File number : MZ-CSGY-03-0340

M1721 Disassembly and assembly guide

（VERSION：V1.0）

Version	Date	Change content	ReMarks
V1.0	2017/8/24	Frist edition	

Ⅰ、Mobile phone structure introduction

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Ⅱ、Disassembly Tools

1、0.8mm Torx screwdriver 2、plastic tweezers   3、Philips screwdriver
4、FPC lever 5、Pin 6.Metal tweezers（as below picture）

Ⅲ、Disassembly Guide

1、 **Make sure the phone is switched off**: Press the home button, check the cellphone is on or off. If it is on. Please press the power button to switch off.(Note: do not disassembly the cellphone when the cellphone is on)

2、SIM Tray Removal: Insert the Ejection Pin in the phone. Push the pin harder to eject and remove the SIM tray（as below picture）

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3、TP Screw Removal *2: Use the 0.8mm Torx screwdriver to unfasten 2pcs TP screws from the bottom of phone as below figure（as below picture）

4、Battery cover removal : 1. Place one layer of cushion on table; 2. When knocking battery cover, keep phone to 70-80 degrees with table. Then knock one corner of phone. Knock one corner of battery cover to separate it 1-2mm away from phone. 3.Use disassembly shim to unfasten the back cover（Note： Remove the battery cover should take the protect film off, and do not knock too hard to damage the cellphone ）

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5、B2B connector　holder removal：Unfasten these B2B holder screws by Philips screws driver. And take the B2B connector holder off.

6、**LCD connector 、USB-FPC、battery connector、coaxial wire removal** :remove the battery connector、USB-FPC and LCD –FPC by plastic lever. And then remove the coaxial wire form mainboard（ Noted：Disconnect the battery connector first,. Do not touch the components on the mainboard, avoid to damage ）(as below picture)

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7、**Mainboard removal**: Use the philips screwdrive unfasten the screws*6 , then take the mainboard out（as below picture）

8、**Front camera back camera,and light sensor rubber case removal** :Release 1、front camera Conductive cloth 2、back camera Conductive cloth，Use the plastic lever to disconnect the fornt camera connector and back camera connector， take the fornt camera and back

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camera off.and then take the light sensor rubber case off(as below picture ,Do not touch the components on the mainboard, avoid to damage)

9、Mainboard introduction

Flash light

Vice-MIC

BACK Daul-Camera

Coaxial wire

LCD-FPC connector

Battery FPC connector

USB-FPC connector

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Light sensor

Front camera

Back dual-camera connector

Side button FPC connects

10、**Speaker assembly,main MIC rubber case removal** : Use the Philips screw drive to unfasten 5 screws of speaker BOX. Take the speaker BOX out, and remove the MIC rubber case form speaker BOX. （as below picture）

11、Remove the coaxial wire and main FPC

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12、 Disconnect the fingerprint module B2B connector, and take USB board and USB rubber case out.

13、 Remove the fingerprint module,holder, motor and fingerprint rubber case.

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14、Receiver, Vice-MIC rubber case and front camera rubber case removal.
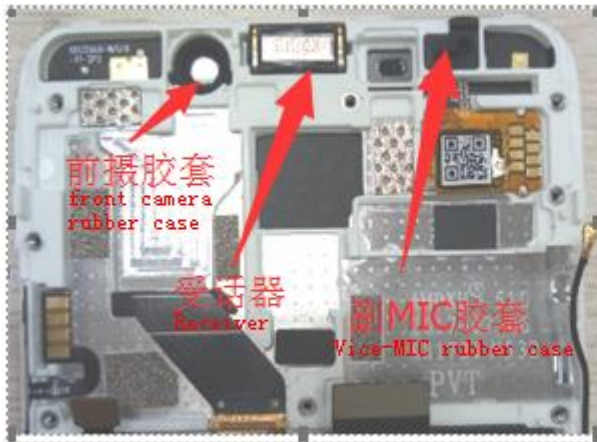
15、Battery removal：Get the batteries Easy to glue out slowly，put the plastic lever hand to the battery bottom to remove the battery.(as below picture，Note :don't pull the battery easy to glue　too hard，slowly and aviod to break) Early stage,the cellphone have two back dual adhesive tape and one easy to glue. Later stage, the cellphone have two easy to glue and one dual adhesive tape.

16、**Side button FPC and side button removal** :Use the tweerzs remove the side button FPC，and then remove the side button form the battery cover (as below picture)

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IV、Disassemble completed（All the parts show as below picture）

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V、Assembly guide

1、 **Check the surface of front module assembly，assemble the receiver, Vice-MIC rubber case, front camera rubber case**：get the front module assembly，Check the surface of front module assembly is good. Get the receiver and remove the release paper，then assemble the receiver to corresponding position in the front module assembly, and the receiver shrapnel should face to the front of LCD component to assemble, and then assemble Vice-MIC rubber case and front camera rubber case（as below picture，receiver shrapnel face to up）

2、 Assemble side button FPC： check not missing component to assemble in last step, and remove the dual faced adhesive tape from side button FPC, and then assemble the side button on the LCD touch screen assembly.

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3、 Assemble front camera, light sensor rubber case, Waterproof labels, front camera Conductive cloth, flash light Mylar don't cover shrapnel (as below picture)

4、 Connect LCD-FPC , and fasten 6 screws in mainboard , stick the ESD Myar.Be careful not to cover the shrapnel

5、 Assemble the battery and connect the battery FPC

6、 Paste Home Button Silicone

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7、 Assemble the fingerprint to the LCD touch screen assembly and assemble the motor

8、 Assemble the USB Salt fog resistant Mylar and USB rubber case to the USB board, And then assemble the USB board in the LCD touch screen assembly. Connected the FPC.

9、Connect the main FPC and coaxial wire

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10、Assemble the Vice-MIC rubber case to SPK BOX,and then assemble the SPK BOX to LCD touch screen assembly，and then stick the earphone salt-fog resistant foam.

副麦胶套

耳机防盐雾泡棉

11、fasten SPK holder and then fasten 5 SPK holder screws

12、Assemble B2B holder, and fasten the screws.

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13、Assemble the battery cover side button

14、Assemble the battery cover. Start from the top of the TP, and then press it for around until the buckle is buttoned.

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15、Assemble the SIM card tray.

16、Fasten 2 TP screws

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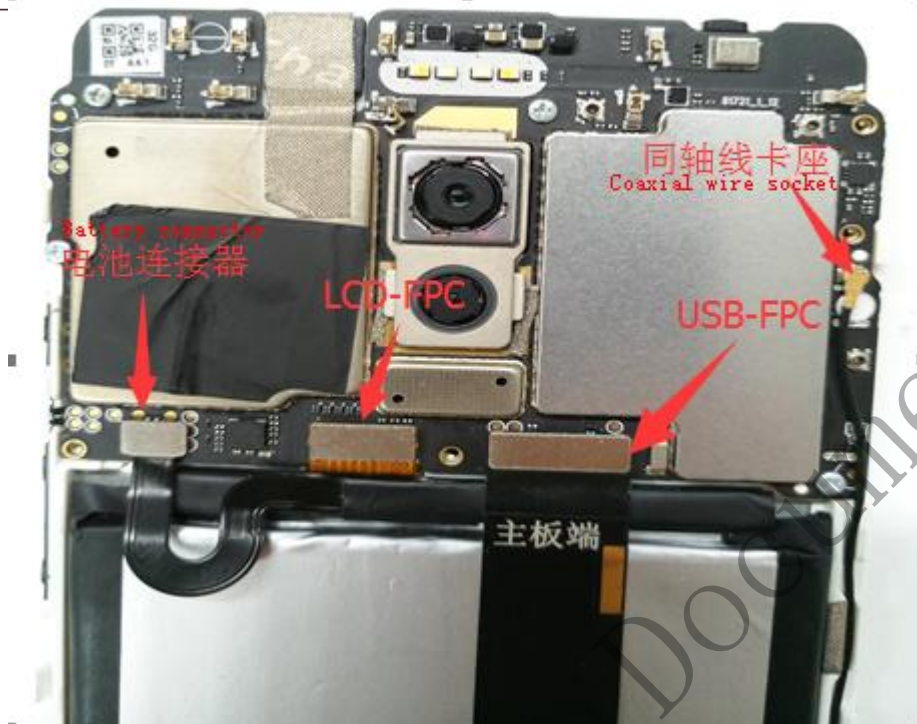
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17 Assemble completed. Boot and test.

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M1721 Firmware upgrade guide

(Version：V1.0)

Edited by： Shifeng Wang

Reviewed by：Zhifeng Zhong

Approved by：Chuansan Wang

Issued date：Aug 23, 2017   Implementation date：Aug 23, 2017
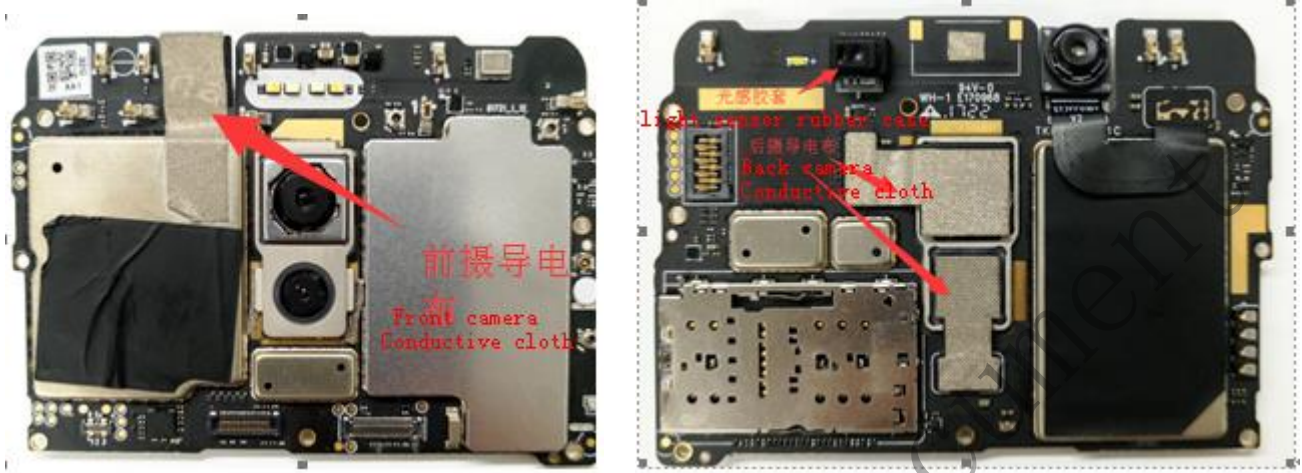
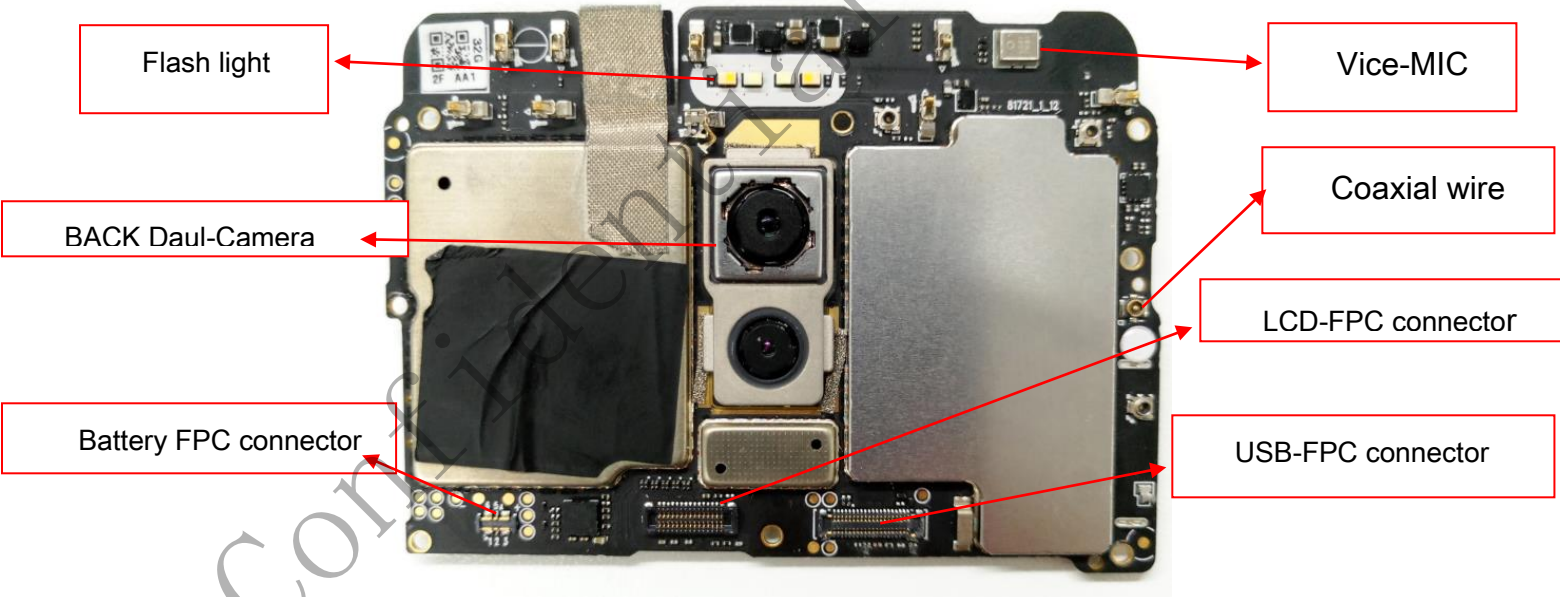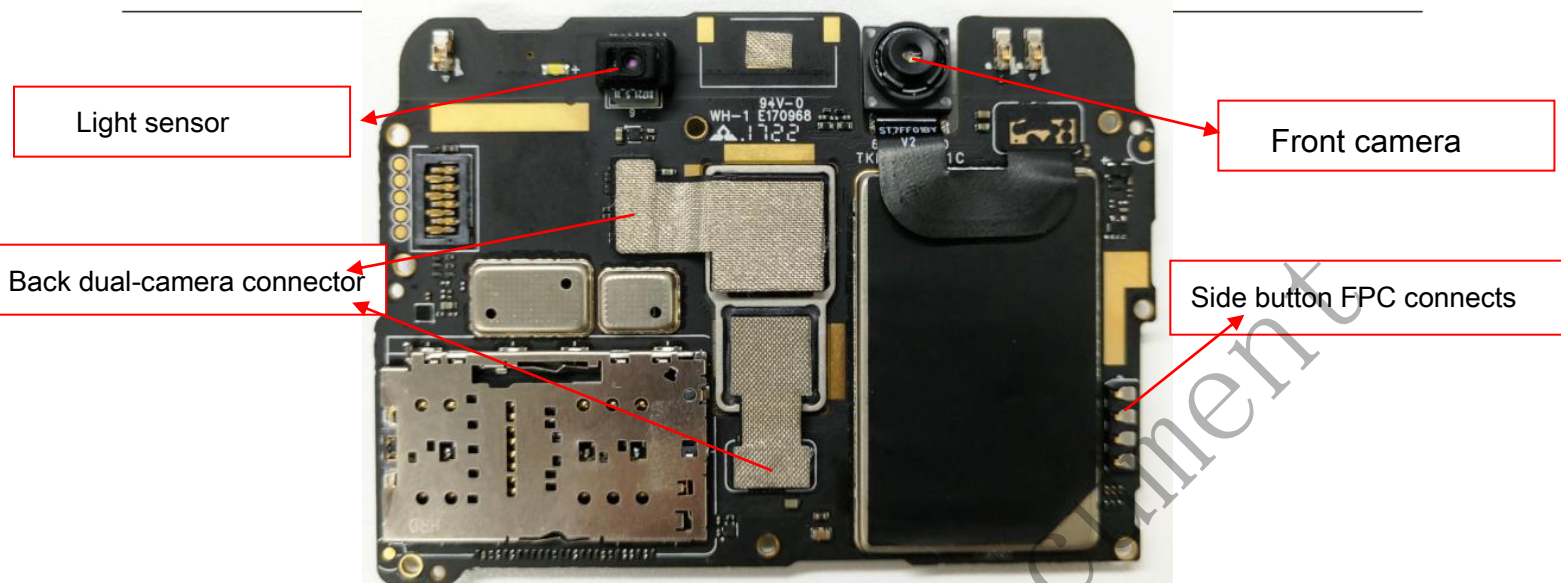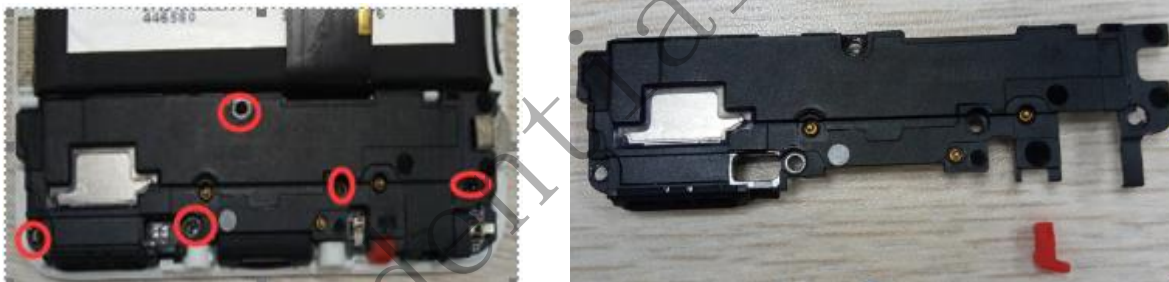MEIZU
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一、I. Preparation

