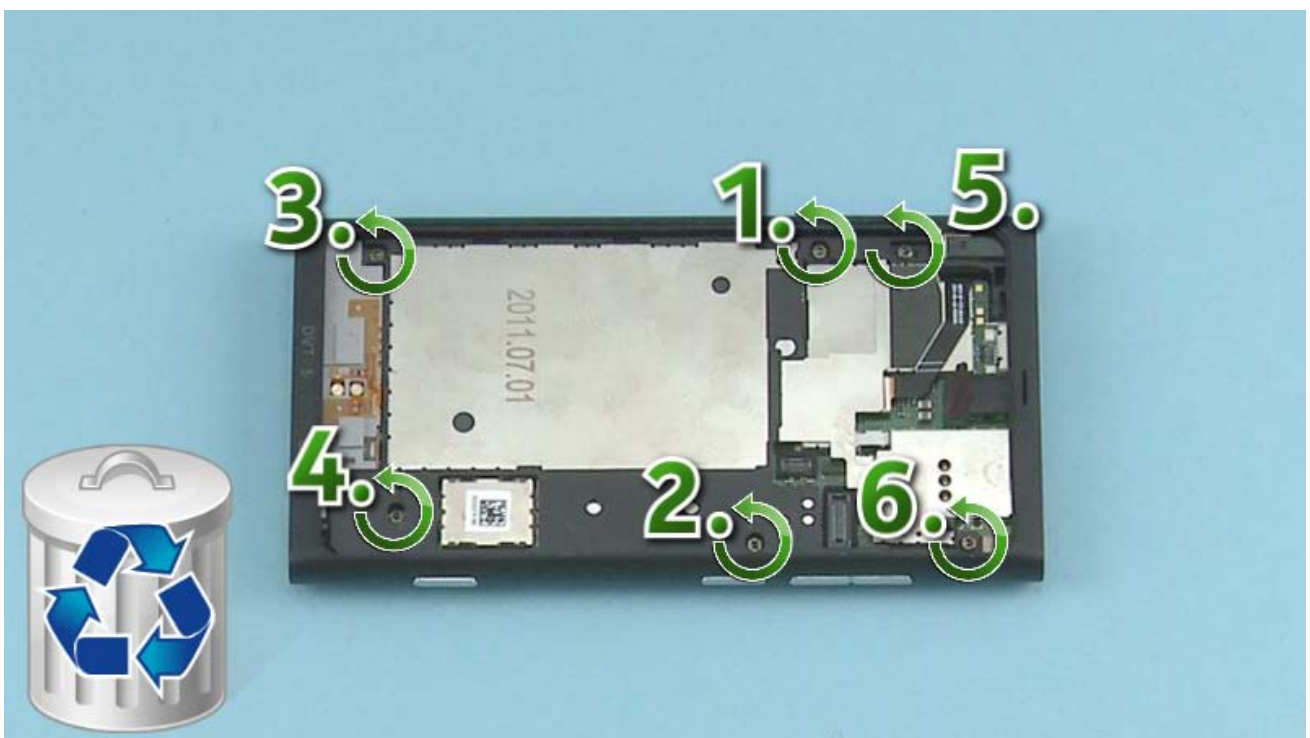
Use the sharp end of the SS-93 to open the PROXIMITY connector. While opening the connector, be careful not to damage it or nearby components.



The WINDOW FRAME can now be separated.



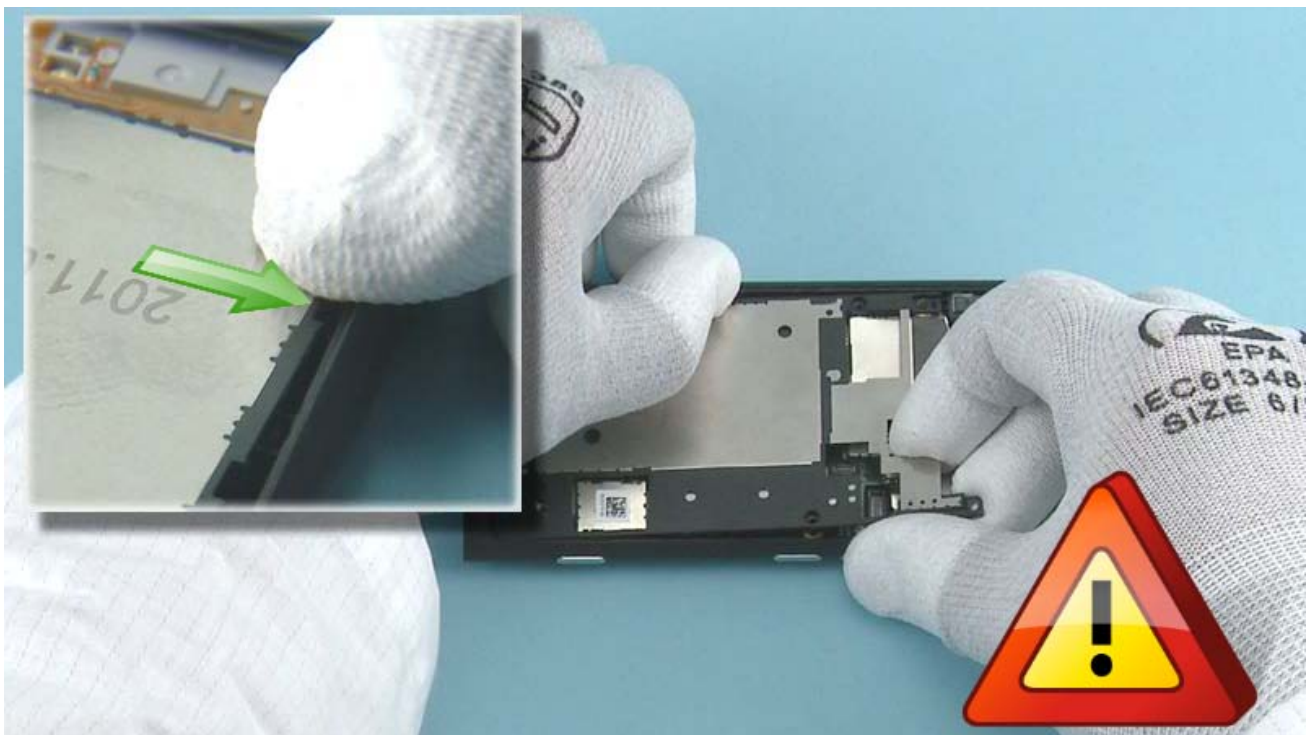
Remove the PROXIMITY flex by pulling it with fingers. Do not use it again. Discard it.



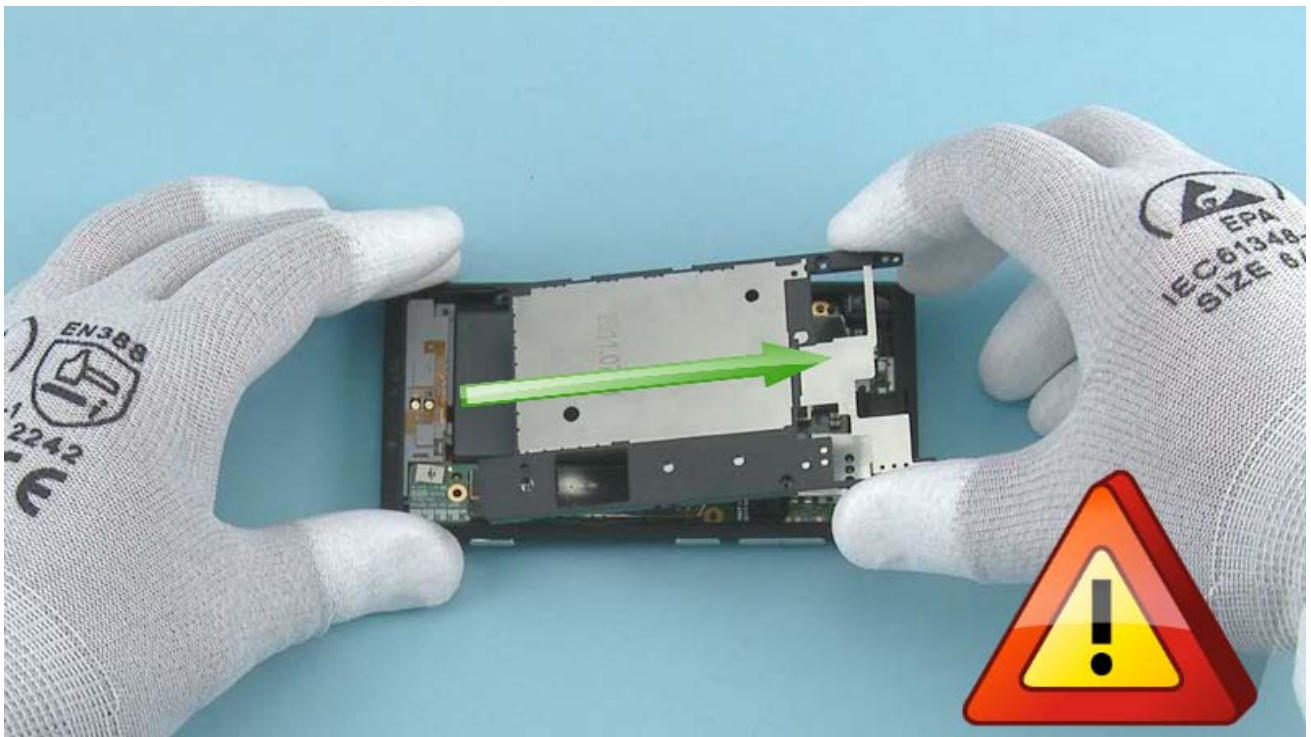
Unscrew the six Torx+ size 5 screws in the order shown. Do not use them again. Discard them.



Lift the CHASSIS up from the shown place. While removing the CHASSIS, be careful not to bend it.



Carefully pull the BODY ASSEMBLY to the direction shown to release the left side of the CHASSIS.



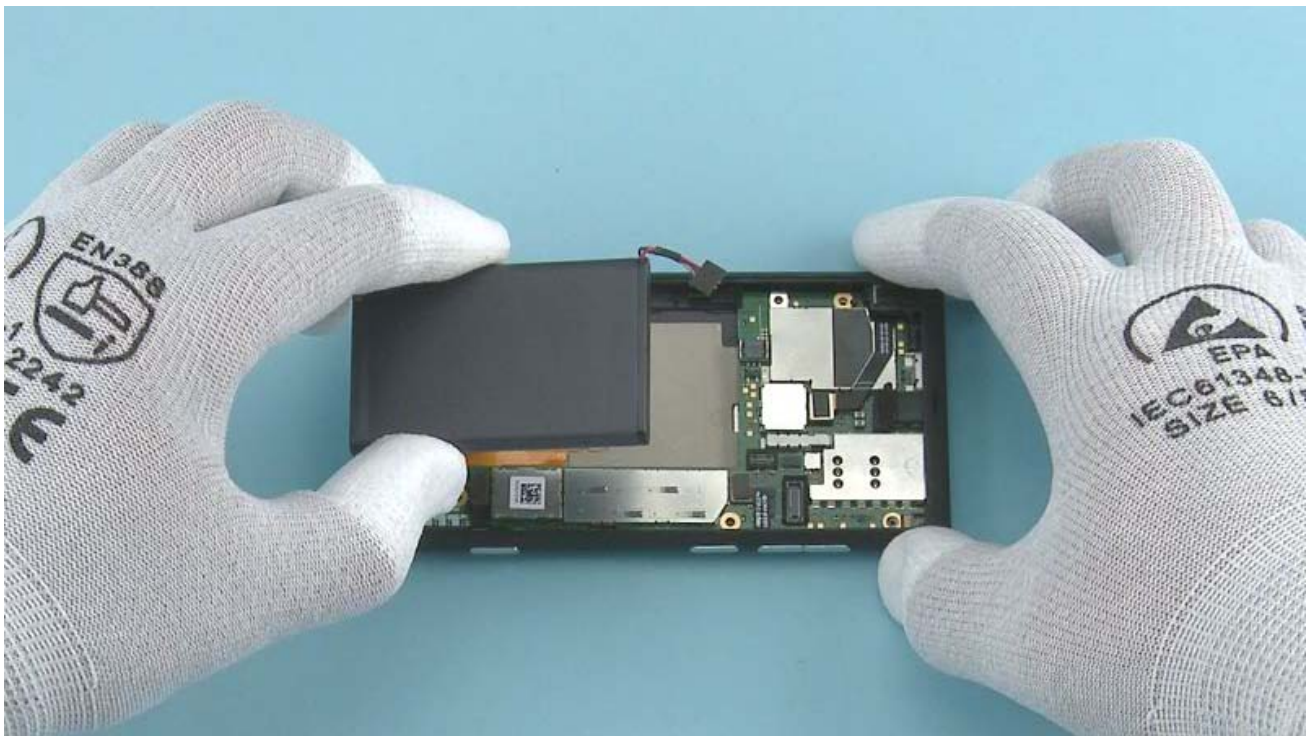
Pull the CHASSIS to the direction shown to remove it.



