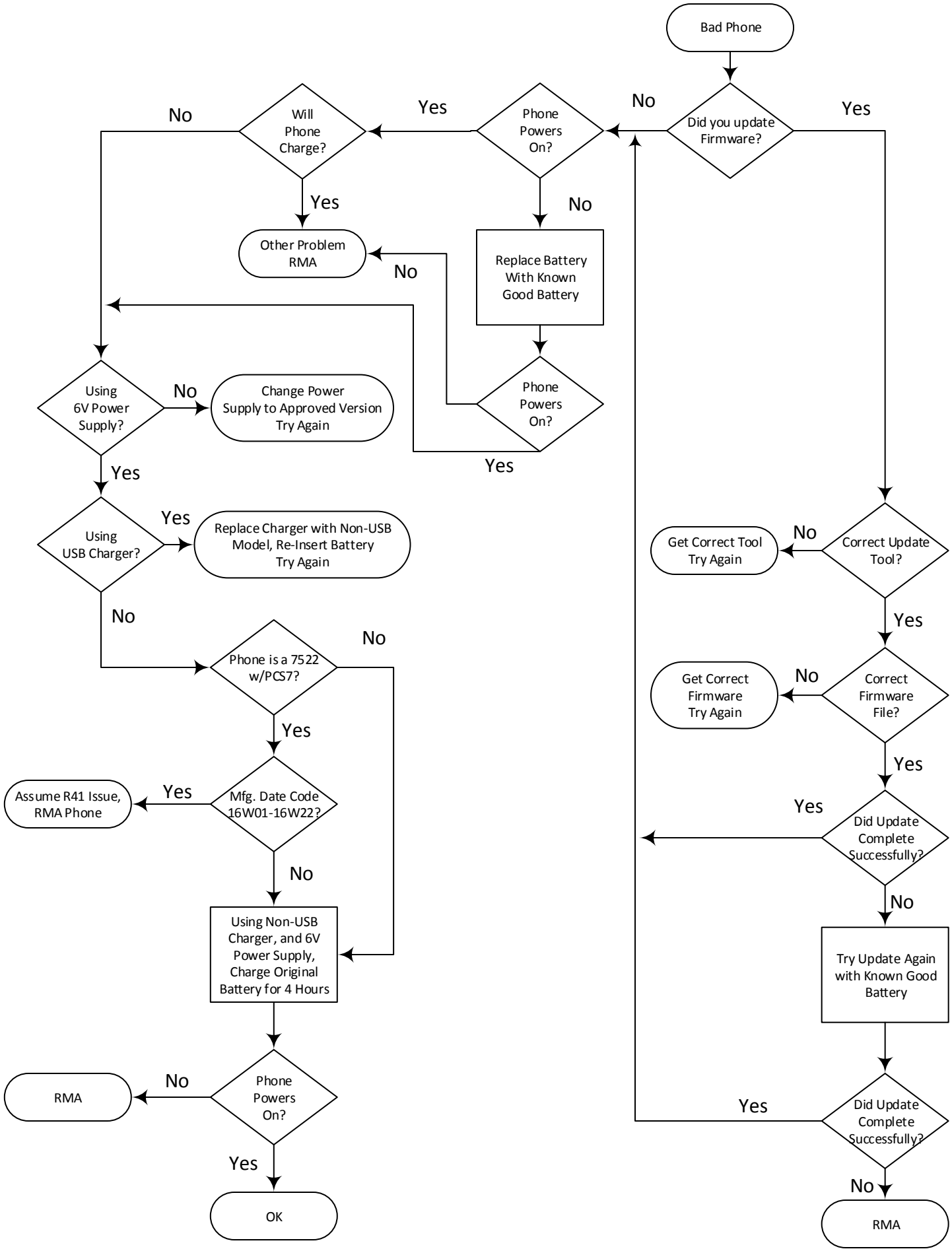
Bad Phone
Did you update Firmware?
No
Yes
Phone Powers On?
Yes
No
Will Phone Charge?
No
Yes
Other Problem RMA
No
Replace Battery With Known Good Battery
Phone Powers On?
Yes
Using 6V Power Supply?
No
Change Power Supply to Approved Version Try Again
Yes
Using USB Charger?
Yes
Replace Charger with Non-USB Model, Re-Insert Battery Try Again
No
Phone is a 7522 w/PCS7?
No
Yes
Mfg. Date Code 16W01-16W22?
Yes
Assume R41 Issue, RMA Phone
No
Using Non-USB Charger, and 6V Power Supply, Charge Original Battery for 4 Hours
Phone Powers On?
No
RMA
Yes
OK
Correct Update Tool?
No
Get Correct Tool Try Again
Yes
Correct Firmware File?
No
Get Correct Firmware Try Again
Yes
Did Update Complete Successfully?
Yes
No
Try Update Again with Known Good Battery
Did Update Complete Successfully?
Yes
No
RMA