Hardware

1、One PC (recommended configuration: dual-core CPU, 2 GB or more memory, 250 GB or more hard disk drive, and Windows 7 operating system)

2、One data cable（Micro USB data cable）

3、Handset（the power should be 30% more）

Software（Downloaded from the FTP）

1、FLYME firmware package、Engineering firmware package

2、Flashing tools（Including MultiPortQLoader_v1.6.1.0 tools）

3、Upgrade driver（Including Qualcomm driver QUD.WIN.1.1 Installer-10025）

4、Running environment：

①Microsoft.NET Framework4: dotNetFx40_Full_x86_x64。

②Microsoft Visual C++ 2008：vcredist_X86

③Microsoft Visual C++ 2010：vcredist_X86

④Microsoft Visual C++ 2013：vcredist_X86

*M1721 firmware upgrade note: (needn't install the Softdog driver, needn't run the SFC tools, needn't connected VPN)

II. Handset Drivers Installation

Install driver

1、Uninstall the old Qualcomm driver and MTK platform's driver.（**Samsung platform driver needn't uninstall**）,If the PC not install Qualcomm driver and MTK driver before. This step can skip.

Access the control panel→ uninstall the program, then uninstall the Qualcomm driver in this page.

🐍 Python 2.7.12	57.1 MB
🔧 Qualcomm USB Drivers For Windows	43.5 MB
🔊 Realtek High Definition Audio Driver	

platfrom driver need to uninstall too, and then reboot the PC；

All the model upgrade, re-burn were can be finish ， Driver install should follow this order : Samsung , QUALCOMM, MTK.

2、Add registry,Access the driver folder ,click " adb ignore"Add registry,as below picture:

📁 ADB	2017-08-21 16:55	文件夹	
📄 adb ignore.reg	2017-05-24 19:47	注册表项	1 KB
🔧 dotNetFx40_Full_x86_x64.exe	2012-03-27 0:00	应用程序	49,268 KB
🔧 Qualcomm USB Drivers.exe	2014-05-23 18:03	应用程序	13,353 KB
🔧 vcredist2008.exe	2010-11-01 17:35	应用程序	4,031 KB

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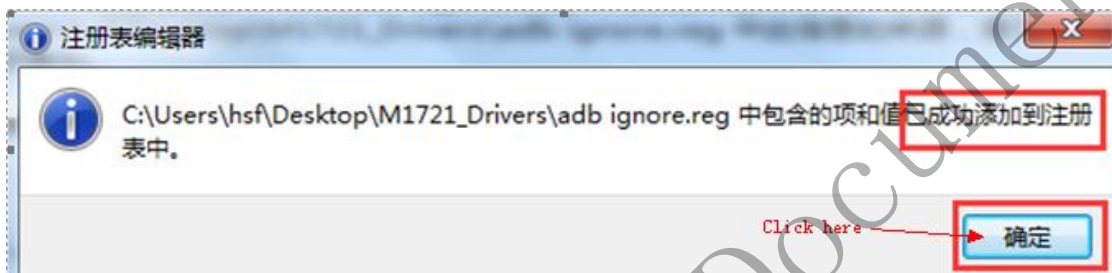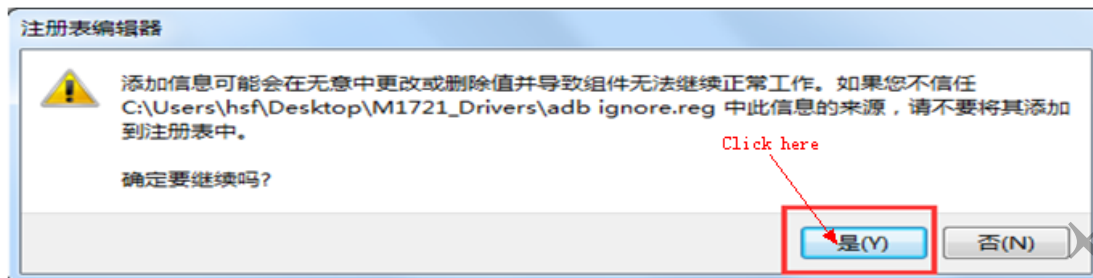
3、Install the QUALCOMM driver，double click driver installer as below picture "QUD.WIN.1.1 Installer-10025";Choose default install is ok.
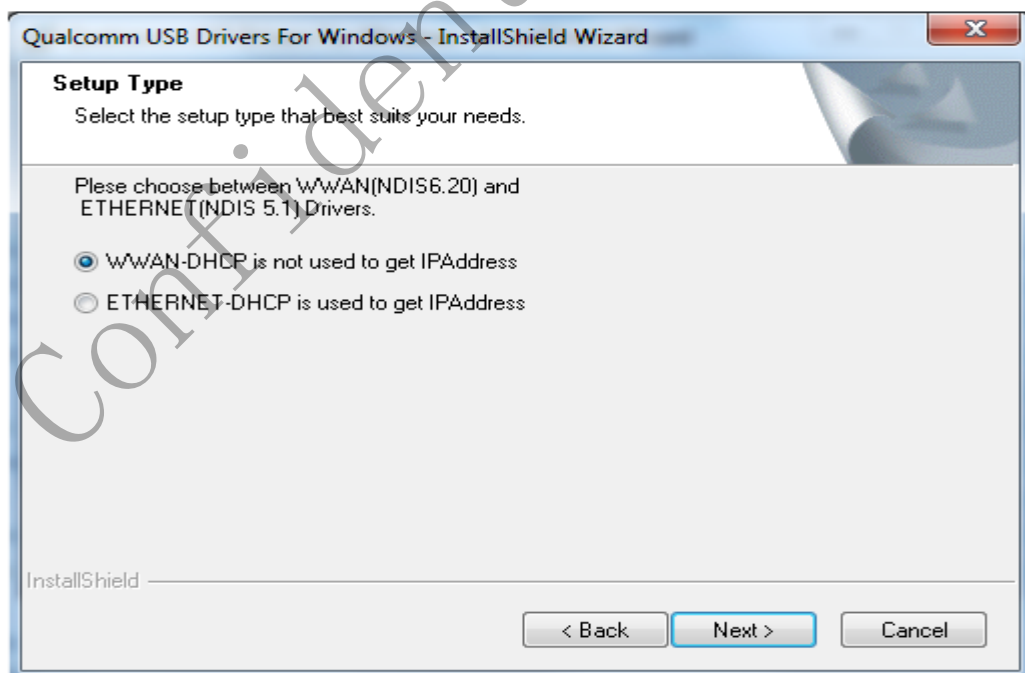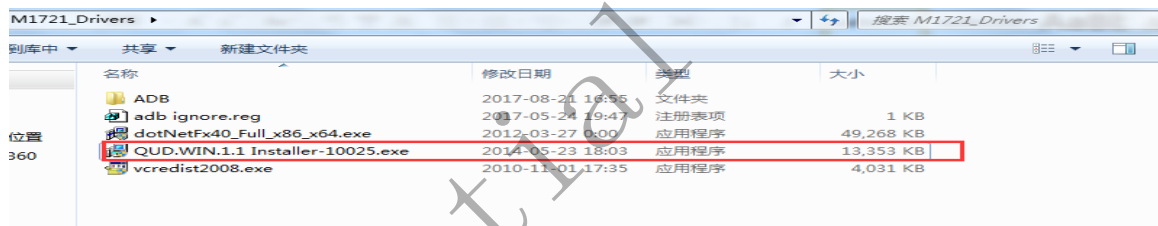
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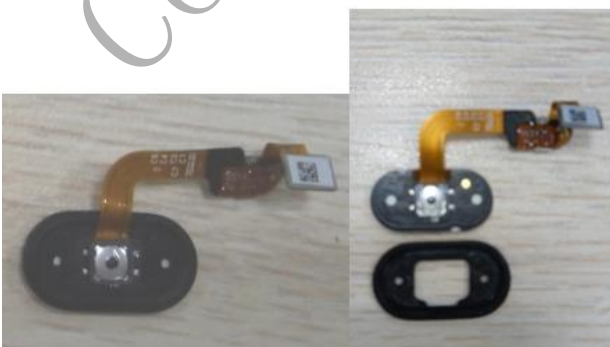Tel /86-756-6116288
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click "Finish" button to finish the installation

Install running environment

1、 Install vcredist_x64 driver（if you had installed this driver before, please skip this step）
Run vcredist_x64,the interface show up, then click"install",until the program auto install to finish.

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Microsoft Visual C++ 2008 and Microsoft Visual C++ 2013 install methods same with 2010.

2、Install dotNetFx40_Full_x86_x64 driver（if you had installed this driver before, please skip this step）

Run dotNetFx40_Full_x86_x64,click "Install" when the below windows show up
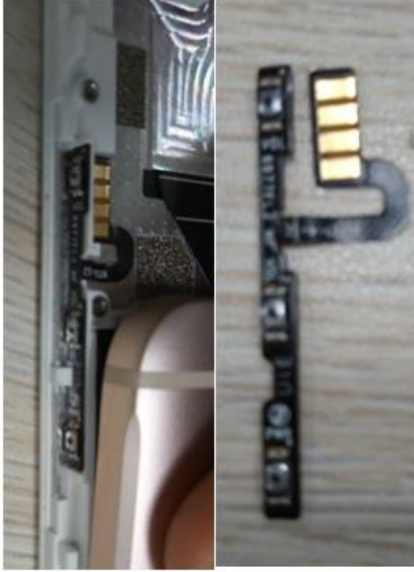

Installing

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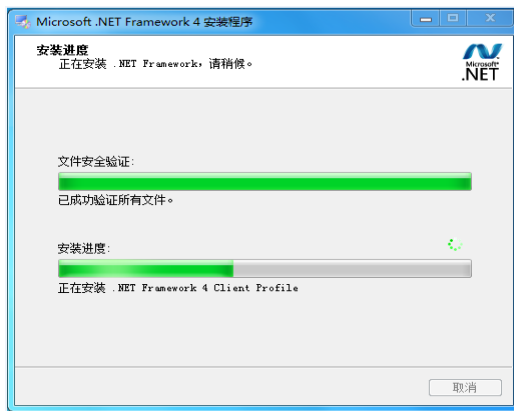
Remind as below picture when the installation is completed. Click "Finish"

Check the driver is installed successful or not：

Right click the computer icon on the desktop, and then choose "manage", asscess to device manager. Power off the handset first, and then press the Volume plus button &Volume minus button and insert the USB data cable to connect the phone with the computer. Check the device manager port will show "Qualcomm HS-USB QDLoader 9008(COM27)" (Maybe the port number will different , as below picture CPM27)