Lift up the BATTERY from the battery compartment.



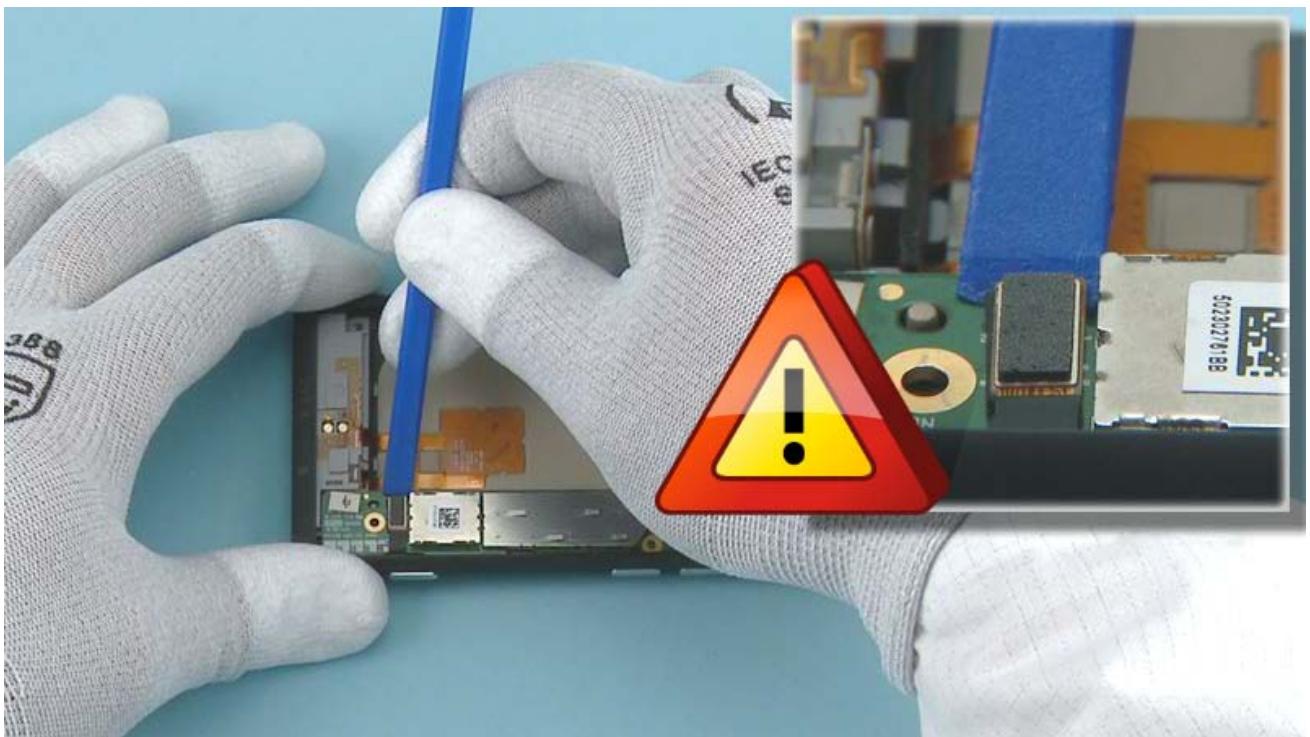
Use the SS-93 to open the BATTERY connector. Be careful not to damage the BATTERY connector or the components nearby.



The BATTERY can now be separated.



Remove the BATTERY SPONGE with tweezers. Do not use it again. Discard it.



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



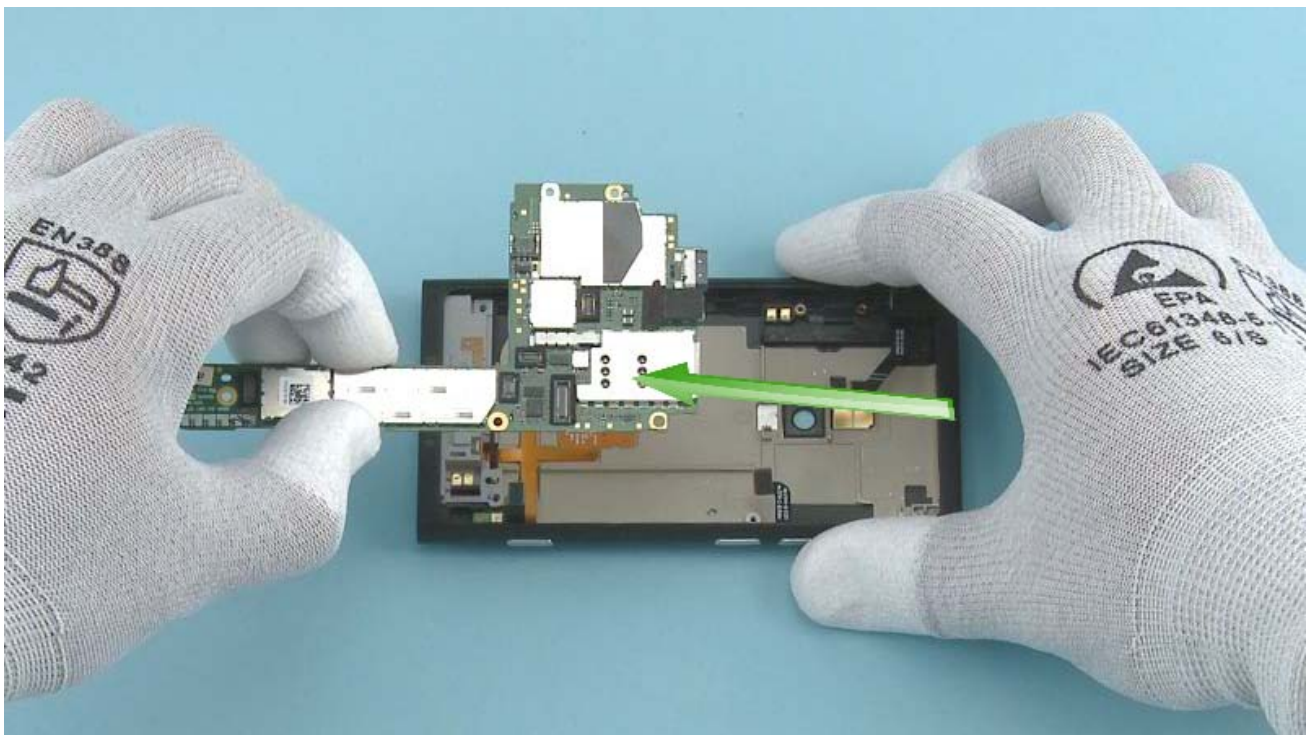
Open the shown connector with the SS-93. Be careful not to damage the connector or any nearby components.



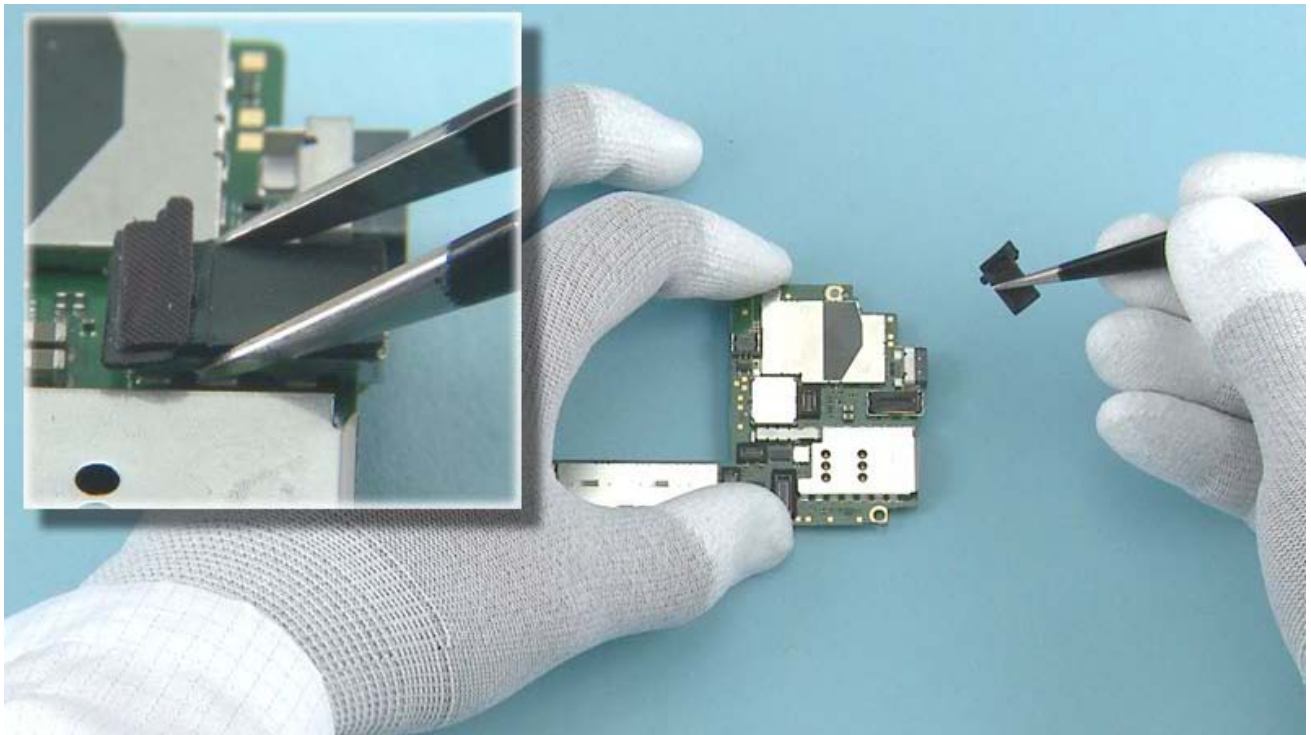
Open the shown connector with the SS-93. Be careful not to damage the connector or any nearby components.



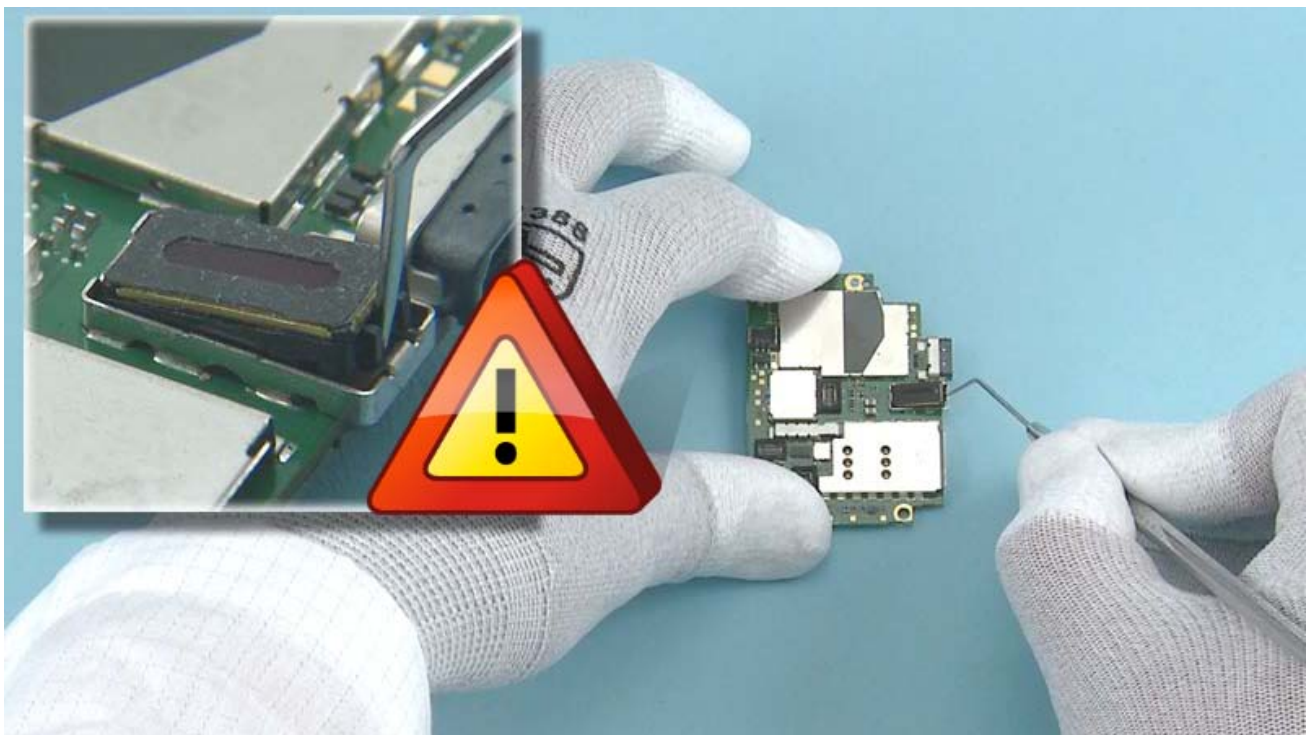
Lift up the ENGINE BOARD from the bottom end.