Qualcomm HS-USB QDLoader 9008

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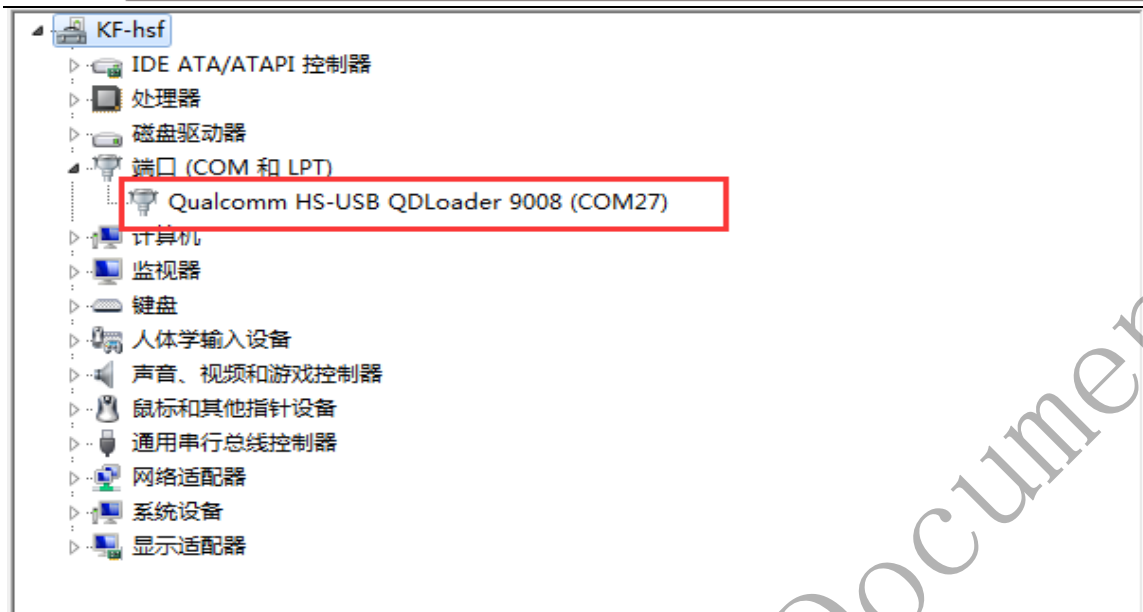
If the yellow exclamation mark show on the port,it mean that the driver has not been installed successfully, you need to update the driver software manually, the methods detail as folllowing:

Choose the driver port and right click,then choose "update driver application" as below to install：

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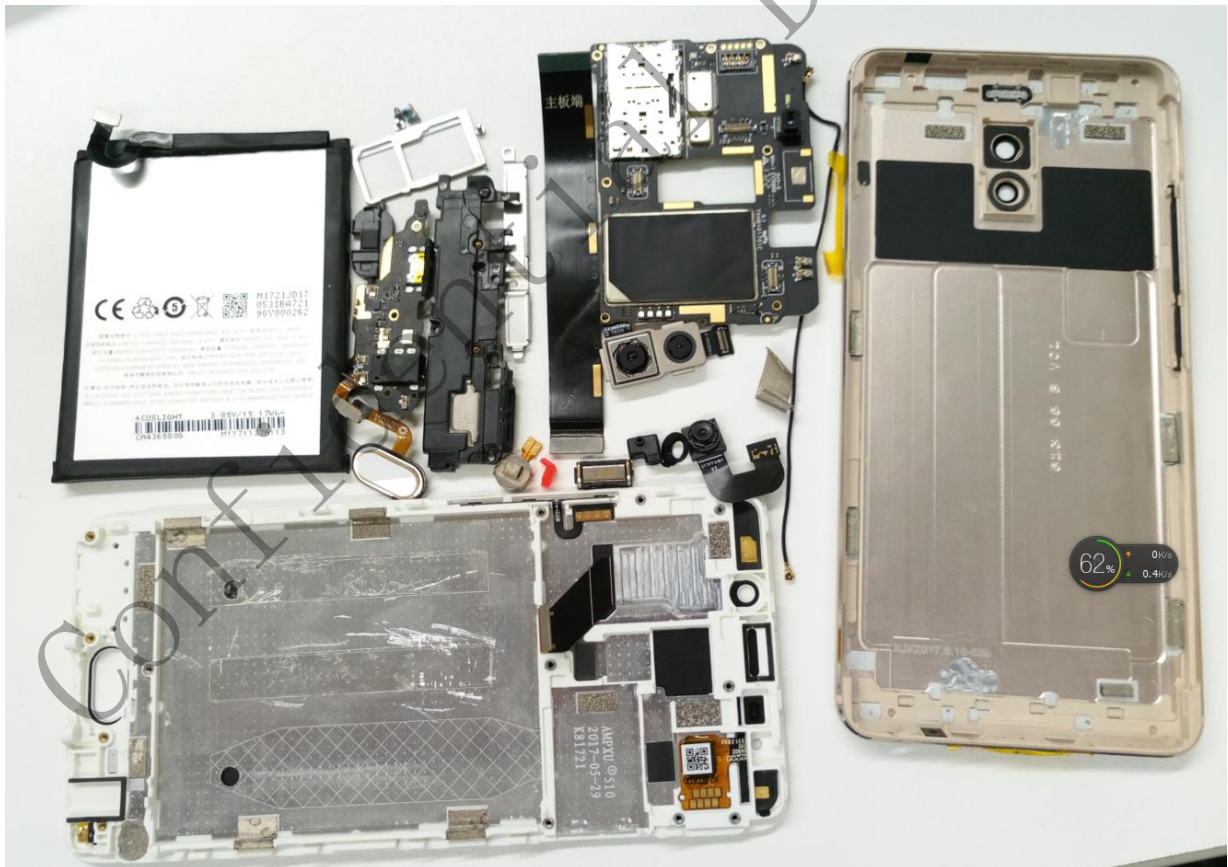
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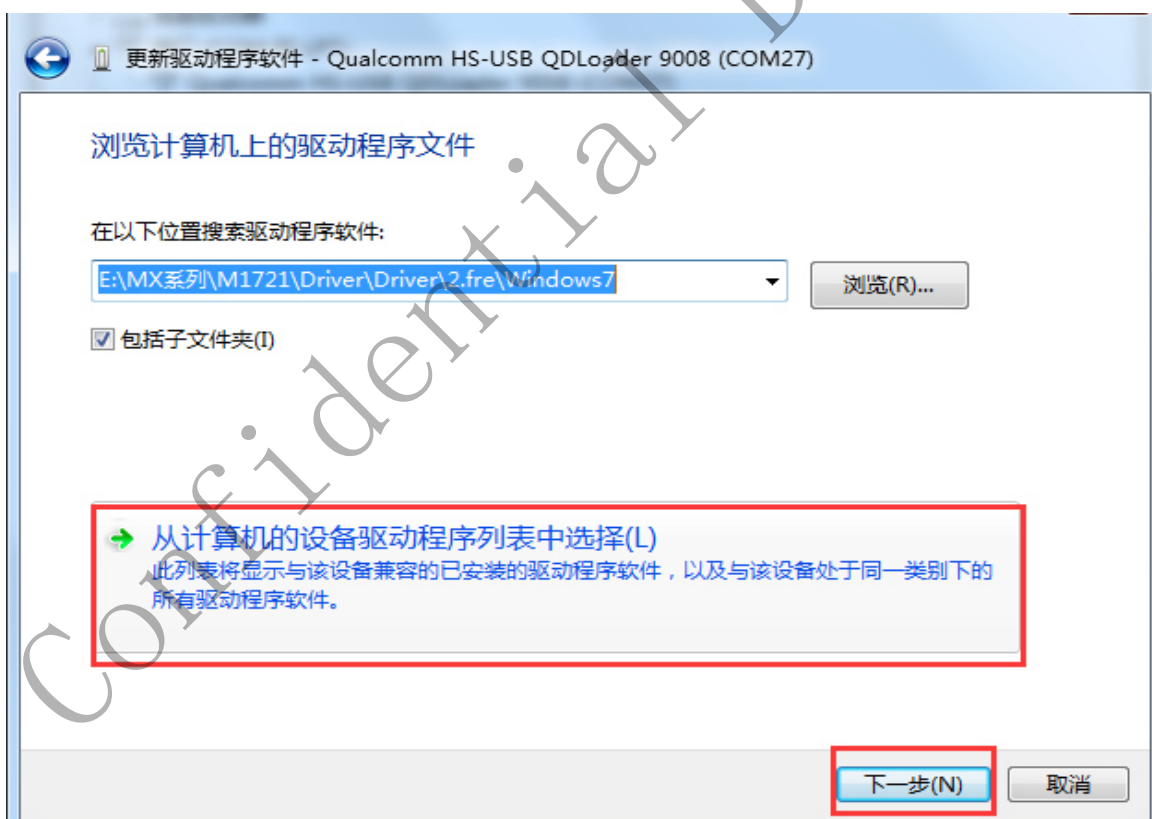
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Then follow step 1-9 as below picture.
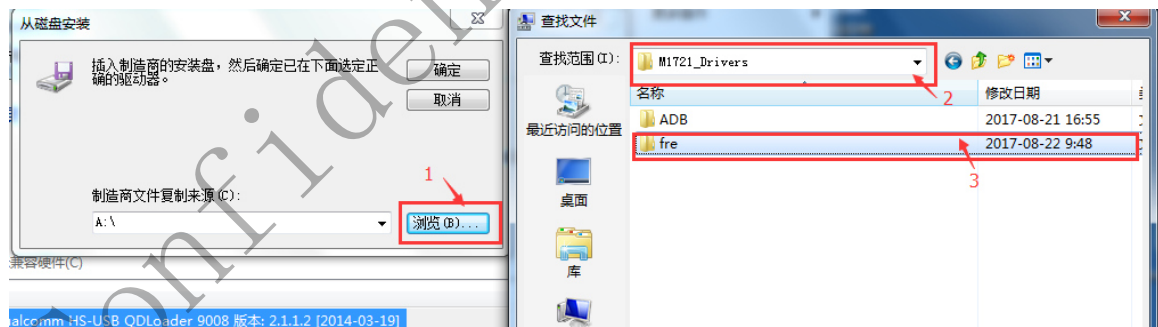
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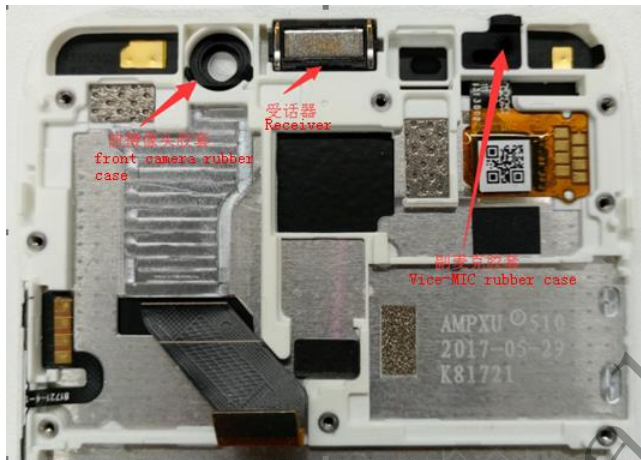
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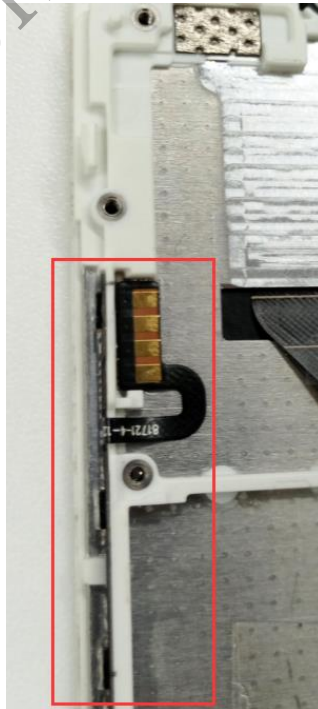MEIZU Tech Bldg., Technology & Innovation Coast,
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The same dialogue window will pop up three to four times. Select "Always install the driver" every time to proceed with the installation. As below picture:

Install successful will show as below pitcure:

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Tel /86-756-6116288
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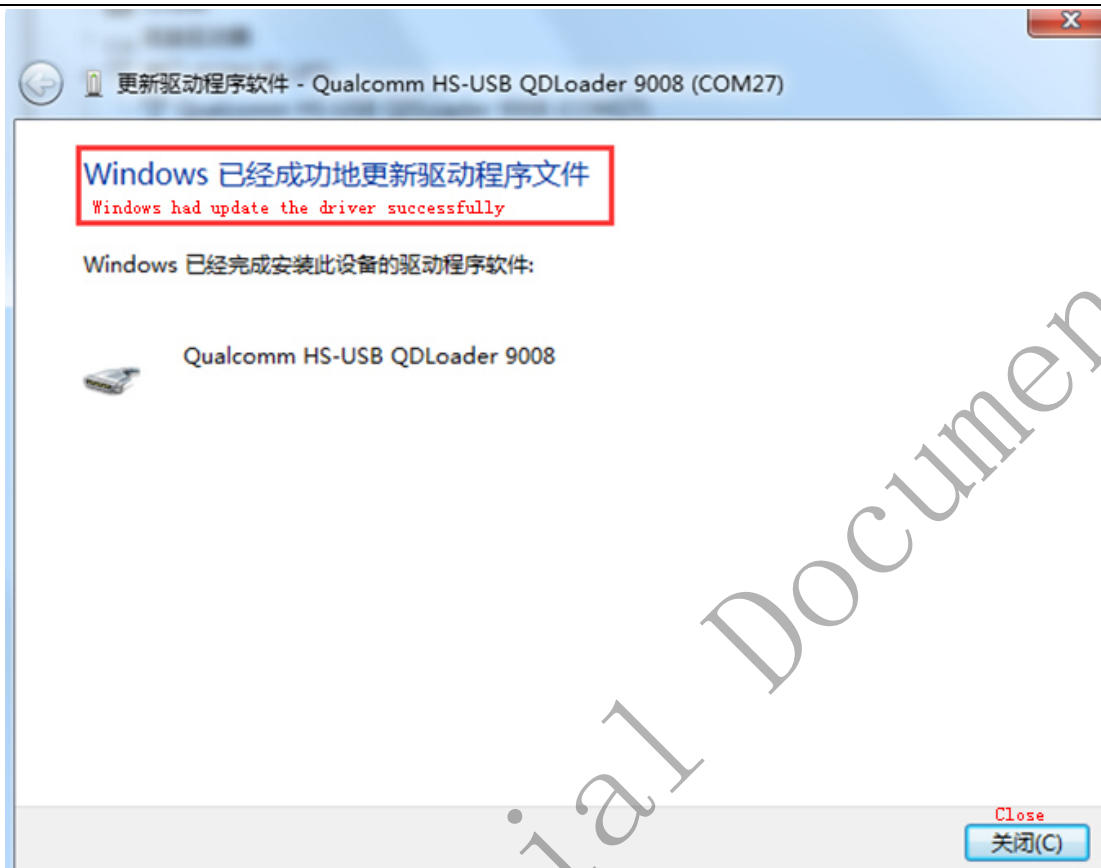
Ⅲ Flash the Flyme firmware or Engineer firmware