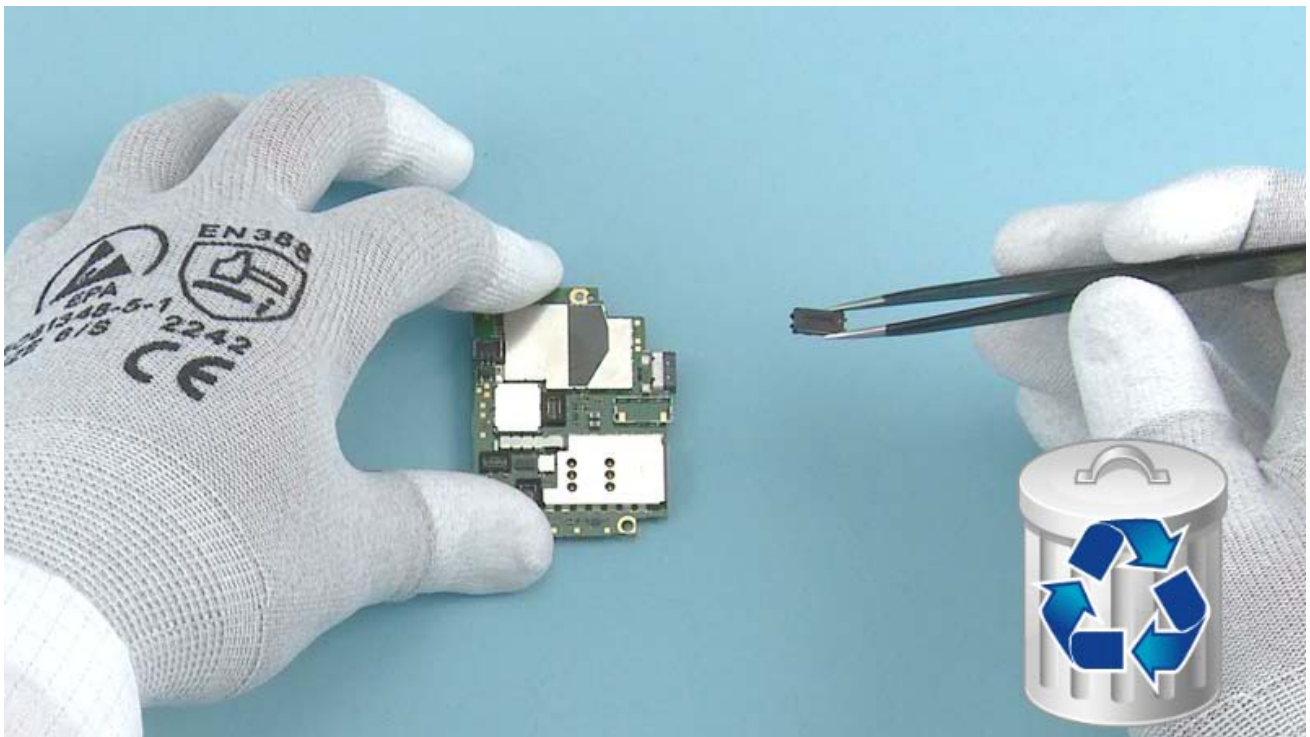
Carefully pull out and remove the BODY ASSEMBLY.



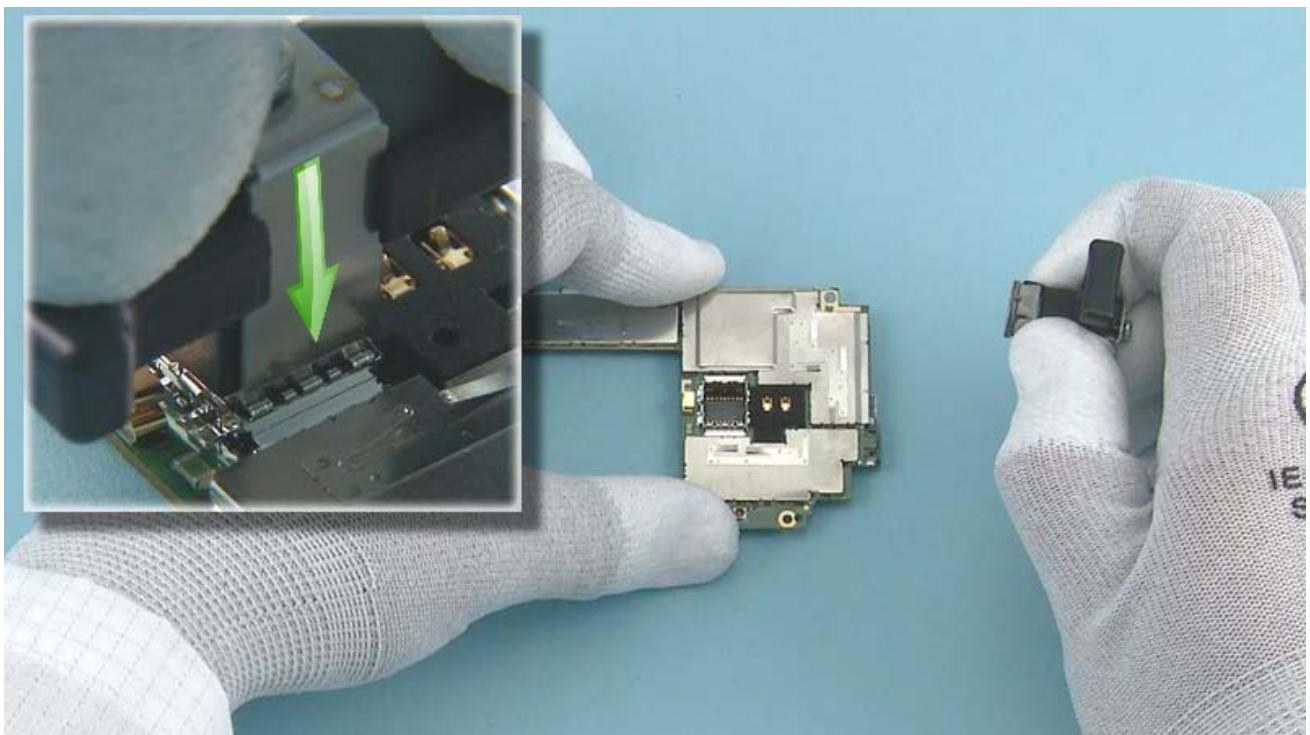
Remove the EARPIECE BOOT with tweezers.



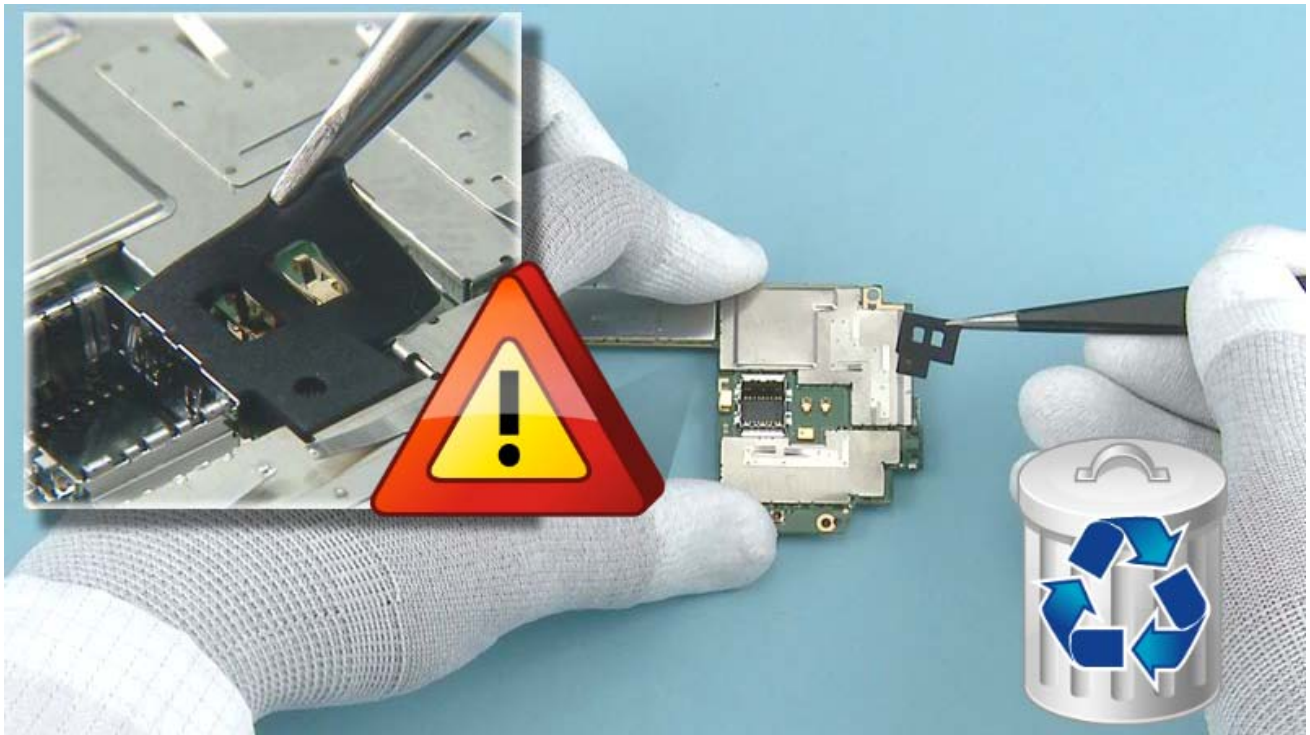
Release the EARPIECE with the dental tool. Be careful not to injure yourself or the ENGINE BOARD with the sharp end of the dental tool.



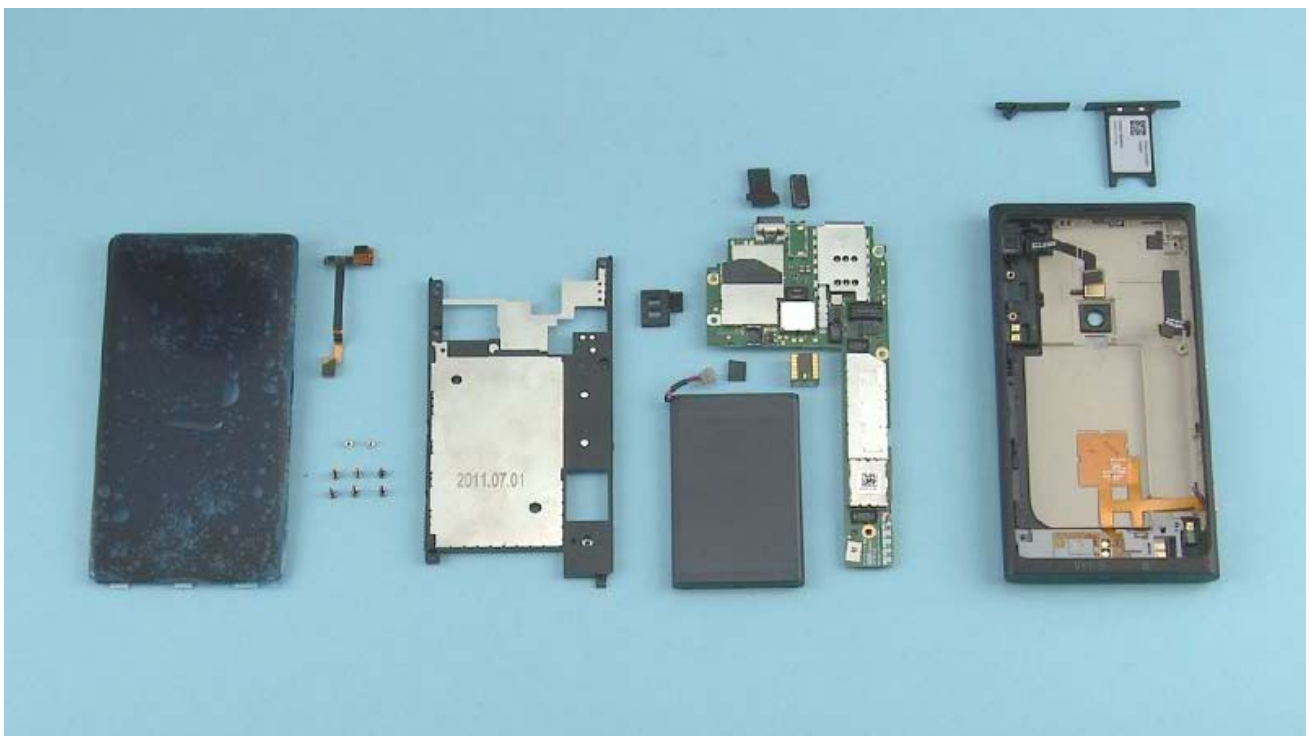
Remove the EARPIECE with tweezers. Do not use it again. Discard it.



Place the SS-210 on top of the CAMERA and push down the metal sheets to unlock the camera retaining clips. Lift up and remove the CAMERA.



Use tweezers to remove the FLASH BOOT. Be careful not to damage the ENGINE BOARD or the two pins while removing the FLASH BOOT. Do not use the FLASH BOOT again. Discard it.

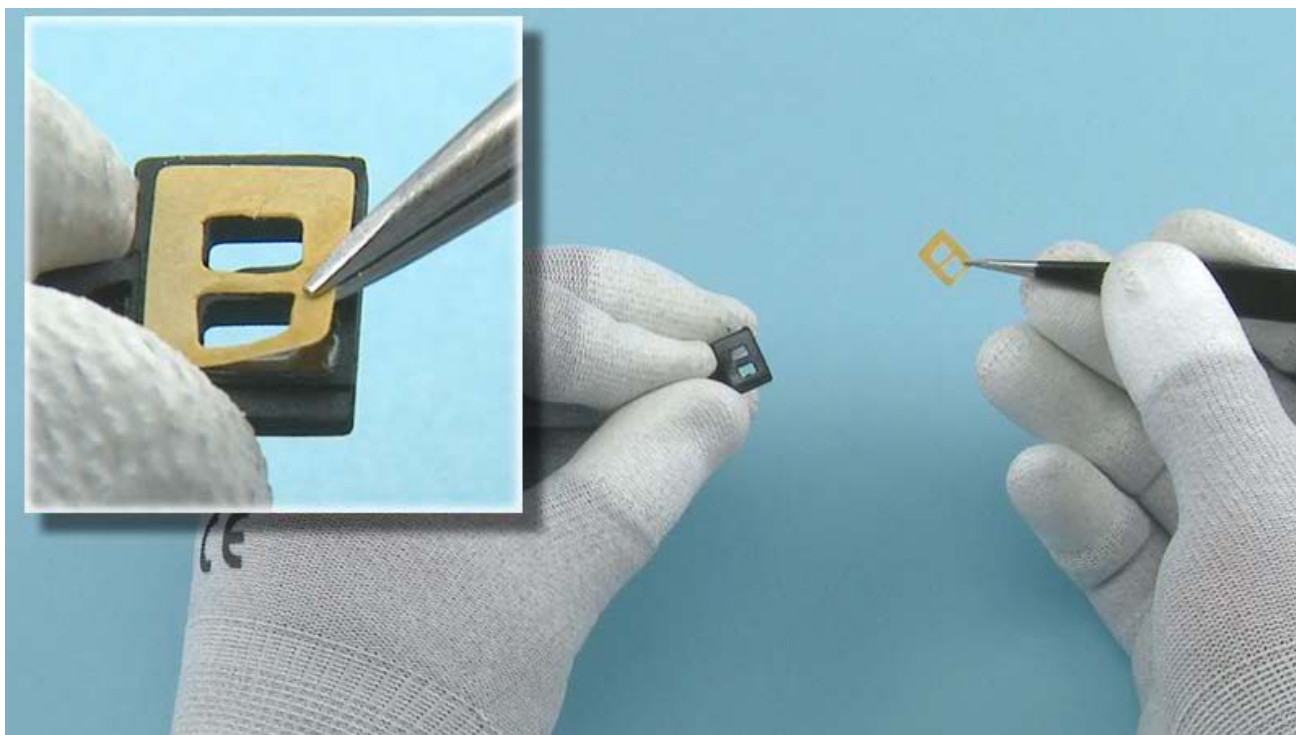


The Nokia Lumia 800 disassembly procedure is complete.

-END OF DISASSEMBLY-



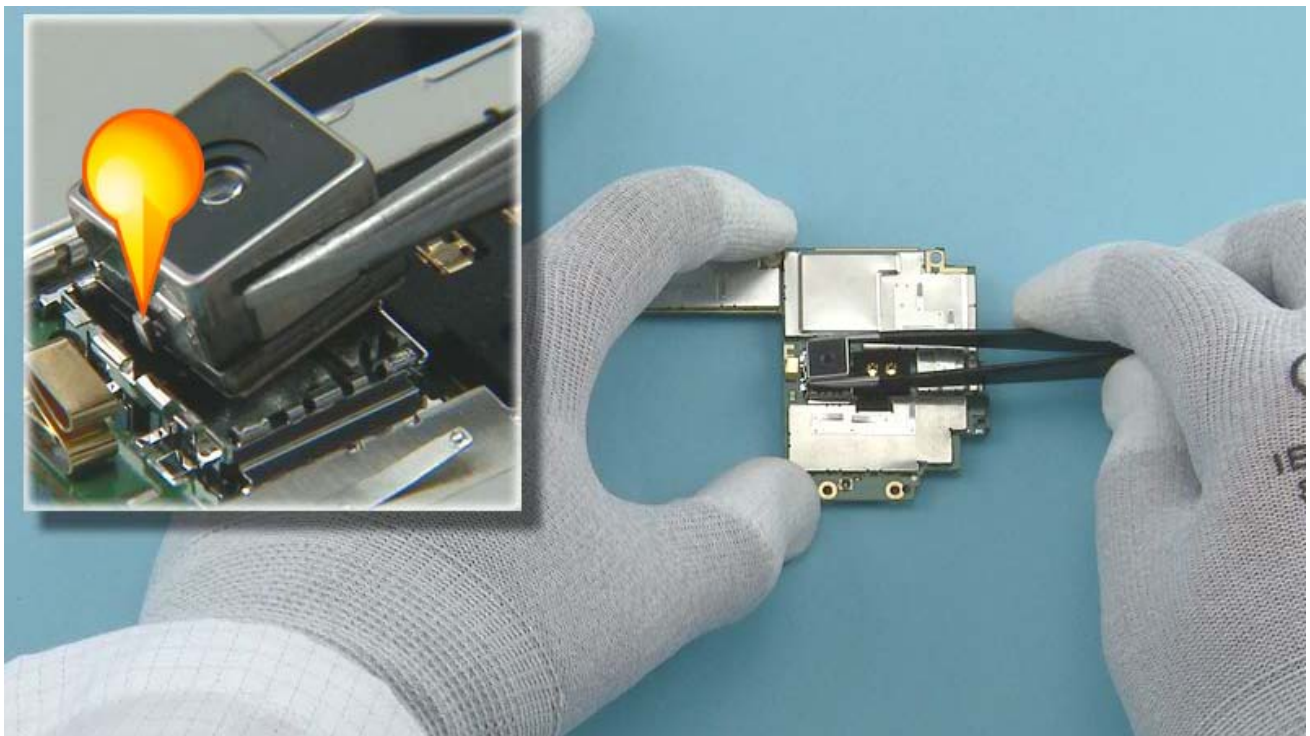
For assembling you need the Nokia Standard Toolkit version 2.



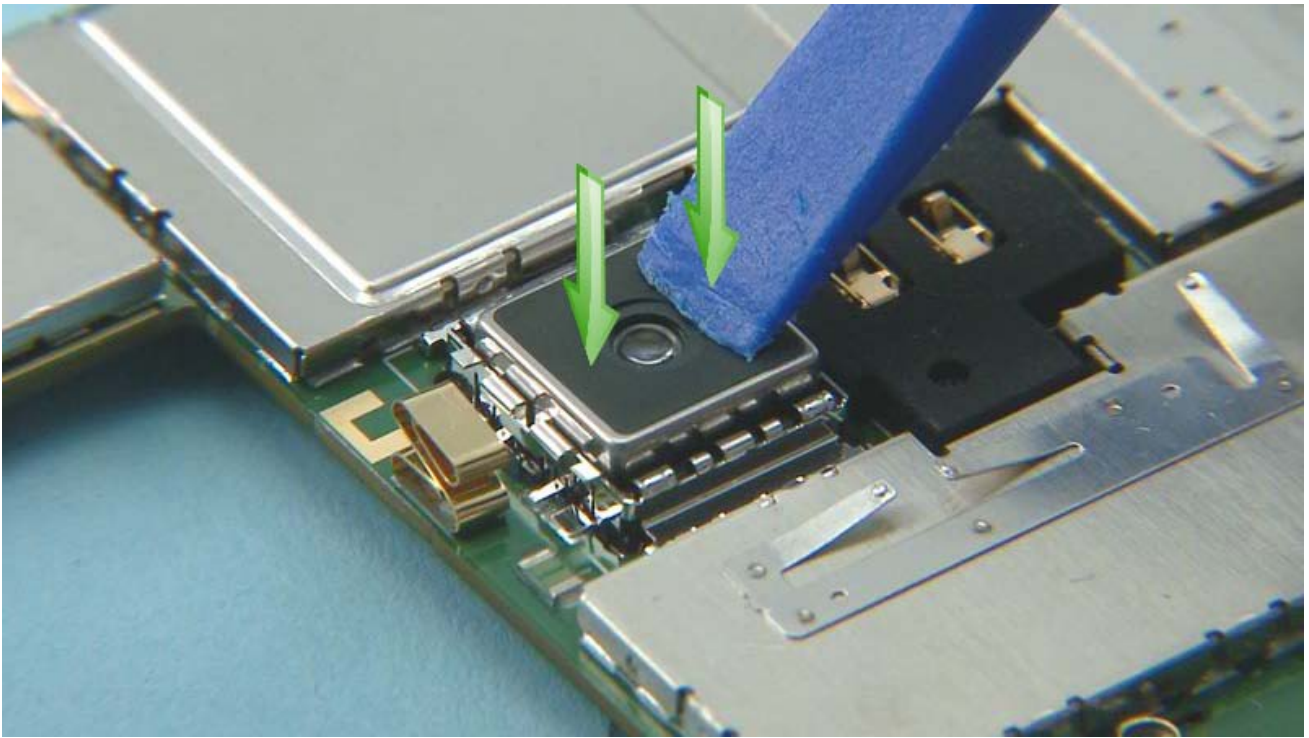
Remove the protective tape from the FLASH BOOT.



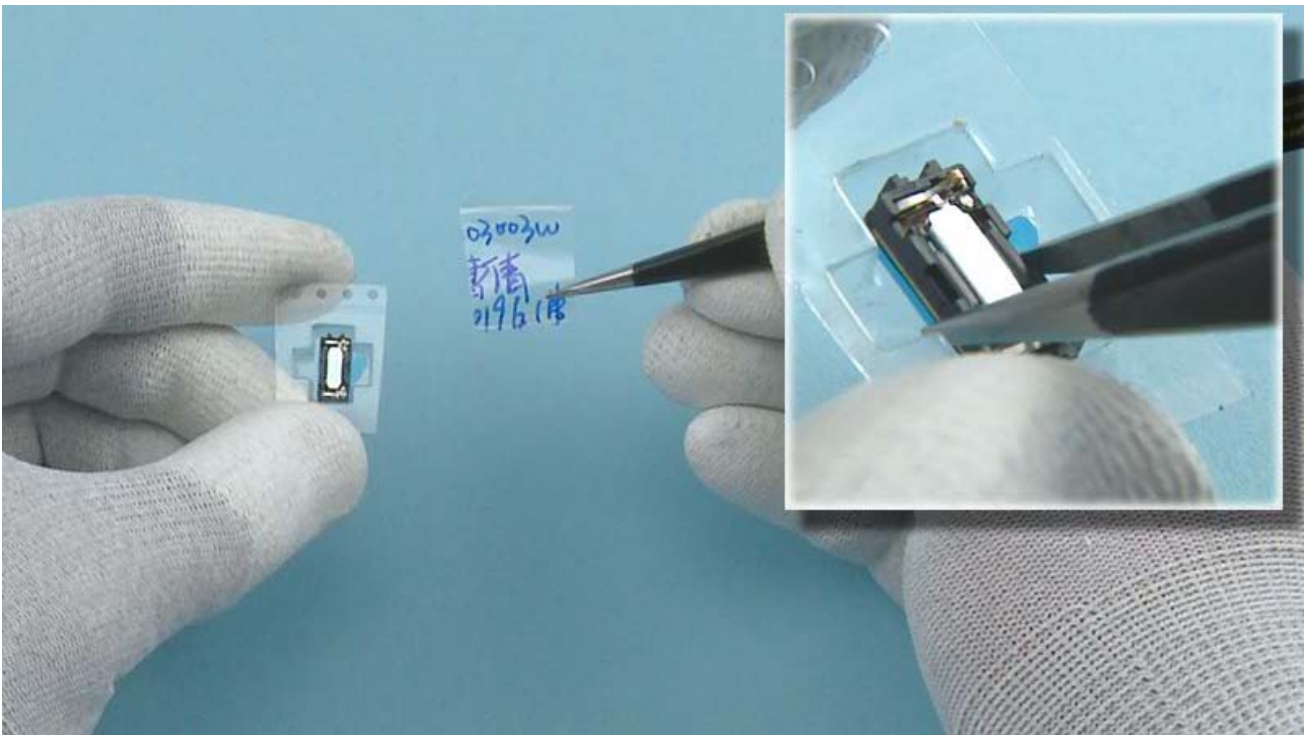
Place the FLASH BOOT as shown to the ENGINE BOARD. Press it gently from the shown places with the SS-93. Be careful not to damage the springs!