1、 Run M1721 firmware upgrade tools "MultiPortQLoader_v1.6.1.0", double click MultiPortQLoader.exe，as below picture

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Zhuhai 519085, Guangdong, China   Fax/86-756-6116200
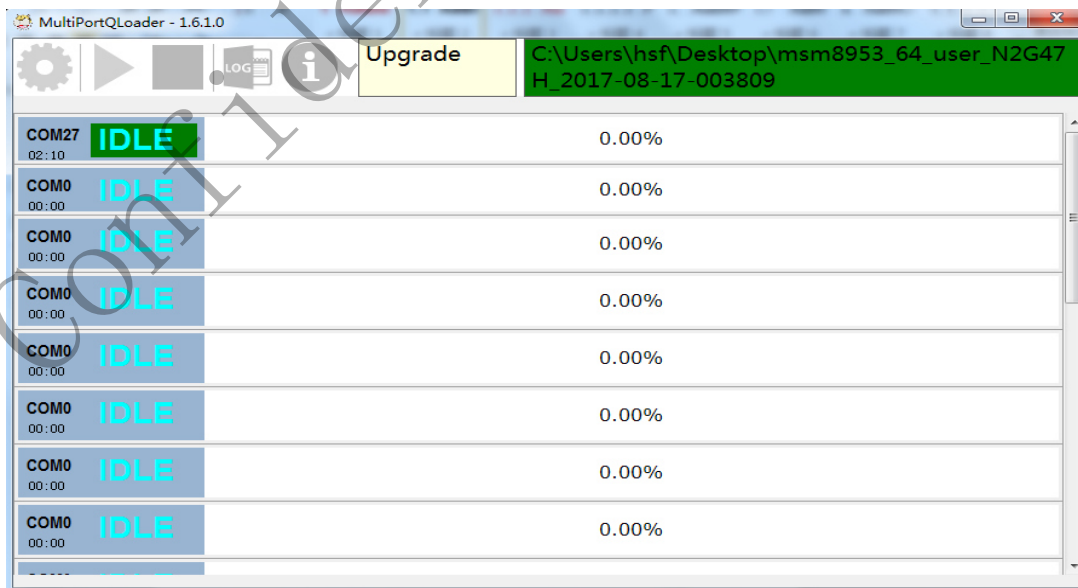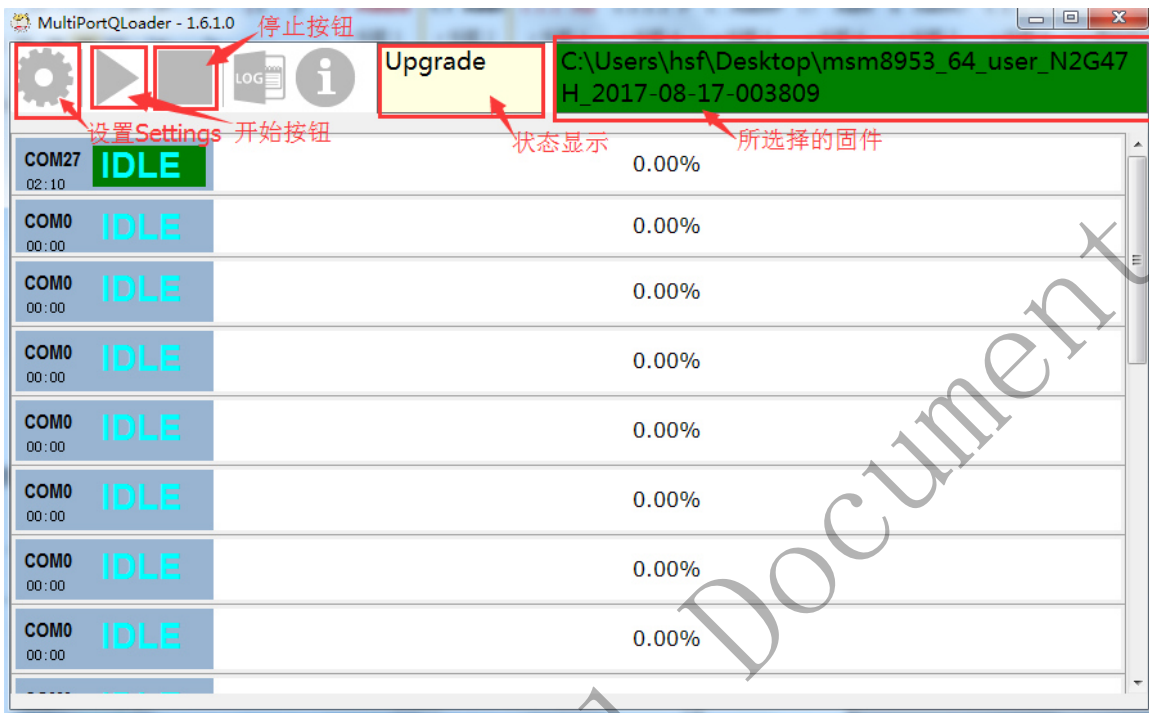
Click "Settings" button,the interface will be show up as below picture，configuration the
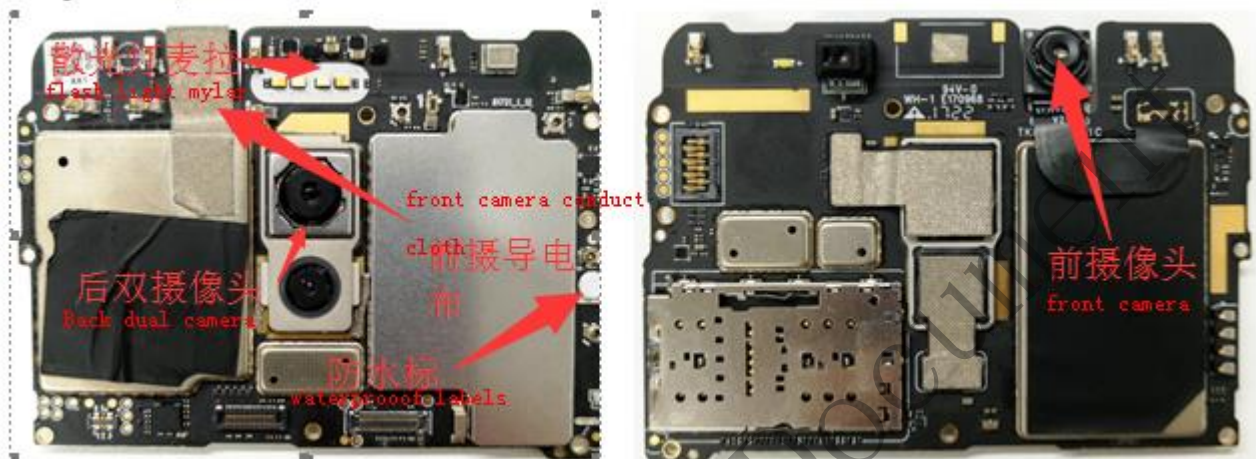
download information：
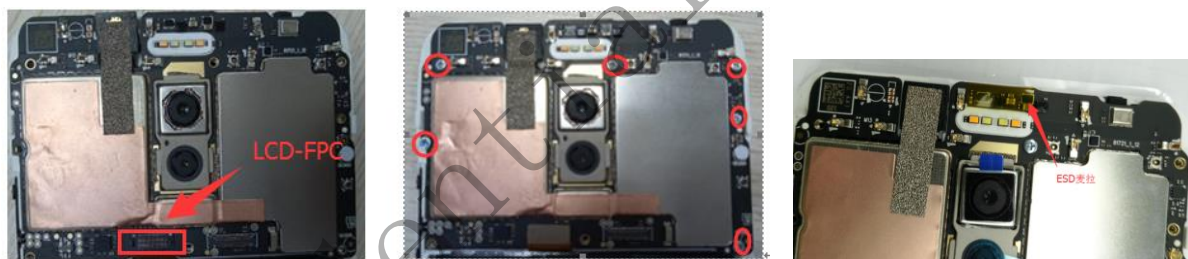
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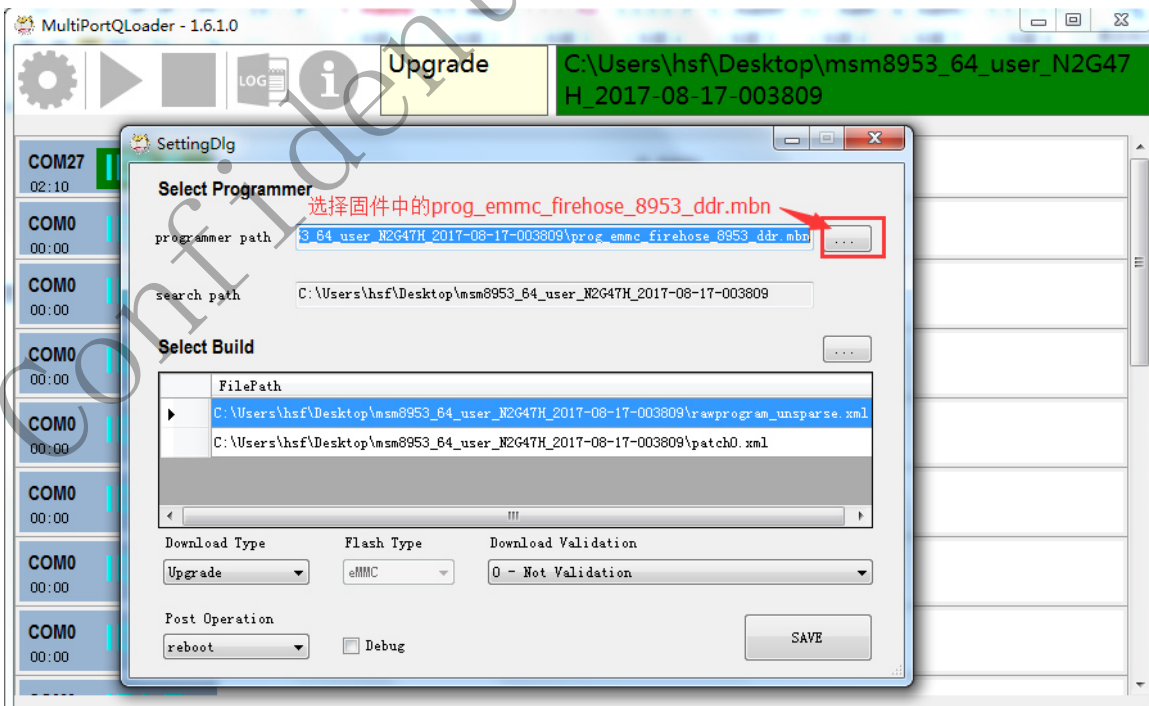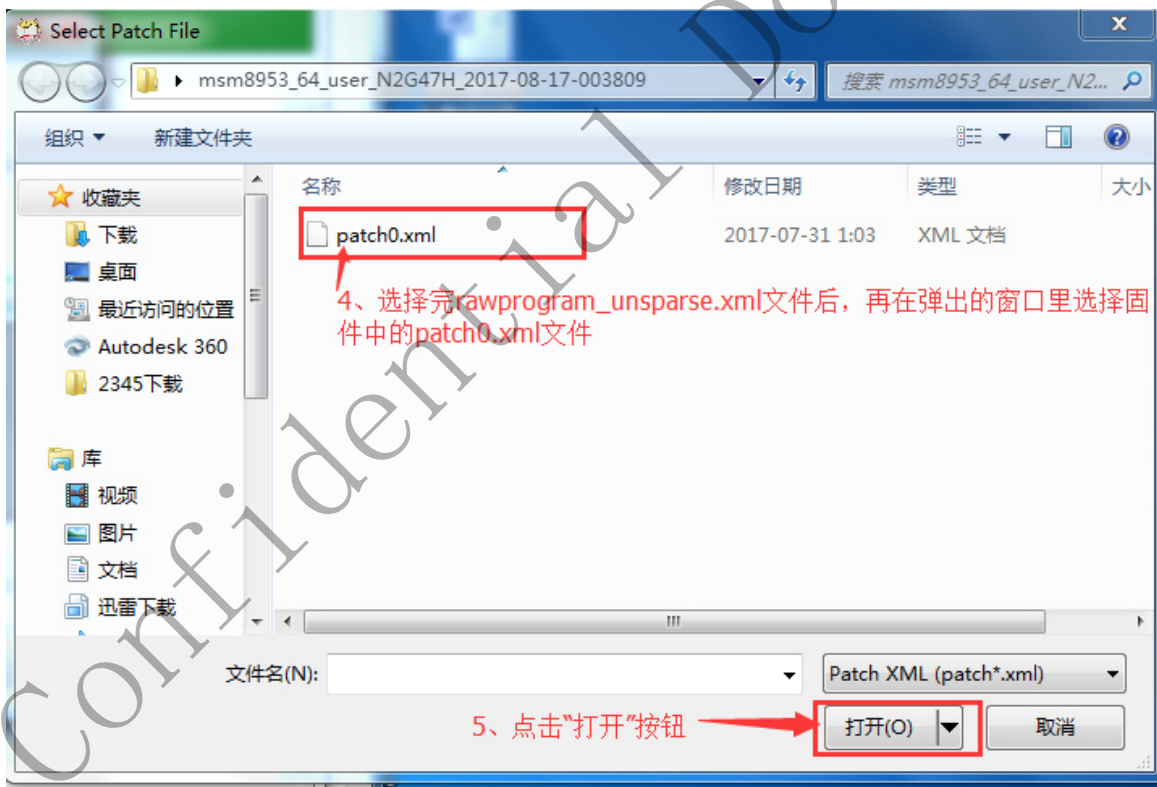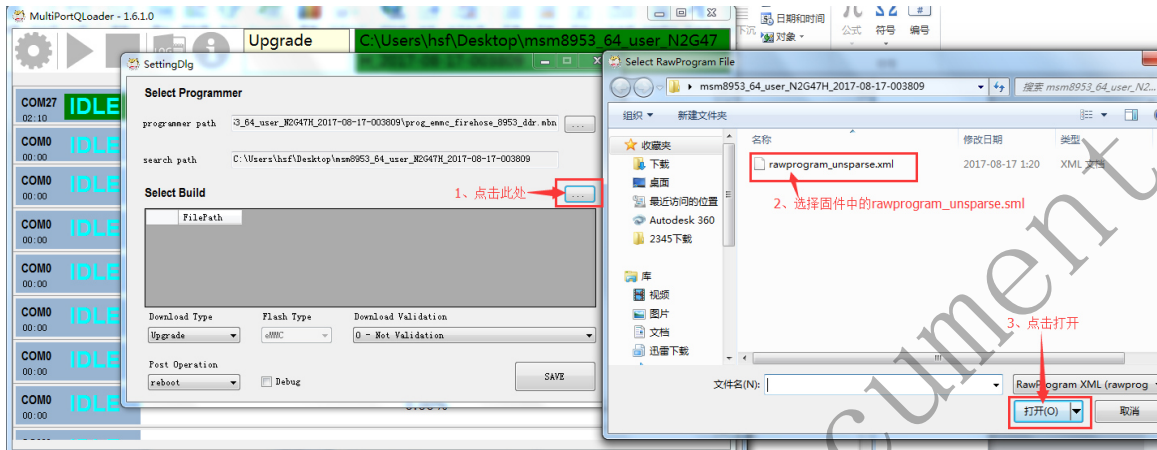
Except where the above specified location needs to be set, the others no need to set it，all the setting is completed. click "SAVE", as below picture：

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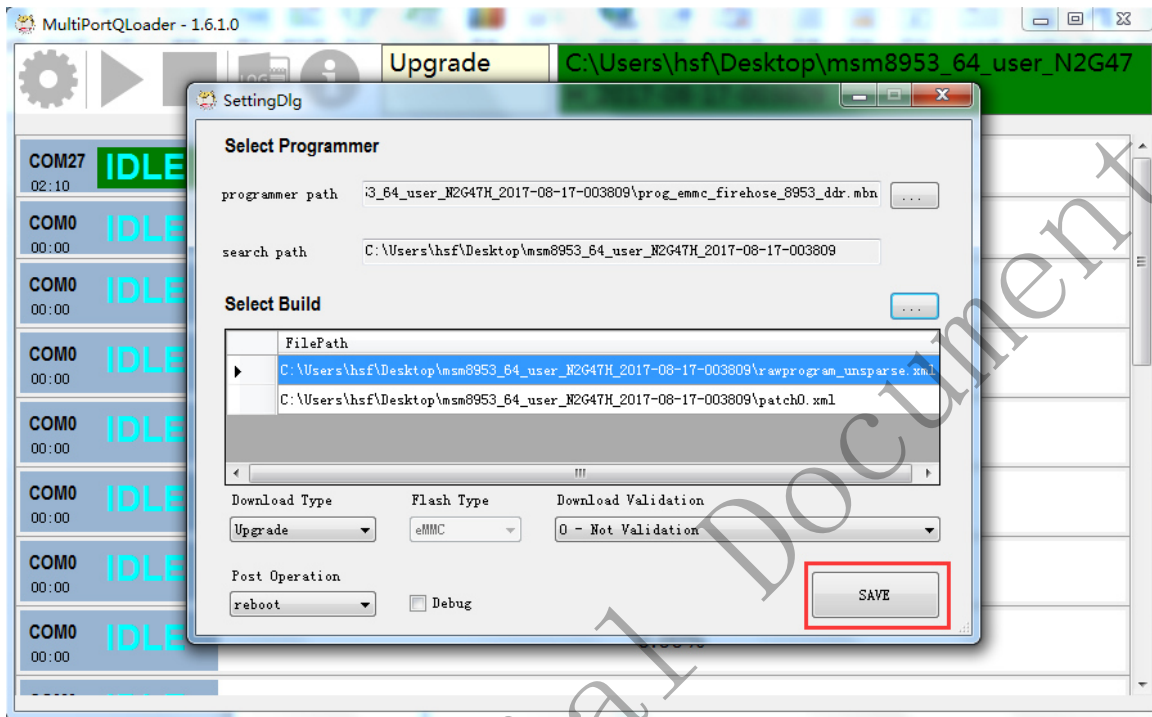
2、click " ▶ " button (start button), run the upgrade tools, When the mobile phone is powered off, press the Volume minus button & volume plus button; We should hold it. and then insert the USB data cable to connect the phone with the computer, the upgrade tools will auto upgrade, release the buttons.as below picture：
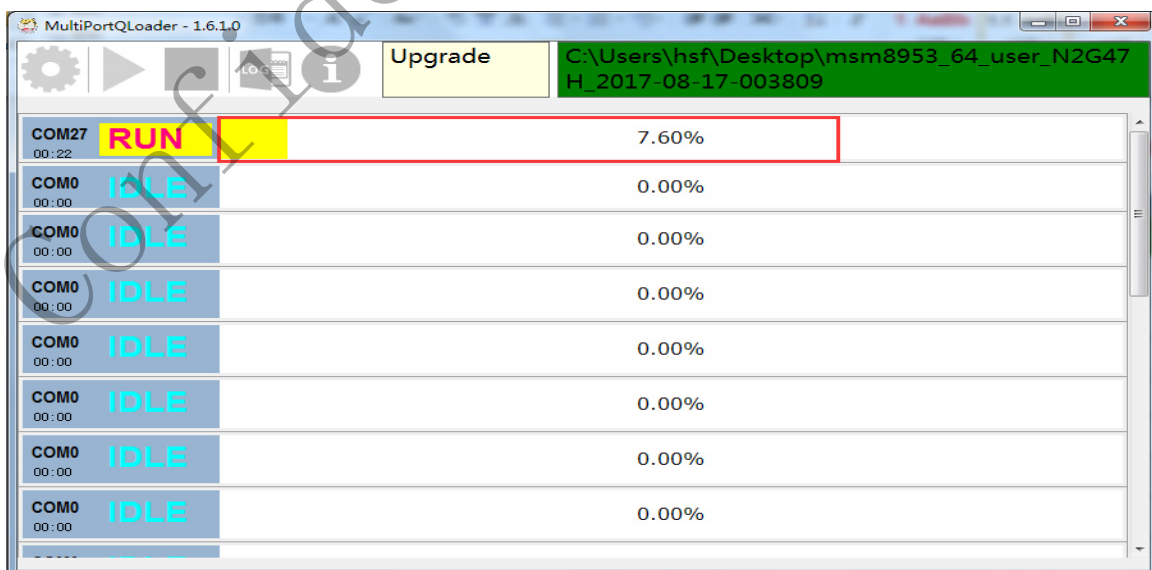
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The tools process bar show 100% and PASS, it mean that the upgrade is successful. The handset

will auto boot after the upgrade is successful.
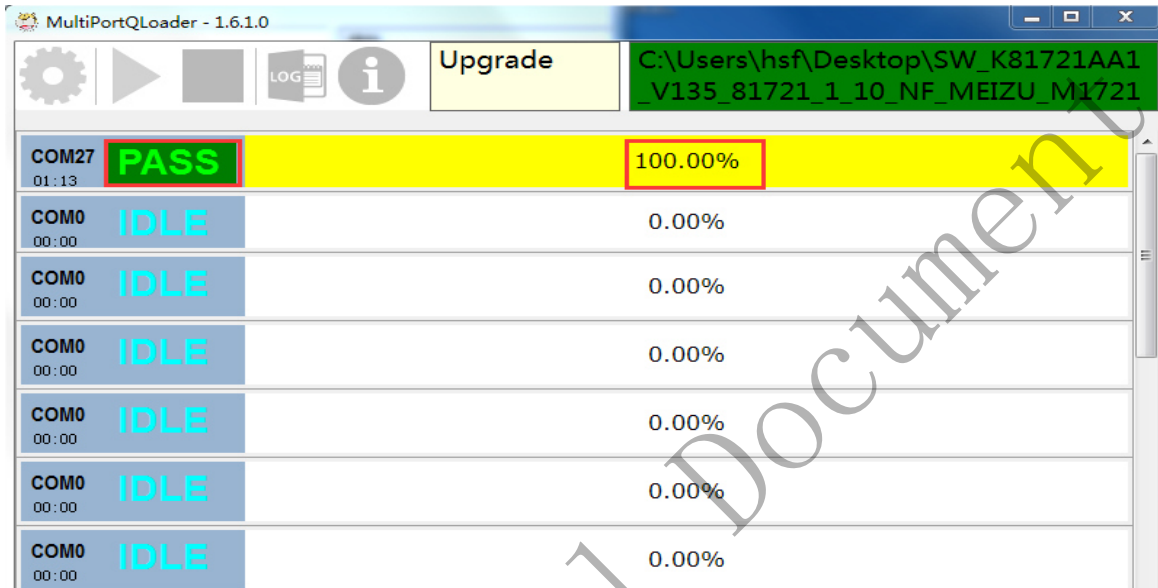
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M1721 After Sale Maintenance Manual

（version：V1.0）

Edit by：ShiFeng Huang

Review by：ZhiFeng Zhong

Approved by：ChuanSan Wang

Issue date：Aug 28th, 2017   Implementation：Aug 28th, 2017

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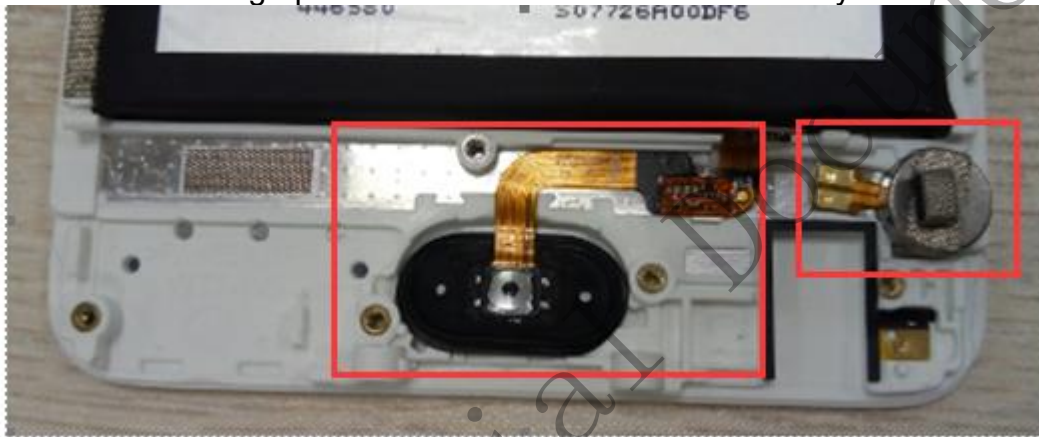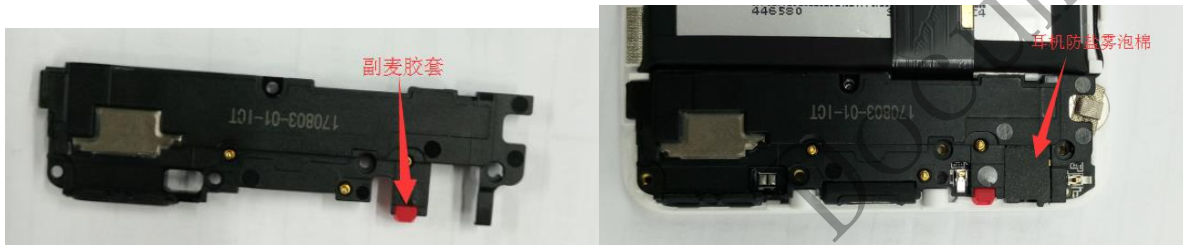
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Contents

Chapter 1 Caution of Maintenance

1. Only authorized technicians can do maintenance and calibration.
2. Make sure that engineers wear antistatic wrist strap repair phones in antistatic station.
3. Make sure that maintenance room is covered with antistatic mat, and the maintenance table is covered with antistatic material.
4. Make sure that all necessary screws and parts are installed in correct location of phone after maintenance and adjustment.
5. After maintenance, clean the PCBA.
6. As static electricity is the main reason for electronics damages, engineers shall repair phones in an anti-static environment and shall take effective antistatic protection measures.
7. For an occurrence of NG test, engineers should check if the test point is dirty or test point contact is poor.
8. Check if water penetrates to mainboard. If yes, check all the components to see if there is oxidation.
9. Make sure that maintenance room is bright and has natural ventilation.
10. Ventilation: When do maintenance or soldering, some equipment can emit hazardous gas. So the maintenance room should have good natural ventilation. If there are no windows in maintenance room, the room should be equipped with electric air regenerating equipment.
11. There should be obvious antistatic labels in Electrostatic Sensitive area, such as in maintenance area and spare part warehouse.