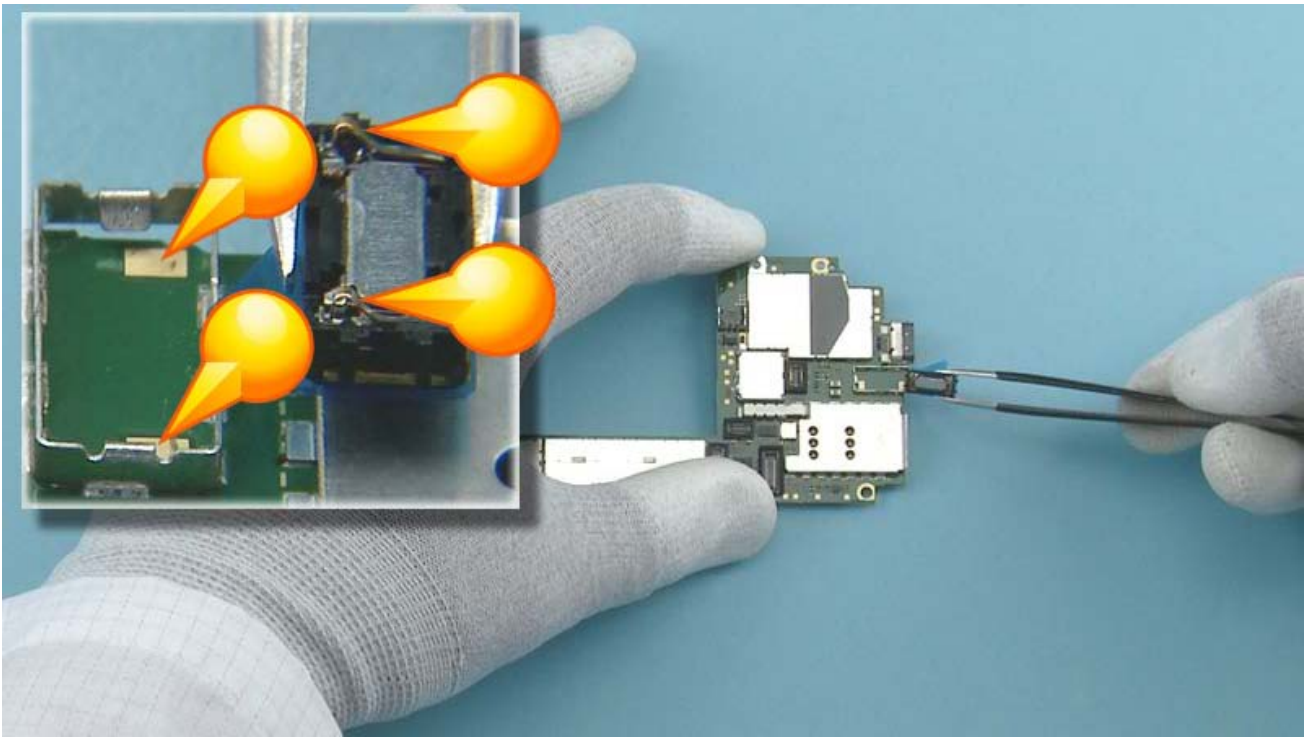
Place the CAMERA so that the guiding pin is aligned correctly.



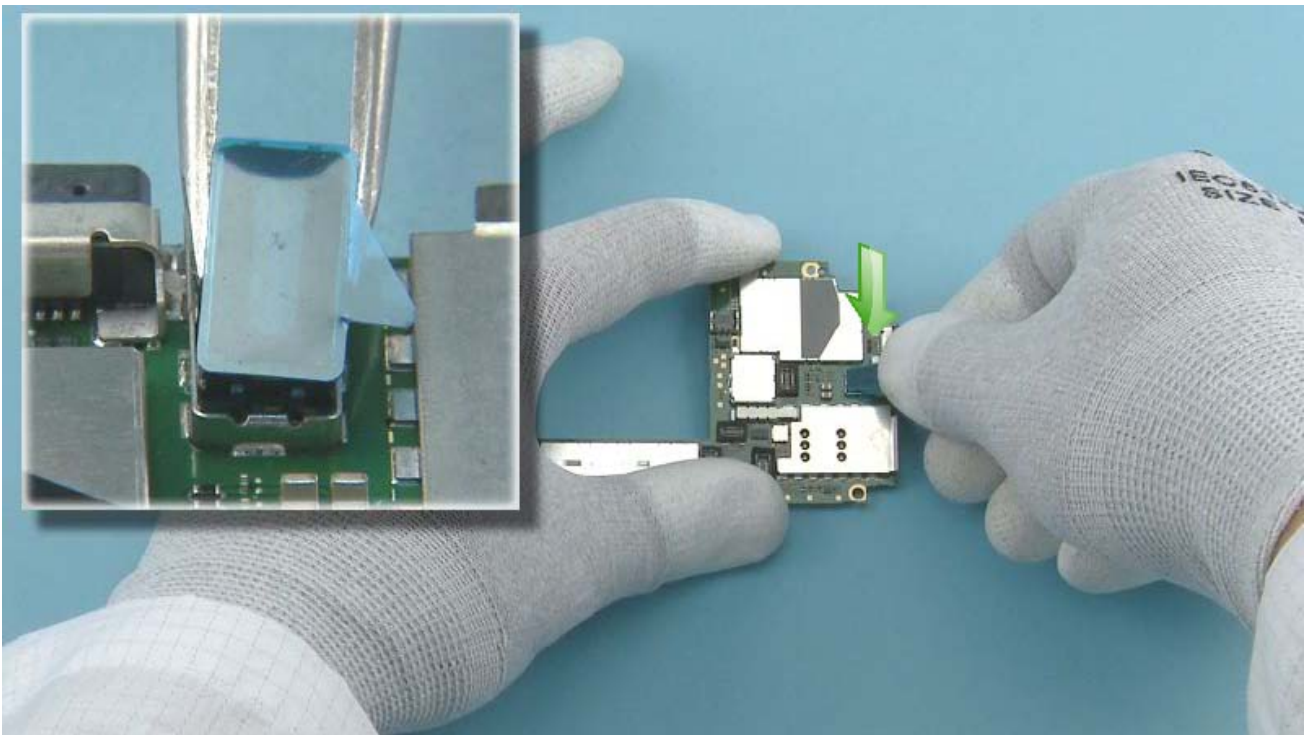
Press the CAMERA to its place gently with the SS-93.



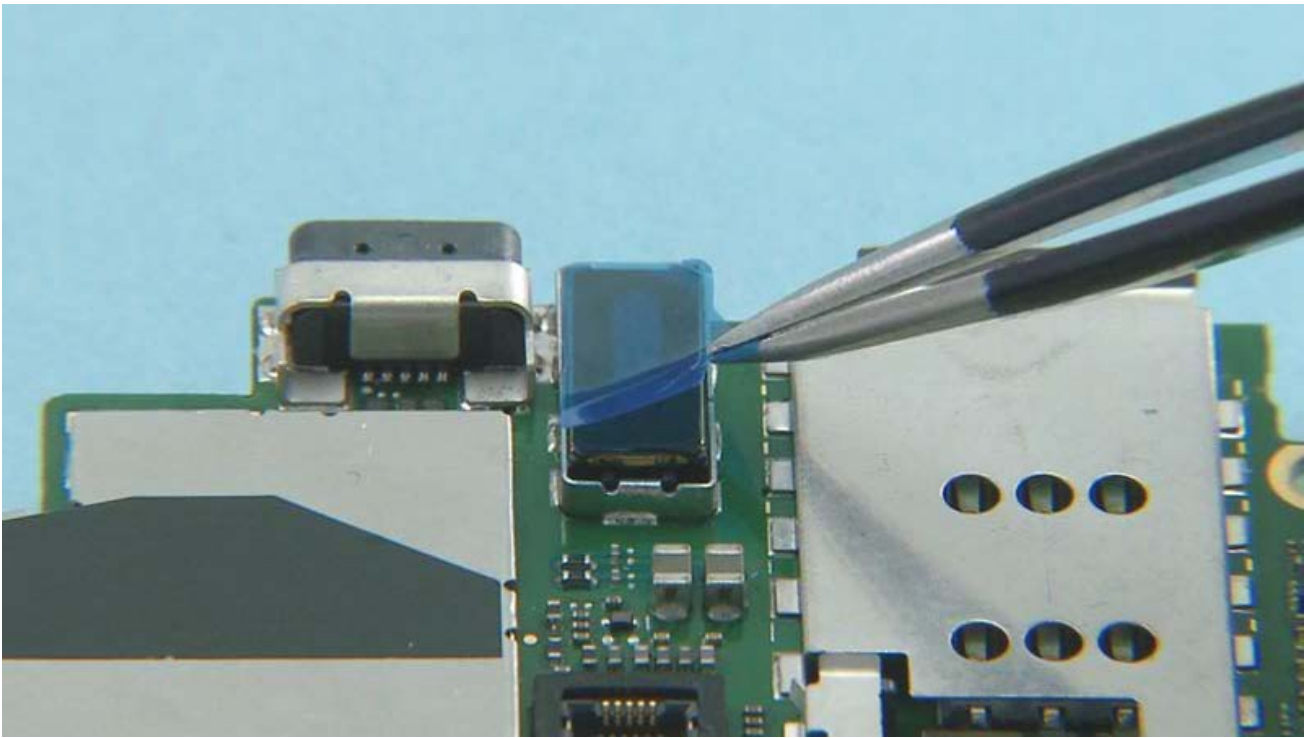
Remove the EARPIECE from its packaging with tweezers.



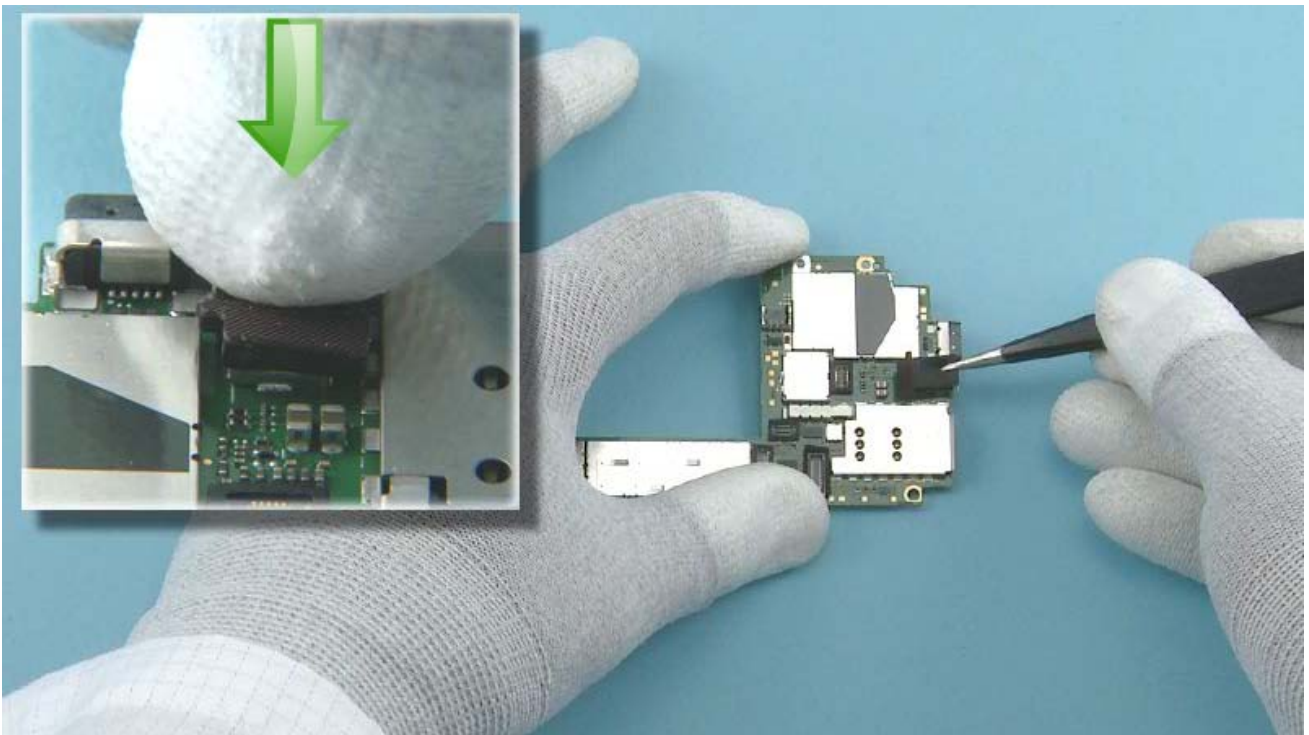
When placing the EARPIECE, check that the pins are aligned correctly.



Place the EARPIECE to its place and gently push to attach it.