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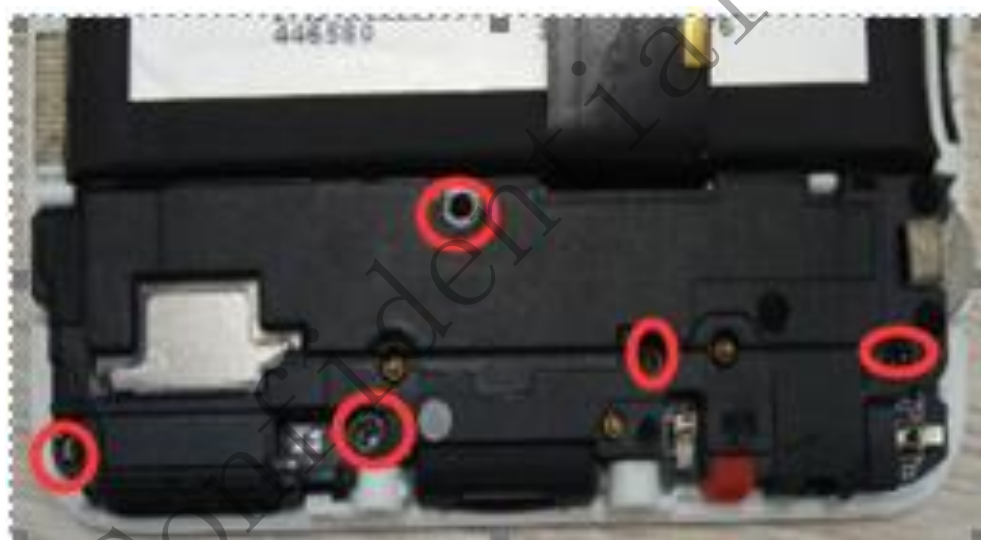Tel /86-756-6116288
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Chapter 2 M1721 product Introductions

1. M1721 brief introduction

    M1721 Appearance view：

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2. Introduction of M1721 main components

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M1721 Back camera assembly

M1721 LCD touch screen assembly

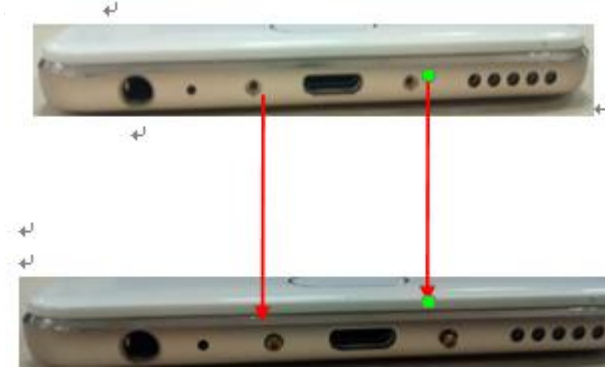M1721 Battery cover assembly

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M1721 Fingerprint module assembly

M1721 mainboard

M1721 USB board

M1721 Main FPC

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M1721 Side button FPC

M1721 BTB holder

M1721 side button assembly

M1721 USB silicone rubber case

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M1721 Main Mic silicone rubber case

M1721 Vice Mic silicone rubber case

M1721 front camera silicone rubber case

M1721 light sensor rubber case

M1741 Receiver

M1721 BOX speaker assembly

M1721 Motor

M1721 battery
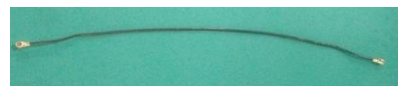
M1721 coaxial wire

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M1721 the three choose two SIM card tray

M1721 Front camera

Front view of mainboard :

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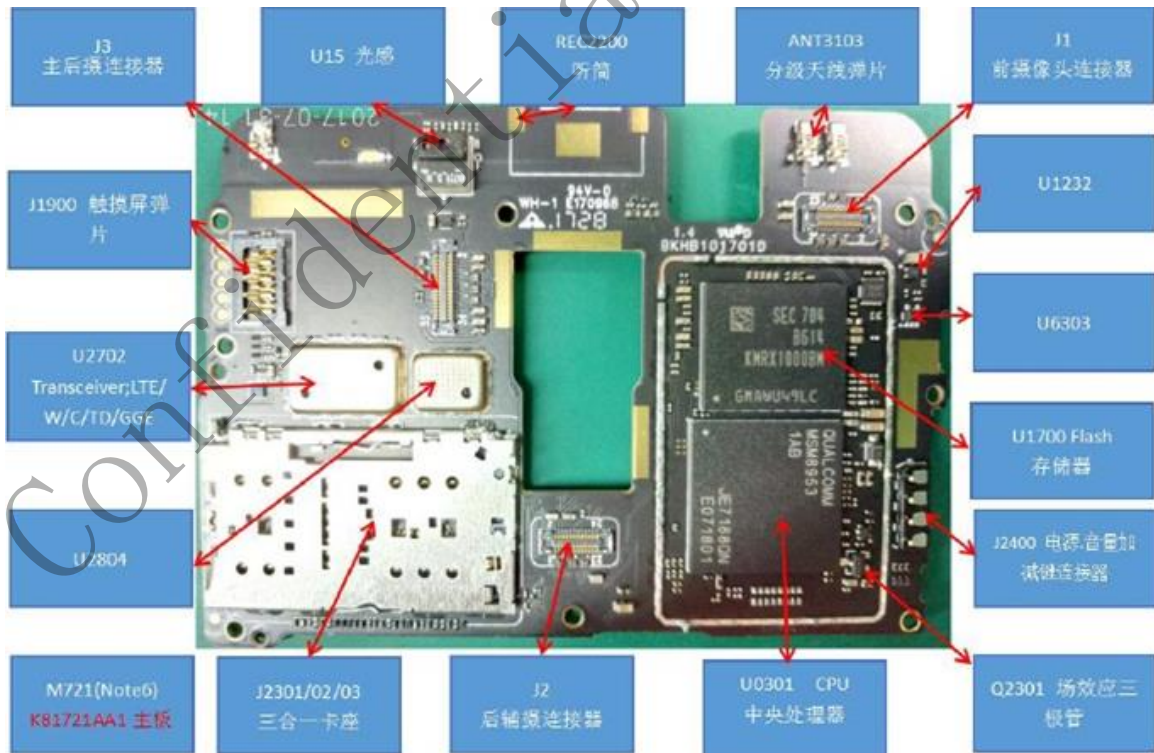
The back view of mainboard：
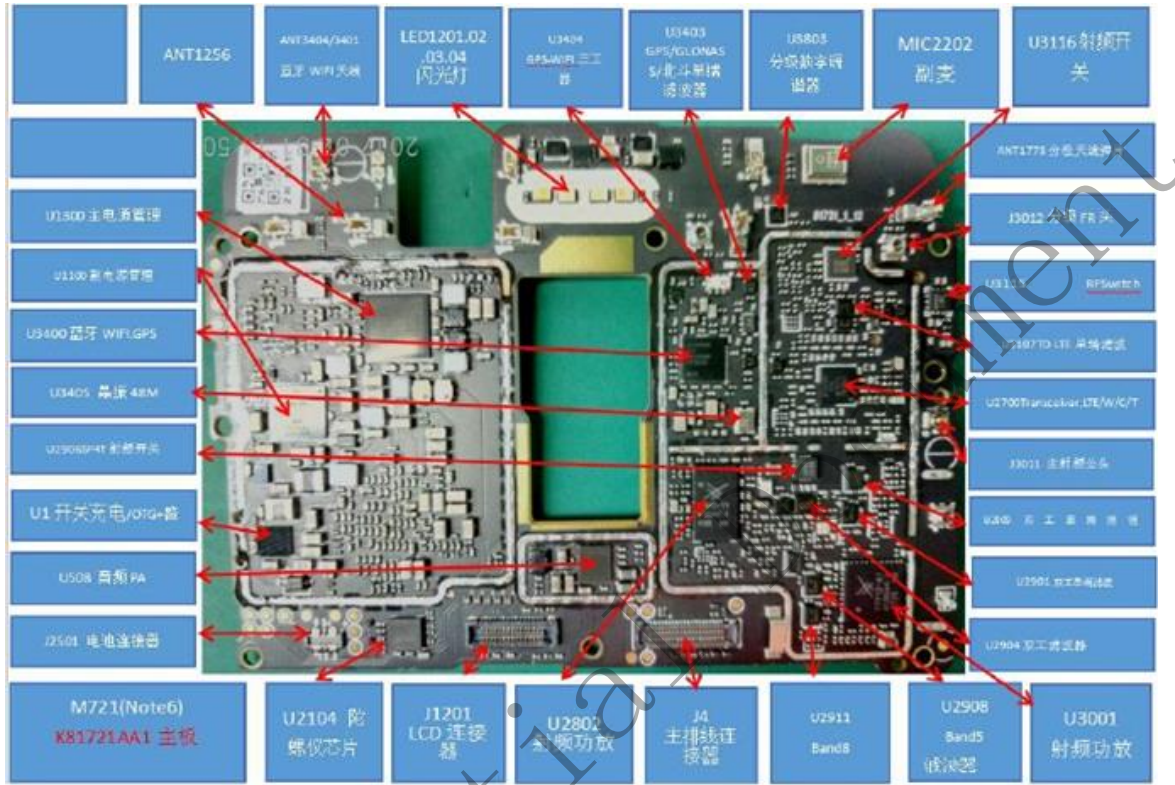
3. Technical specification parameter

<table>
<tr><td colspan="3" align="center">M1721 Product specification</td></tr>
<tr><td rowspan="9">产品概述</td><td>Product model</td><td>M6 note</td></tr>
<tr><td>Item name</td><td>M1721</td></tr>
<tr><td>Product positioning</td><td>M serise note Iterative product.Consolidate and increase the market for 1000 yuan machine</td></tr>
<tr><td>Targets</td><td>Targets :Ordinary white-collar workers, students, professionals and so on</td></tr>
<tr><td>Competitor</td><td>Redmi note5, Honour 7X</td></tr>
<tr><td>Sales channels</td><td>All channels</td></tr>
<tr><td>Operating system</td><td>flyme</td></tr>
<tr><td>Listing Date</td><td>2017/8/20</td></tr>
</table>

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		Band	Warehousing requirements	CA support	Priority	Model	SN prefix	Remark
version and standard	Full Netcom Public Edition	GSM : B2/B3/B5/B8 WCDMA : B1/B2/B5/B8 TD-SCDMA : B34/B39 CDMA : BC0 TDD-LTE : B34/B38/B39/B40/B41 FDD-LTE : B1/B3/B7/B8	Mobile Cooperative warehouse and China Unicom warehousing	TDD CA not support FDD CA; not support TDD bands CA ; Run the CA inwith TDD Bands	1	M721Q	721Q	Public edition does not need to add Telecom DM, to pre install Unicom and mobile DM storage software, separately prepared, shipped direct version, pre installed, Unicom and mobile (pending)
	Full Netcom china mobile Public Edition	GSM : B2/B3/B5/B8 WCDMA : B1/B2/B5/B8 TD-SCDMA : B34/B39 CDMA : BC0 TDD-LTE : B34/B38/B39/B40/B41 FDD-LTE : B1/B3/B7/B8	Mobile deep collaboration Library	TDD CA not support FDD CA; not support TDD bands CA ; Run the CA inwith TDD Bands	1	M721M	721M	Mobile volte default enable
	Full Netcom Telecom Public Edition	GSM : B2/B3/B5/B8 WCDMA : B1/B2/B5/B8 TD-SCDMA : B34/B39 CDMA : BC0 TDD-LTE : B38/B39/B40/B41 FDD-LTE : B1/B3/B5/B7	Telecom C warehouse	support downstream FDD CA B1+B3(20M+20M) , bands CA ; Run the CA inwith TDD Bands not support TDD CA	2	M721C	721C	Telecom volte Increased demand
	Oversea(Latin America)	GSM: B2/3/5/8 ; CDMA : Bc0 ; WCDMA: B1/2/4/5/8 ; TDD: B38/40 ; FDD: B1/2/3/4/5/7/8/20/28	FCC	not support CA	3	M721L	721L	
	Oversea(non Latin America)	GSM: B2/3/5/8 ; CDMA : Bc0 ; WCDMA: B1/2/5/8 ; TDD: B38/40 ; FDD: B1/3/5/7/8/20	CE、BIS	not support CA	3	M721H	721H	

ID Specifications	whole unit Size	154.6*75.2*8.35mm , camera bulge 0.35mm	
	whole unit Weight	around 169g , not over 169g	
	whole unit color	Refer to the ID color chart for the details	
	ID technology	All metal CNC	
	SIM card	Dual nano-卡（there chose two） tray（Aluminium alloy+MIM）	
CPU	Brand	Qualcomm	
	model	MSM8953	nest plate vendor supply
	Frequency	2.0GHz	
	GPU	Adreno 506 GPU	
	Framework	8*Cortex A53 ; 64bit	
storage	RAM	2GB/3GB/4GB ; DDR3	vendor supply
	ROM	32GB/64GB	
	Storage combination	3+32GB、4+32GB、4+64GB、（compatible 2+16GB、3+16GB design，如有需求，市场部提前3个月确认if you have demand, please	
	Storage card	support , SD card support 128GB	

| screen	TP	TP type	2.5D Glass , thickness 0.8mm
		TP function	black Gesture unlock / Wet hand operation / Glove handling/10点 touch/Edge preventing mistakely touch
		TP technology	GFF full lamination , Anti fingerprint coating film
	LCM	LCM size	5.5" FHD
		Display technique	LTPS/IGZO/α-si
		resolution	1920*1080
		color	1600 million color
		brightness	450cd/m² (typ);
		Visual angle	Full view
		PPI	403
		contrast	1000:1(typ.)