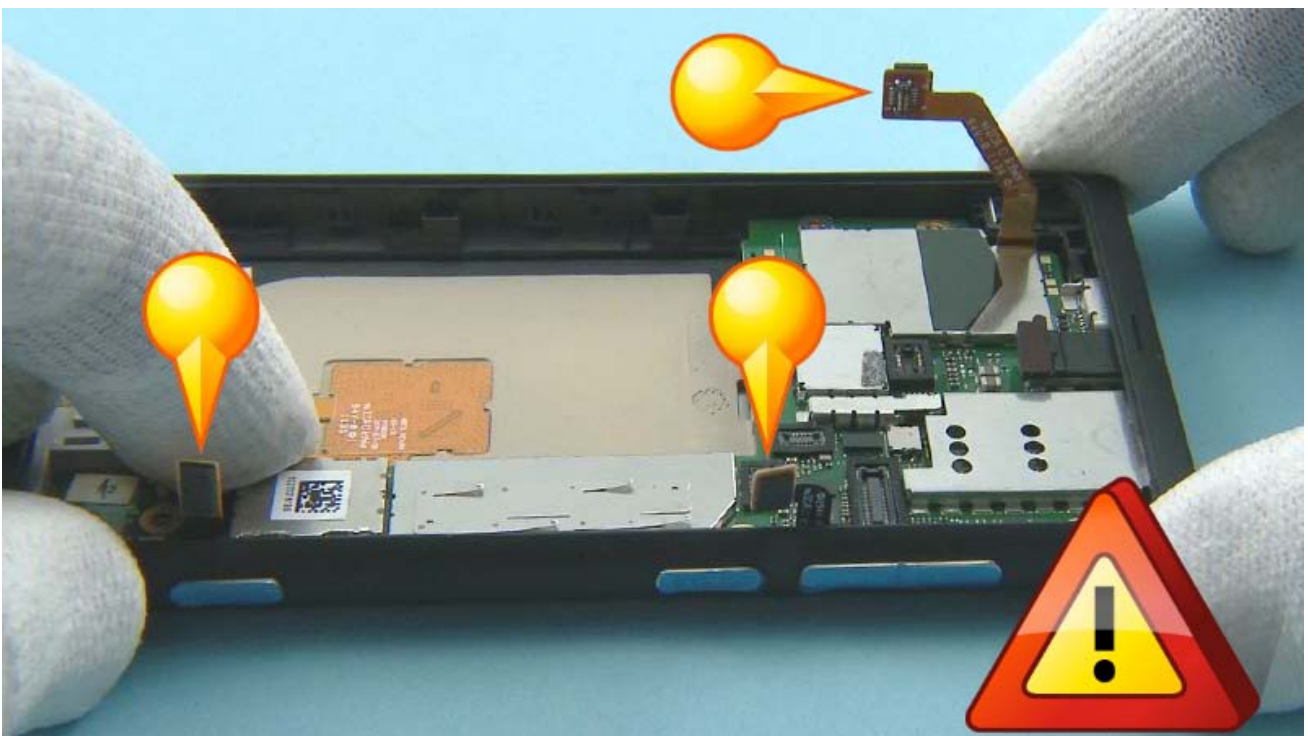
Remove the EARPICEE protective film.



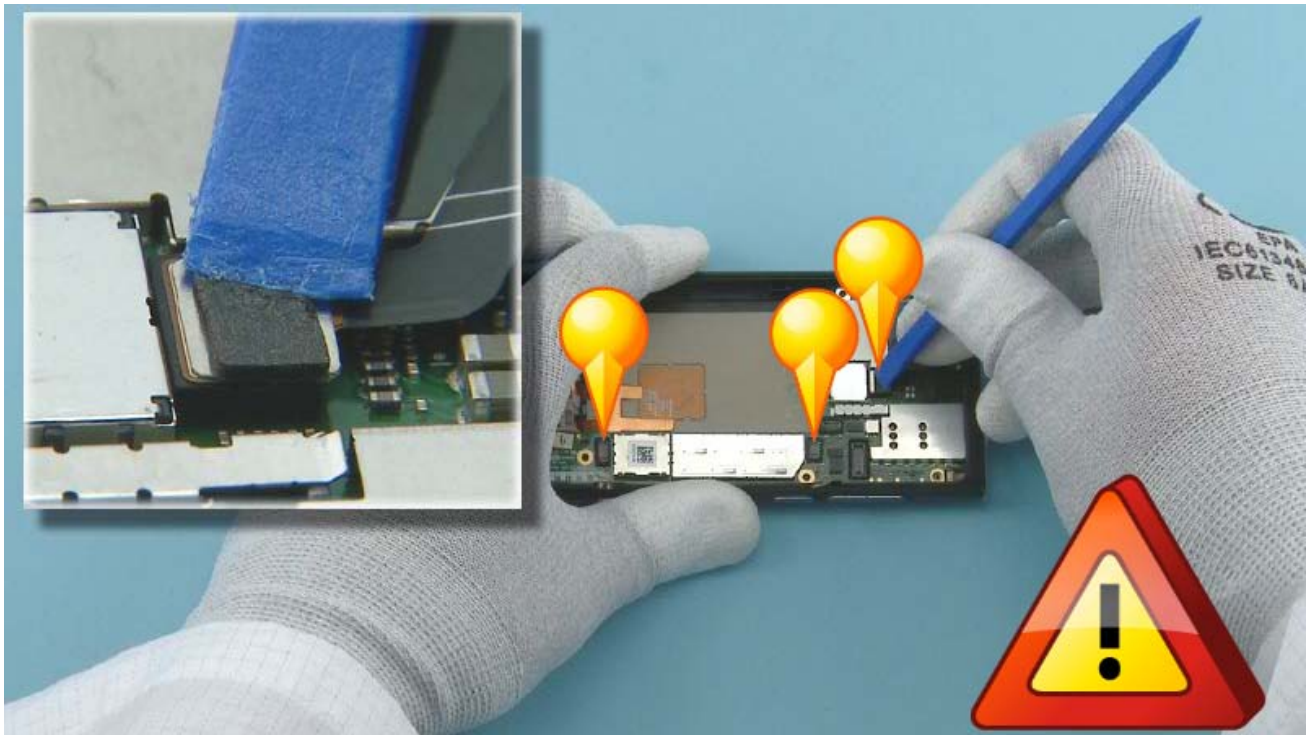
Place the EARPICEE BOOT with tweezers and press it gently to attach it to the EARPICEE.



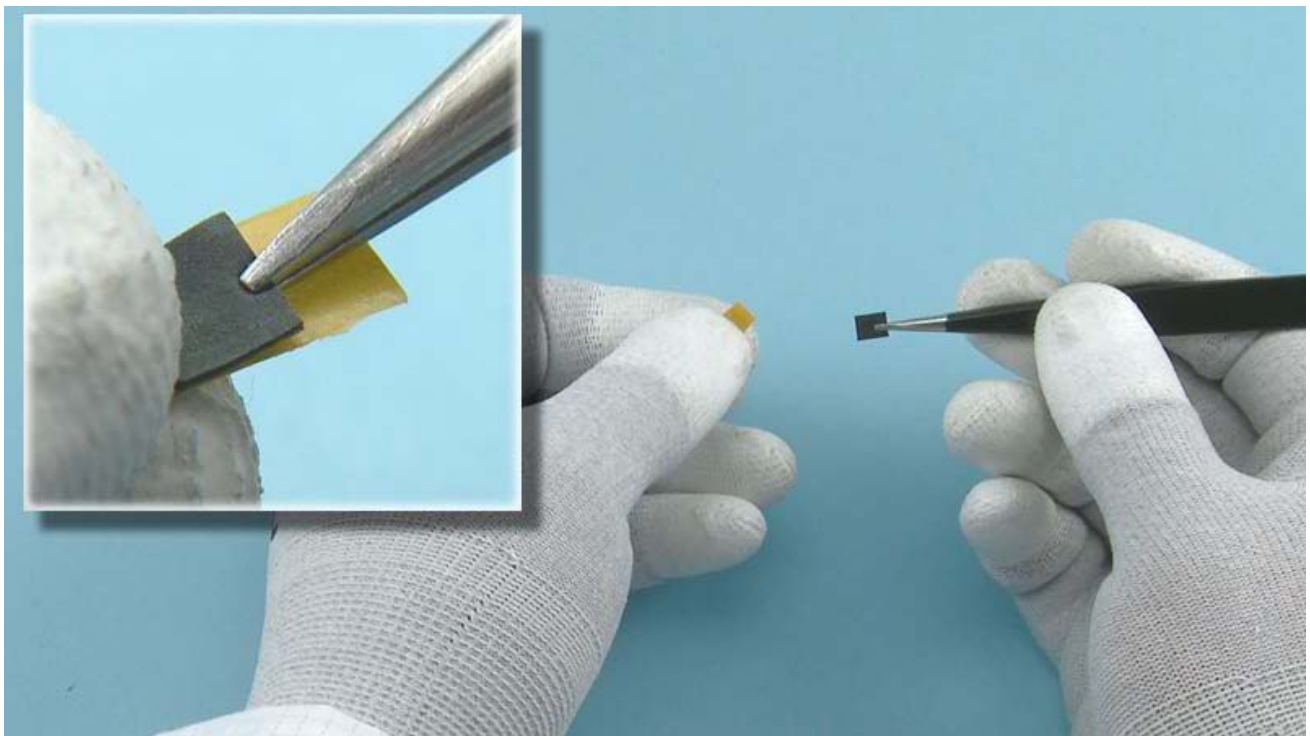
Push in the top part of the ENGINE BOARD to the BODY ASSEMBLY as shown. Check that the USB connector is correctly aligned.



Lower down the bottom end of the ENGINE BOARD. Be careful not to damage the three shown connectors!



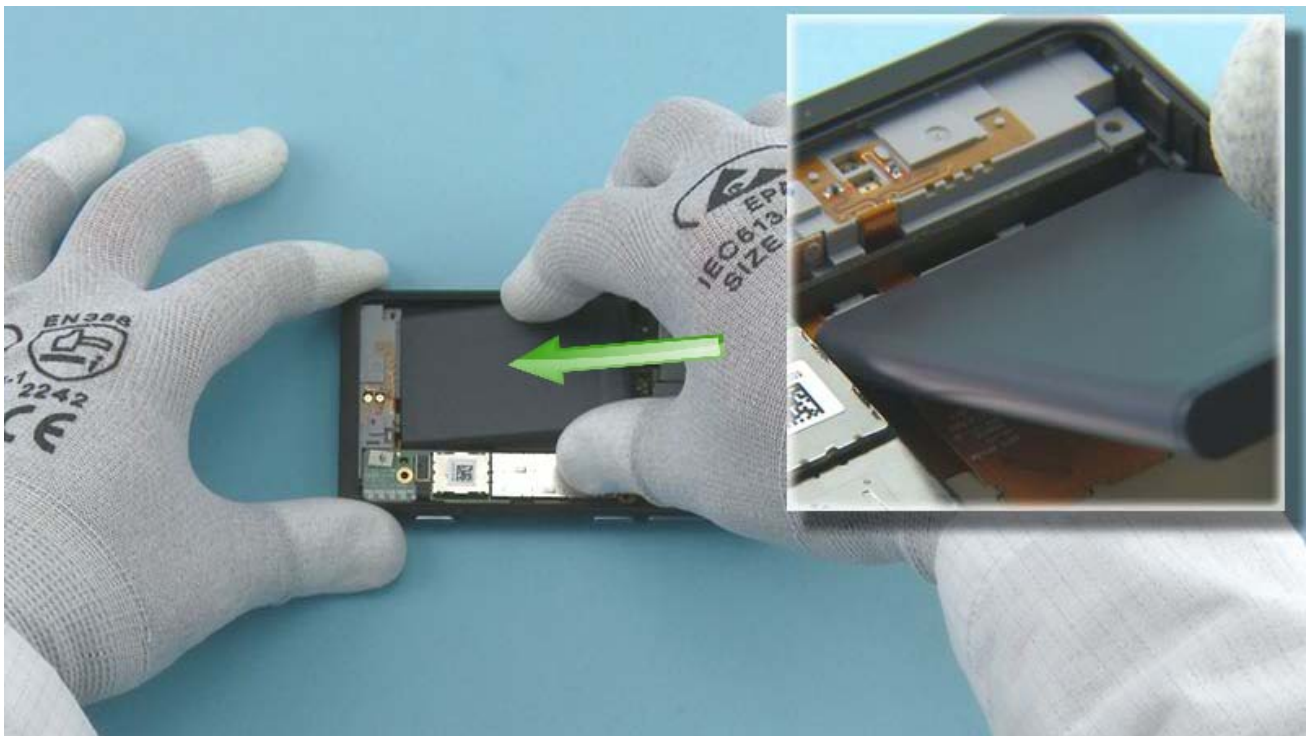
Use the SS-93 to connect the three shown connectors. Be careful not to damage the connectors or any components nearby!