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camera	back camera	pixel	12M(dual PD)+5M	
		Sensor	samsung 2L7 or Sony IMX362+samsung 4E8	
		Camera lens	6P lens	vendor supply
		aperture	F/1.9	
		Optical anti shake	not support	
		Autofocus	AF	
		Focusing mode	phase focusing	
		ISP	ISP build-in	
		size	module ontology	
		Flash light	Dual color temperature 4 flash	Marquee effect
		Camera lens	Single side antireflection coating for anti fingerprint coating	
	Front camera	pixel	16M	
		Sensor	Samsung 3P8SP03	
		Camera lens	5P lens	vendor supply
		aperture	F/2.0	
		Optical anti shake	not support	
		Autofocus	FF	
		Focusing mode	N/A	
		ISP	share the build in ISP	
		size	8*8*4.71mm	
		Flash light	Not support the front flash light	

| | | Battery capacity | Typical value is above 4000mAh | The core must meet the <<ODM project safety device (battery) monitoring mechanism management approach>>, the energy density is higher than 630wh/l, need to use a wire core |
		mCharge	Ensure 1C charging rate and charge time in detail is match	
		Battery energy density	680WH/L more	Voltage platform : 4.4V
Battery		PMU	PM8953+PMI8952	
		Fuel gage	PM8953	
		Charger	SMB1350 or other IC	
Charger		Specifications	12V/2A	standrad charger vendor supply
		protocol	M charge	
Audio		HIFI	not support	
		Smart PA	support	CS35L35	vendor supply
		noise reduction	support	PM8953	
		Audio chip	support	PM8953	
Audio device		Speaker	1115 5 magnetism		bottom speaker box structure
		Receiver	1206	
		MIC	Dual MIC	

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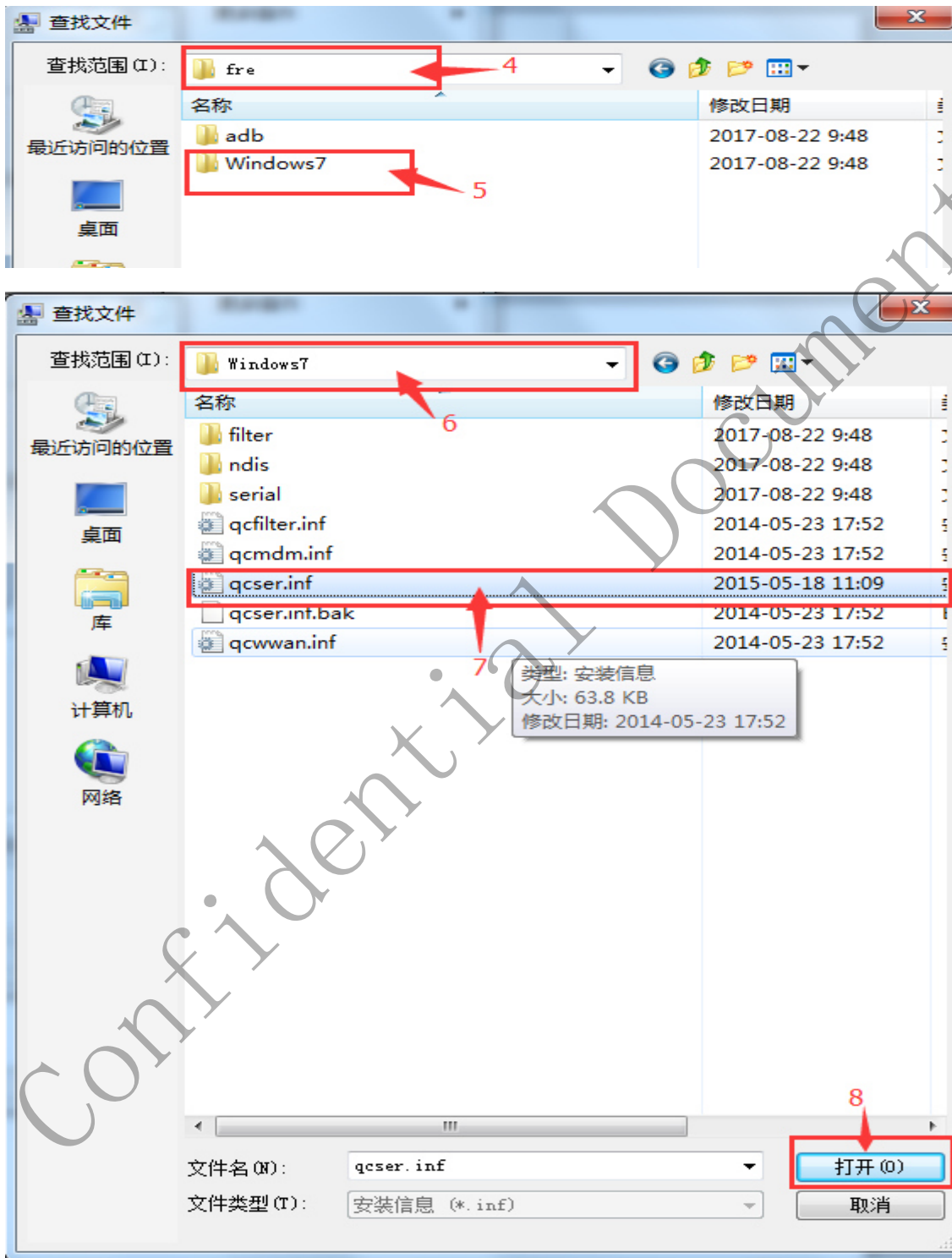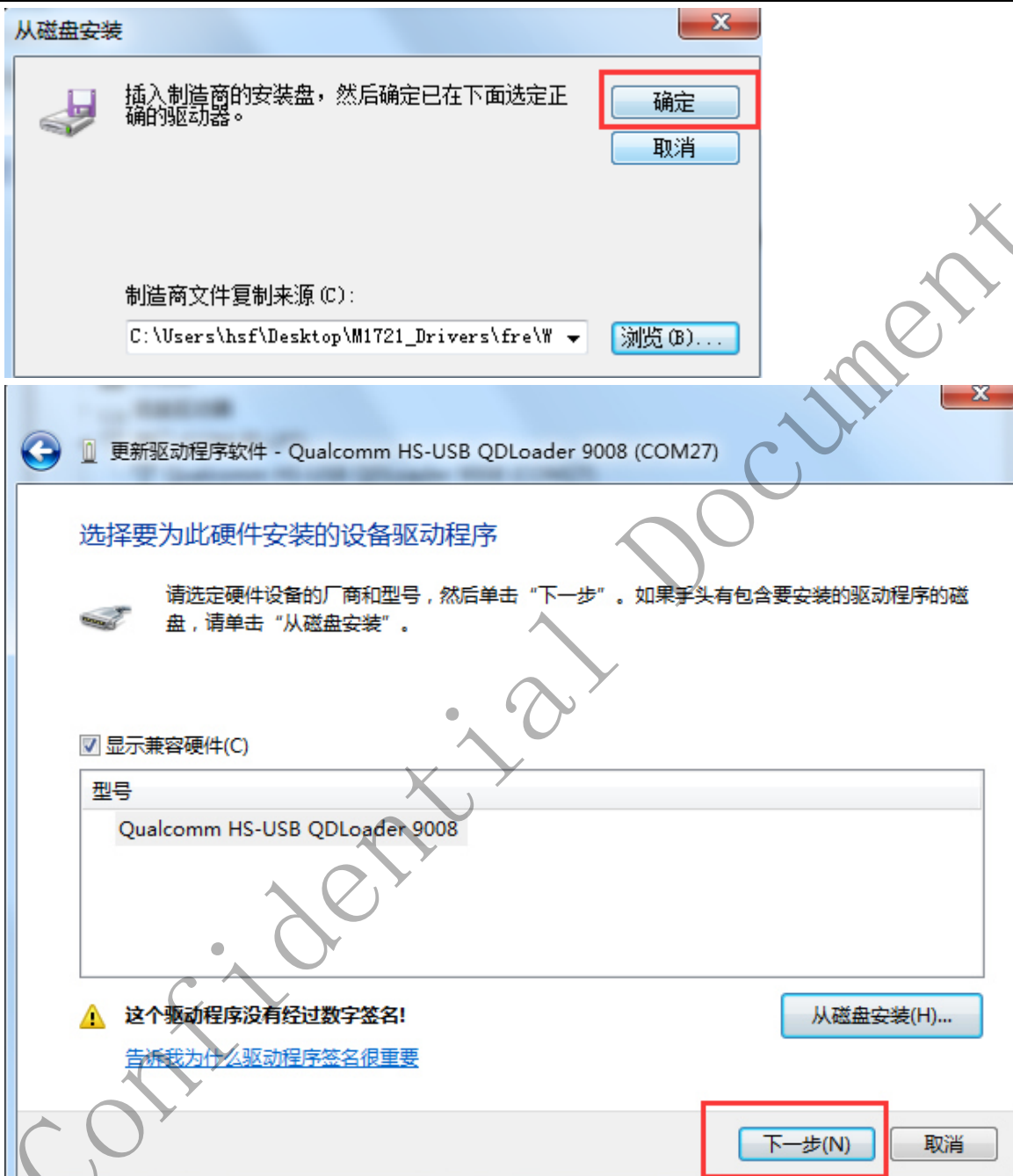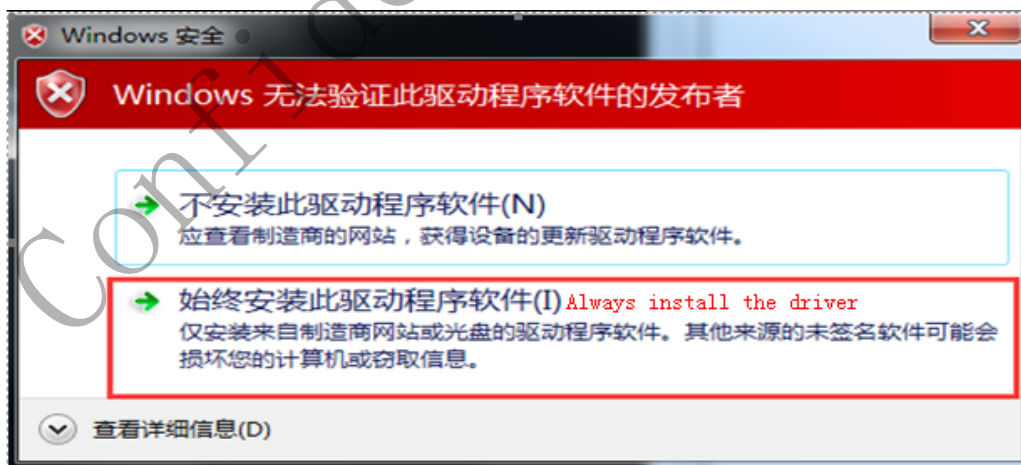Tel /86-756-6116288
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传感器	fingerprint identification	Chipset	GF5236	Live detection is not supported
		TEE vendors	Pod	
		Payment authentication	WeChat pay and Alipay pay	
	ForceTouch	not support		
	Gravitational acceleration	support		
	gyroscope	support		hardware support
	Distance sensor	support		
	Photosensitive induction	support		
	Electronic compass	support		
	Holzer	support		
Cellular network wireless network	Applicable frequency	Antenna700-960MHZ/1710-2690MHZ		
	WLAN	support 2.4G/5G WIFI；802.11a/b/g/n		
	Bluetooth	support BT4.2		
	GPS	GPS/Glonass		
	call and standby	Dual sim card dual standby single pass		
	VoLTE	Support		
	RF	WTR2965		For the Material number , base onThe number of versions is different
	NFC	not support		

Other functions	motor	Nonlinear		
	Pedometer	Support		Support hardware pedometer, WeRun certification
	Breathing lamp	Support		
	FM	not support		
	Main antenna and Vice antena switching	Support		support to main antenna and Vice antena switching
extenral port	OTG	Support		
	USB data port	micro USB		
	headset port	support 3.5mm headset port , USA standard		
Media	Audio format	flac、ape、aAc、ogg、mp3、midi、m4a、amr、wav (ra、wma)		the fromats are supported in the parentheses, but relate to copyright
	Audio encoding format	FLAC、APE、DTS、AC3、OGG、AAC、ADPCM、ALAC、MP3、AMR - WB、AMR - NB (COOK、ATRC)		the fromats are supported in the parentheses, but relate to copyright
	Video format	mp4、3gp、mov、mkv、avi、flv、mpeg、m2ts、ts (wmv、asf、rm、rmvb)		the fromats are supported in the parentheses, but relate to copyright
	Video encoding format	H264、MPEG4、VC1、H263、MPEG2、VP8 (XVID、DIVX5、DIVX4、DIVX3、VP6、WMV3)		the fromats are supported in the parentheses, but relate to copyright
	Picture format	JPEG、PNG、GIF、BMP		
Quality requirement	Environmental protection requirements	execute《Meizu environmental substance management regulation》		
	Outgoing inspection standard	execute《Meizu low-end machine universal inspection standard》		

Packing list	Offset printing carton ☑	Charger ☑	USB data cable ☑	Warranty card ☑	Quick start guide ☑
	Pin ☑	headset ☐	Holste ☐	Steel film ☐	
Business plan	life cycle				
	Total product				
	Monthly peak forecast				
	Color and proportion				

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Chapter 3 M1721 Functional test and standards

M1721 functional test item and standards

Test condition	Tested under photometric 800~2000Lux, using firmware supplied by Meizu as well as test software
Test Item	standards Reference basis
Button test	The power key, volume key, and primary key all work. The reaction is not dull and cannot be show Non corresponding key function
Sensor test	All the test item show green, it mean pass; if it show white , it mean skip this item; if it show red, it mean failed.
Charging test	battery state is charging, the external power and charging were green.
headset test	headset can be detect, headset button(volume button is work), Headset sound clear, no noise、The headset sounds the same、The pause key is work
LCD test	no black block,、black dot、home button LED light uniform brightness
Gravity test	Turn the screen counter clockwise and display the arrow in four directions
Gyroscope Test	Rotate the phone in YXZ order, and the screen corresponds to the coordinate scale
Vibration test	Motors can vibrate, it cannot without vibration, it cannot have noise or vibration so week.
Sensor calibration	Flat cellphone , if the interface is show pass.it is normally ; if the cellphone is show red. We should click the accelerate calibration button
Front camera test	Preview clear, adjust the normal, clear photos
Back camera test	The preview is clear, the calibration is normal, the photos are clear and the focus is normal
Flash light test	White and yellow double color flash lamp is opened normally, brightness is even
Bluetooth test	You can find Bluetooth hotspots
WIFI test	WIFI hotspots can be searched, you must have more than one hot spot, the sensitivity value is greater than -60dBm, such as no strong signal, the interface does not display PASS
Light sensor test	When the light sensor is blocked, the screen backlight is turned off and the light sensor is switched on, and the screen backlight is turned on, and the brightness of the screen is changed evenly at 20%, 50%, and 80% backlight
Audio test	The sound of the ear, the receiver and the horn is normal, and there is no noise. The recording can be recorded and played, and the sound is normal
Screen lineation test	Touch sensitive, lineation normal, it cannot show serration line, broken line, multi-line when our touch to lineation
Multi touch test	Touch the line with at least three points
Finger print test	Use the fingerprint test APK, open the first two items of self-test display, through the finger defense Home key 3rd item display PASS, then release finger , until to all the test pass
Calling test	SIM card can be detected, the sound is clear in call, the signal is stable, Headset mode / Headset mode / speaker mode can be switching normally, the infrared can