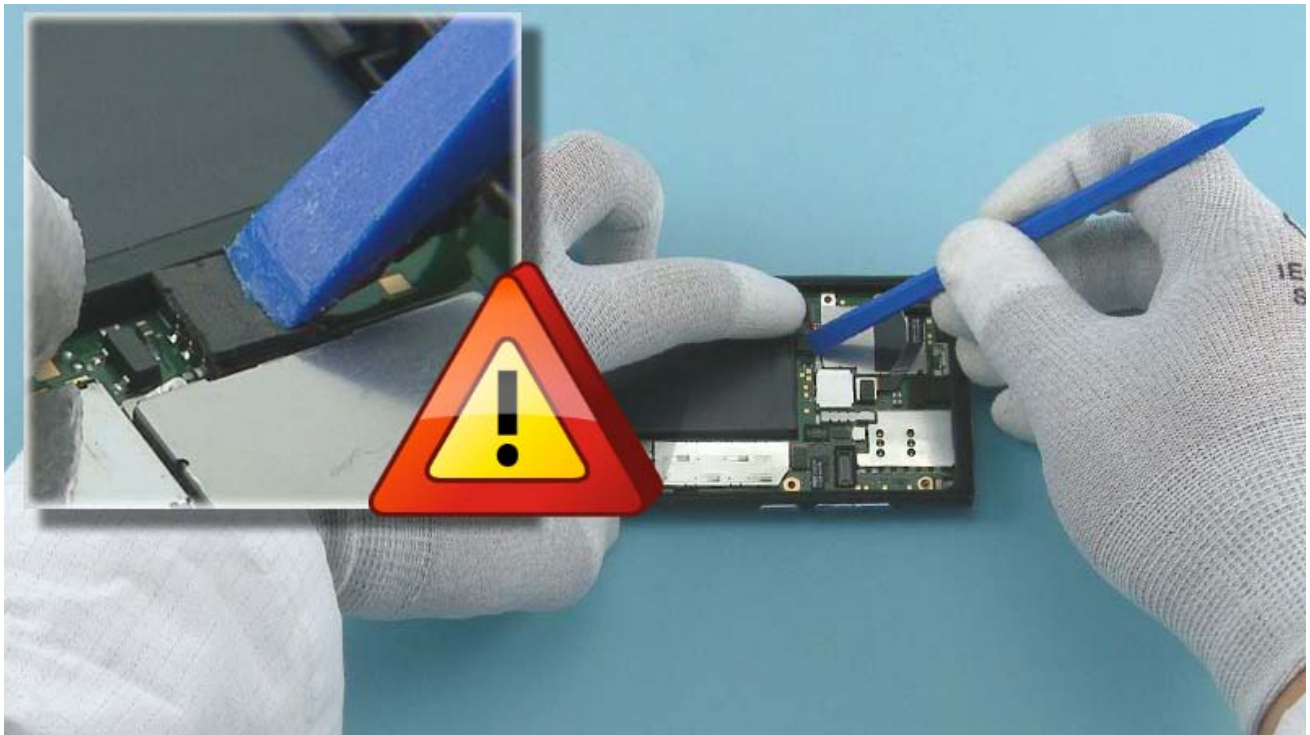
Remove the BATTERY SPONGE protective tape.



Carefully attach the BATTERY SPONGE to the BATTERY connector as shown. Check that the BATTERY SPONGE is aligned correctly.



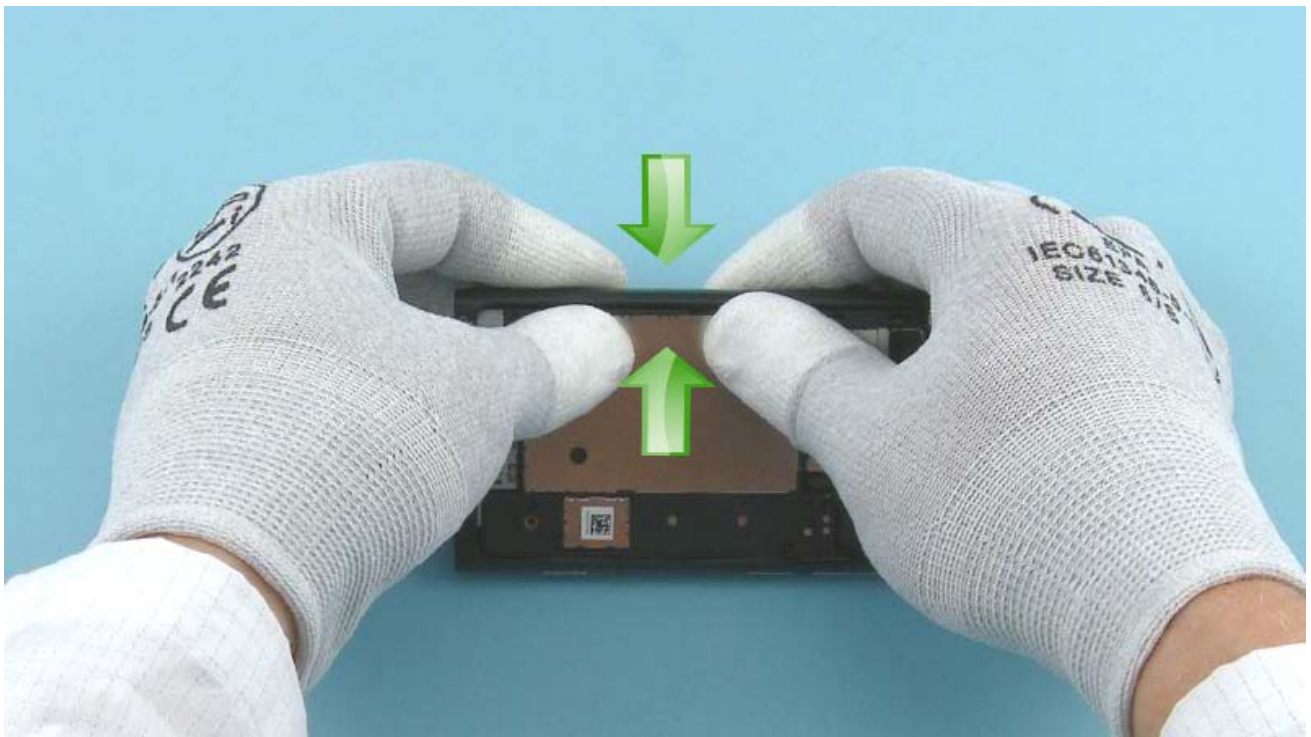
Insert the BATTERY to the battery compartment bottom end first.



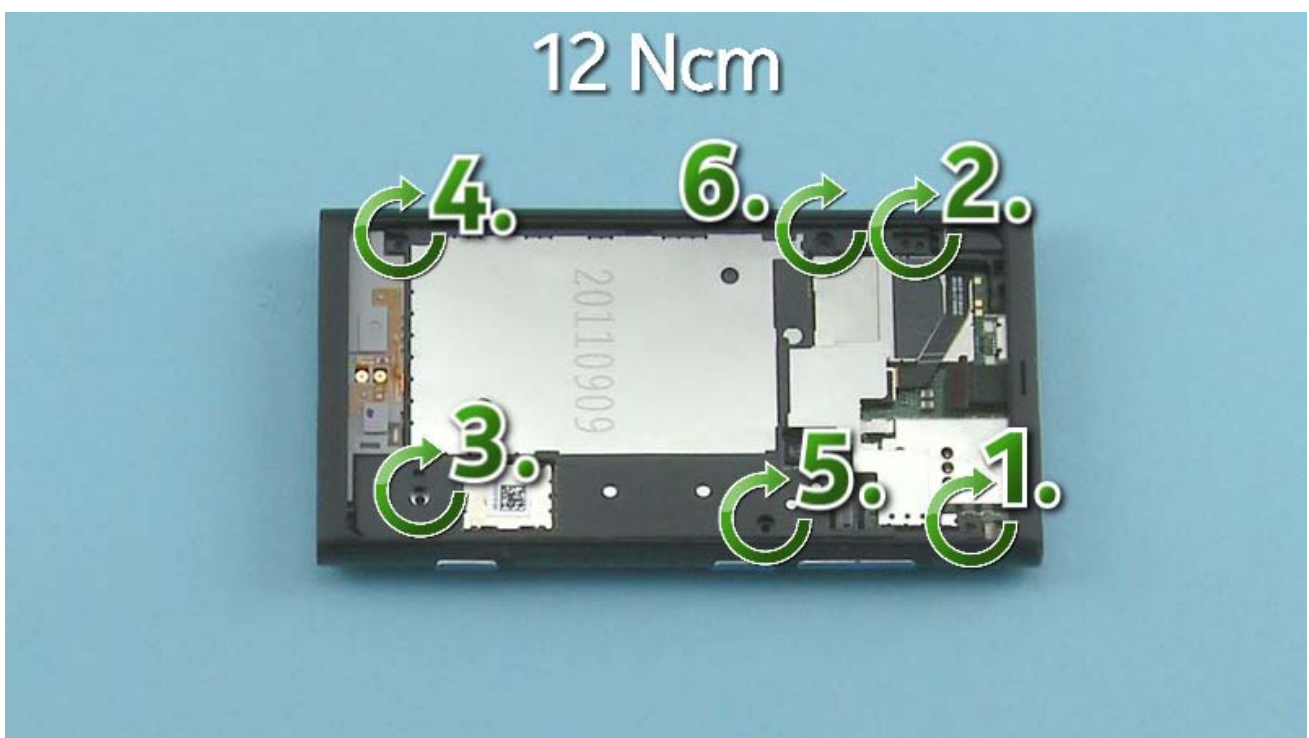
Connect the BATTERY connector with the SS-93. Be careful not to damage the connector or components nearby.



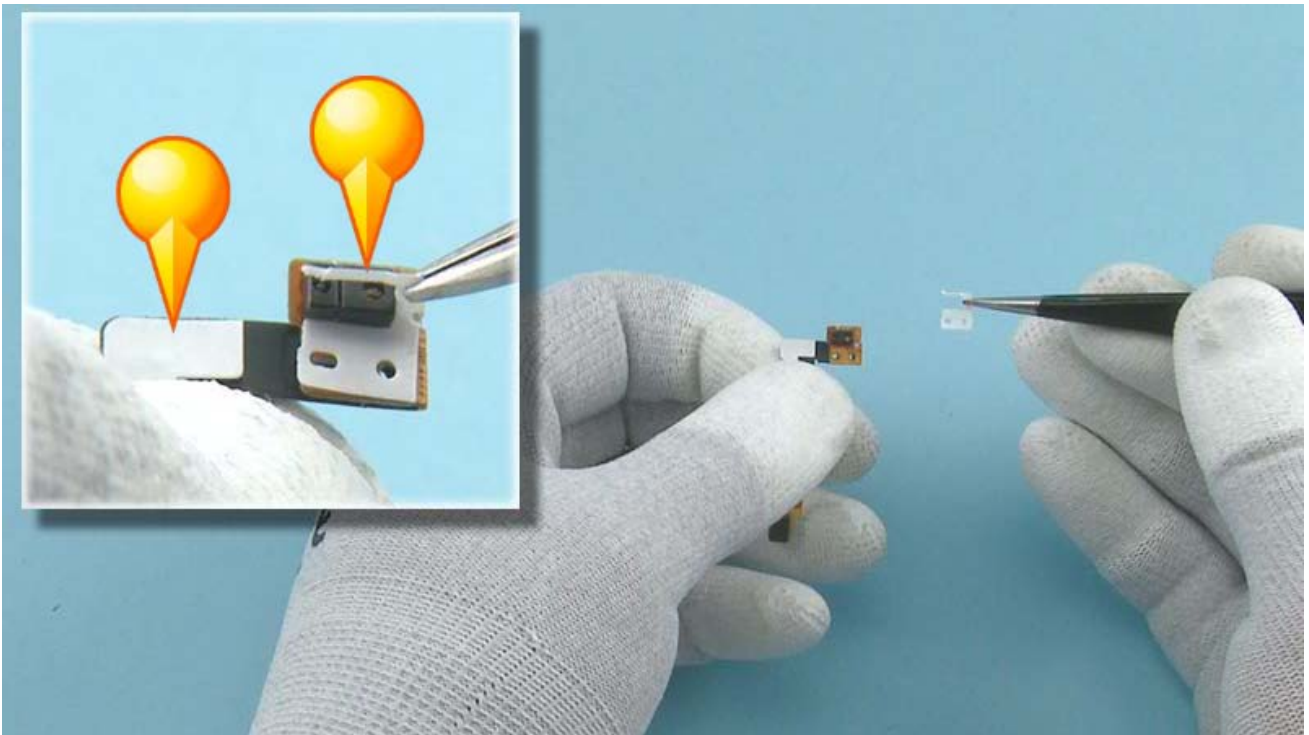
Place the bottom end of the CHASSIS to the BODY ASSEMBLY as shown and lower down the top end of the CHASSIS.



Press the CHASSIS gently so that it snaps to its place.



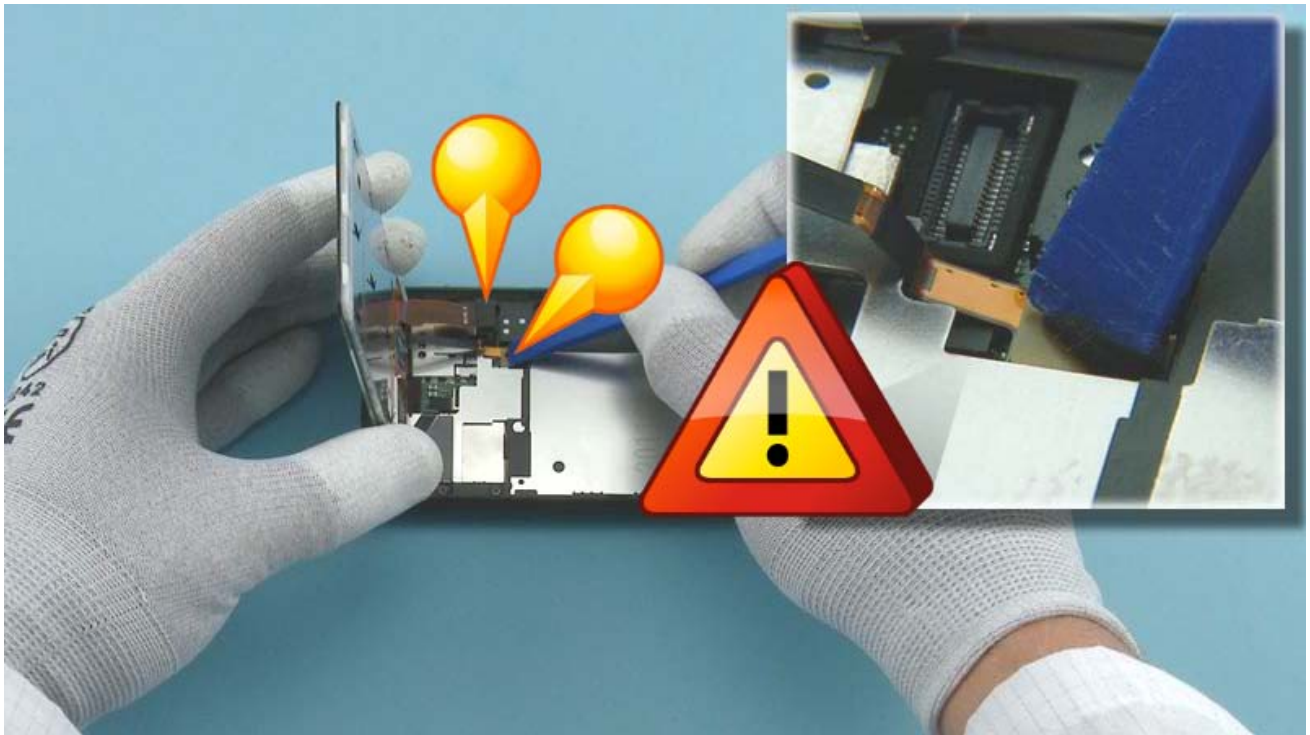
Tighten the six Torx+ size 5 screws to the torque of 12 Ncm in the order shown.



Remove the two PROXIMITY FLEX protective tapes.



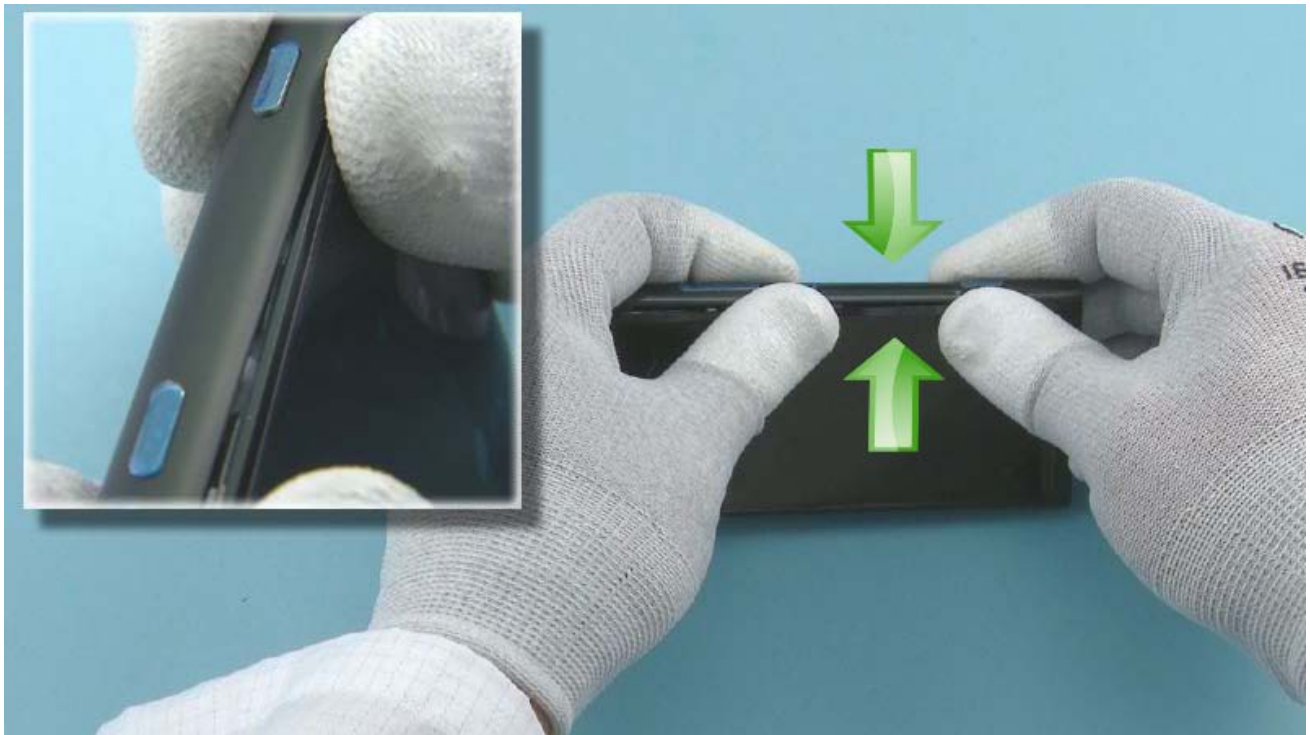
Place the PROXIMITY FLEX as shown. Activate the PROXIMITY FLEX adhesive by pressing from the shown places gently with the SS-93. Be careful not to damage the PROXIMITY FLEX!



Hold the WINDOW FRAME as shown and connect the PROXIMITY connector and the DISPLAY connector with the SS-93. Be careful not to damage the connectors!



Lower down the bottom end of the WINDOW FRAME and push it to the BODY ASSEMBLY as shown.



Press the WINDOW FRAME from all sides to attach it to the BODY ASSEMBLY. Start from the right side of the device.



Remove the protective film from the top end of the device.



Tighten the two Torx+ size 5 screws to the torque of 9 Ncm in the order shown.



Push the USB DOOR into its place. Hold the USB DOOR firmly when pushing it in, so that it does not bend.



Push the SIM DOOR in and close the USB DOOR.



Remove the DISPLAY protective film.



Remove the protective film from the volume keys, the power key and from the camera key.



Remove the BODY ASSEMBLY protective film.



Remove the CAMERA protective film.



The Nokia Lumia 800 assembly procedure is complete.

-END OF ASSEMBLY-



CA-101 Service cable



AC-16 Travel charger



SS-210 Camera removal tool

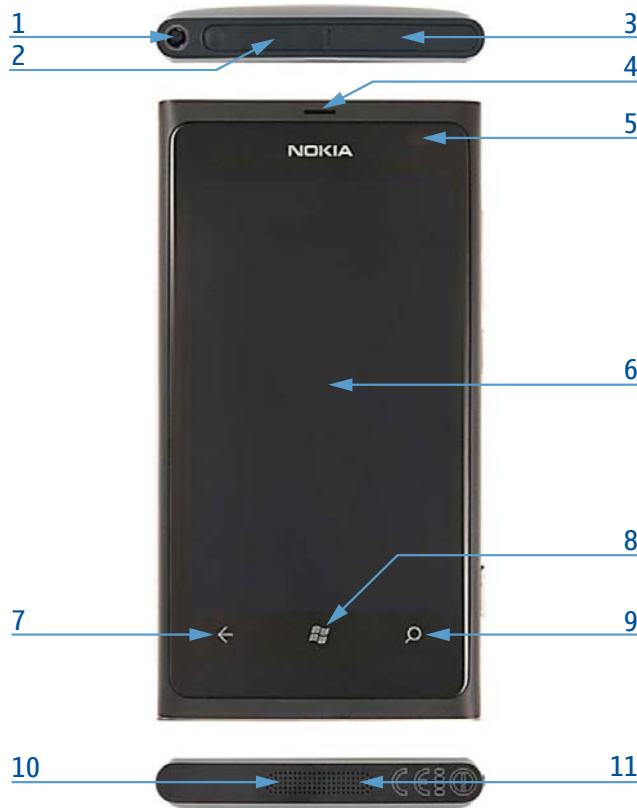


SS-282 Unibody opening tool



Nokia Standard Toolkit (v2)

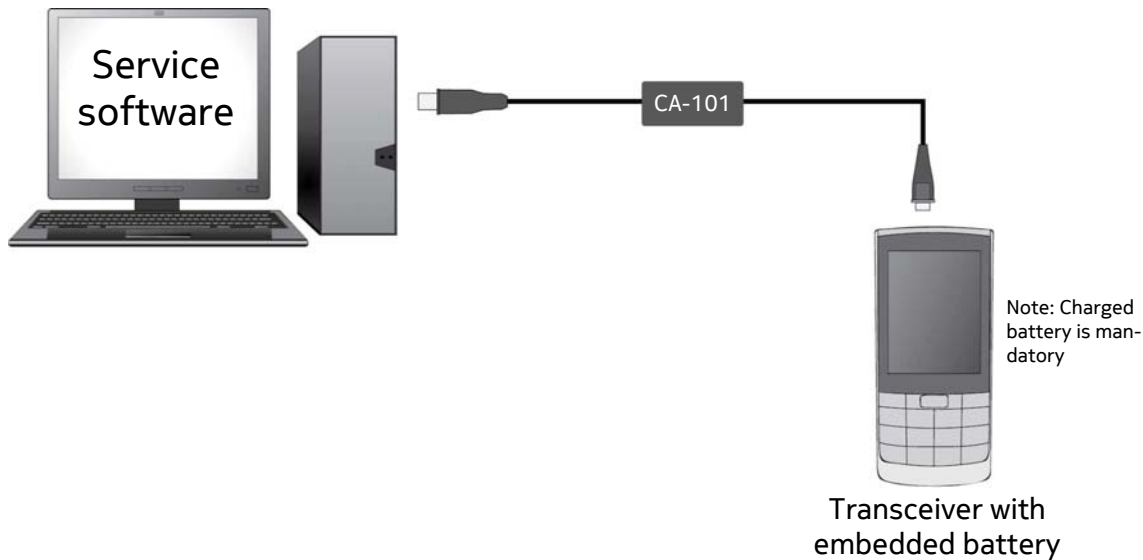
For more information, refer to the Service Bulletin (SB-011) on Nokia Online. Supplier or manufacturer contacts for tool re-order can be found in "Recommended service equipment" document on Nokia Online.



- 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:

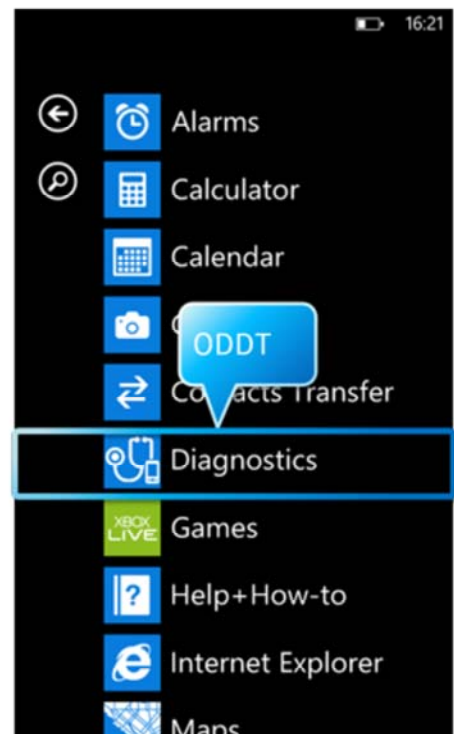
1. Enter ##634# on the on-screen keypad
2. Diagnostics app appears in Apps list

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.

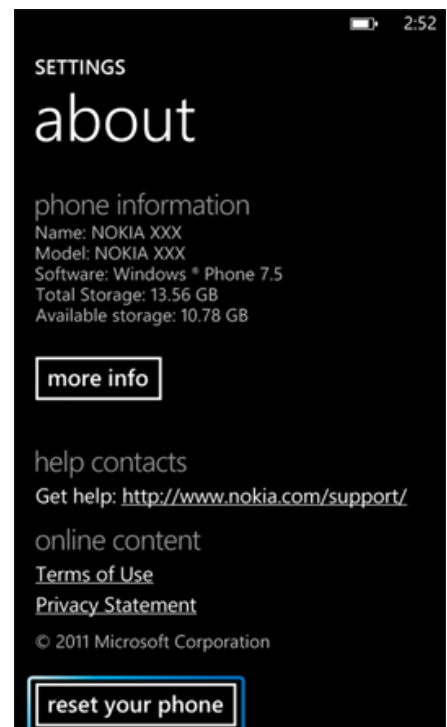


Software / operating system (OS) reset

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 published version
2.0	11.11.2011	Added Exploded view, Disassembly steps, Disassembly video, Assembly steps, Assembly video and Service devices