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be extinguished screen, it cannot have a single pass and noise, the infrared no effect

Chapter 4 Exploded view
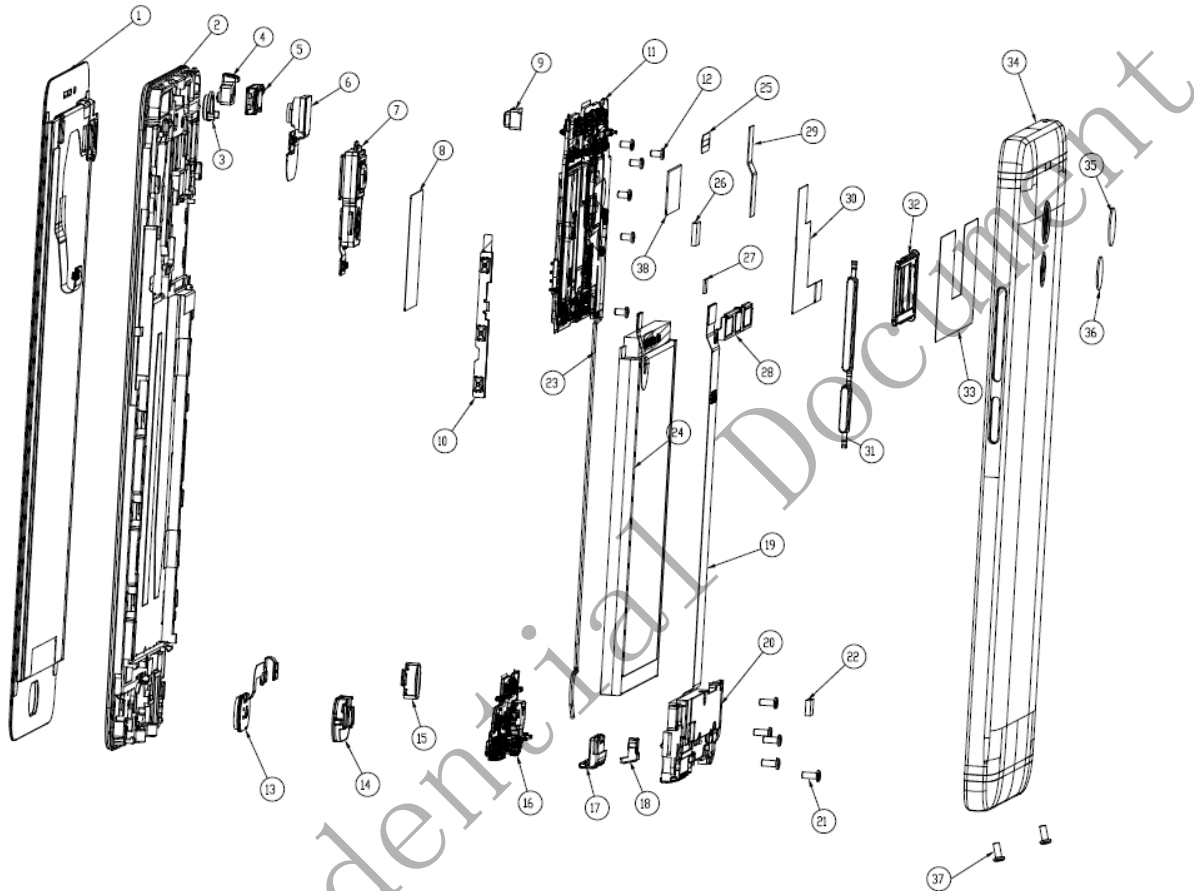
Chapter 5 Maintenance assembly and materials BOM

1. Maintenance assembly BOM

Serial number	Material name	
1	TP+LCM assembly	
2	LCD touch screen assembly	
3	Front camera silicone sleeve	
4	Vice Mic silicone rubber case	
5	Receiver	
6	front camera	
7	Rear camera	
8	BB Shield cap	
9	Light sensitive silicone rubber case	
10	Side key Vic-plate	

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11		
12	Screw	
13	Fingerprint module	
14	Fingerprint module silicone rubber case	
15	Fingerprint module holder assembly	
16	Vice-board assembly	
17	USB board	
18	Main MIC silicone rubber case	
19	Main FPC	
20	Speaker BOX	
21	Screw	
22	Motor ground conductive foam	
23	coaxial wire	
24	Battery	
25	Floodlight white Mylar	
26	Receiver grounding conductive cloth	
27		
28		
29	BTB holder	
30		
31	Side button holder	
32	SIM tray	
33		
34	Battery cover assembly	
35	Rear camera lens	
36	Rear camera lens	
37	Screws	
38		

Chapter 6 Block diagram and PCB Screen Printing

1. Block diagram

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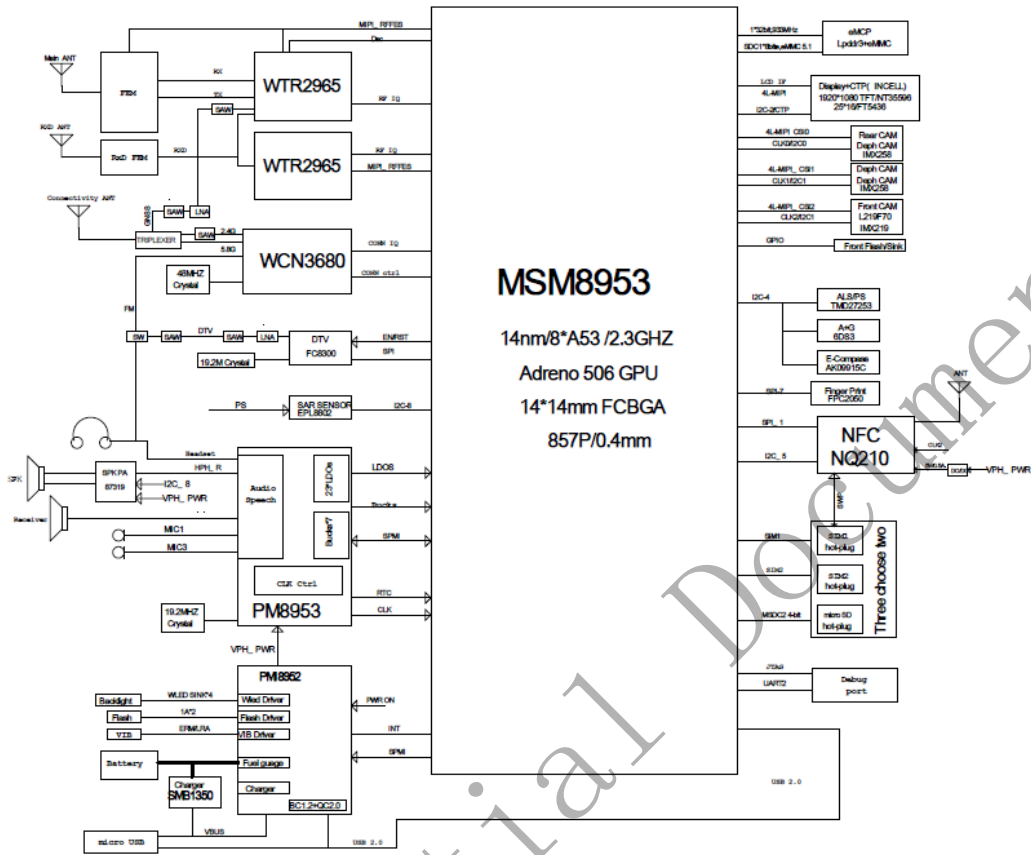
2. PCB Location number scheme

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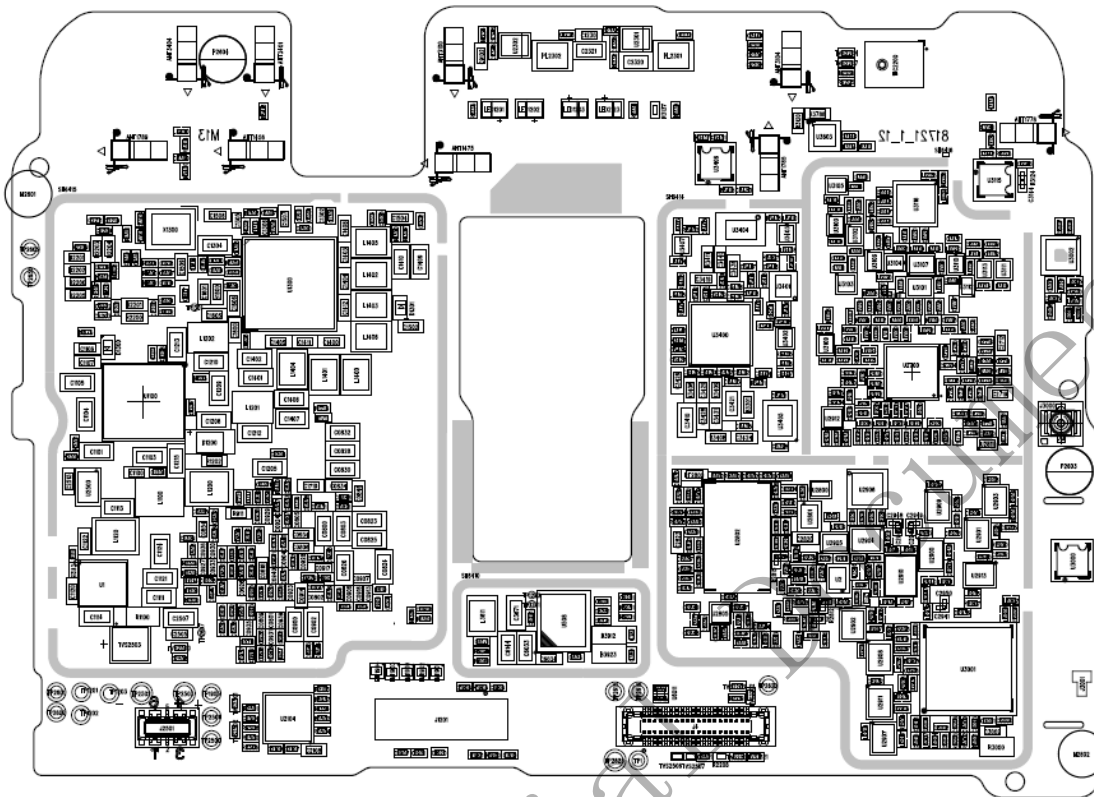
Chapter 7 The common fault detect and maintenance

For dysfunctional machines, software problems should be ruled out first. Then step out troubleshooting hardware.

Software upgrade, please follow the following process

Firmware upgrade
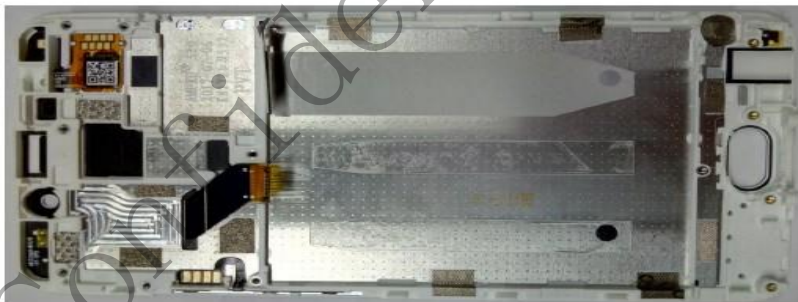
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```
                    ┌─────────────────────┐
                    │  Firmware Upgrade   │
                    └─────────────────────┘
                              │
                              ▼
                    ┌─────────────────────┐
                    │ Download the FLYME  │
                    │ firmware to phone   │
                    └─────────────────────┘
                        │              │
                        ▼              ▼
  ┌──────────────────────────┐  ┌──────────────────────────┐
  │ Turn off the phone; Press│  │ Open the firmare file and│
  │ Power button and Volume  │  │ operate according to     │
  │ Plus button simultaneously│ │ instructions             │
  └──────────────────────────┘  └──────────────────────────┘
                        │              │
                        ▼              │
            ┌─────────────────────┐   │
            │ Tick "System Update"│◄──┘
            │ and press "Start"   │
            └─────────────────────┘
                        │
                        ▼
            ┌─────────────────────────┐
            │ After upgrade is        │
            │ completed, phone will   │
            │ boot up automatically   │
            └─────────────────────────┘
                        │
                        ▼
            ┌─────────────────────────┐
            │ Enter system settings   │
            │ and check the firmware  │
            │ version (To verify if   │
            │ upgrade is completed)   │
            └─────────────────────────┘
                        │
                        ▼
                    ┌─────────┐
                    │  Over   │
                    └─────────┘
```

If the phone is flashed to Flyme firmware once again and the current problem still can't

be solved, Please flash the phone to Engineer firmware (Refer to M1721 Upgrade Guide).

Then use the test software carried by phone to do further tests to troubleshoot.

1. No boot

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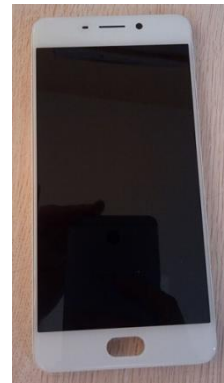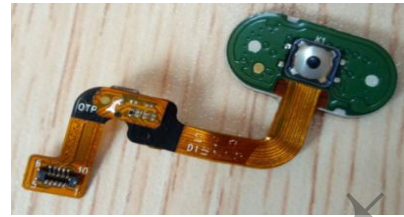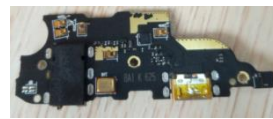Tel /86-756-6116288
Fax/86-756-6116200
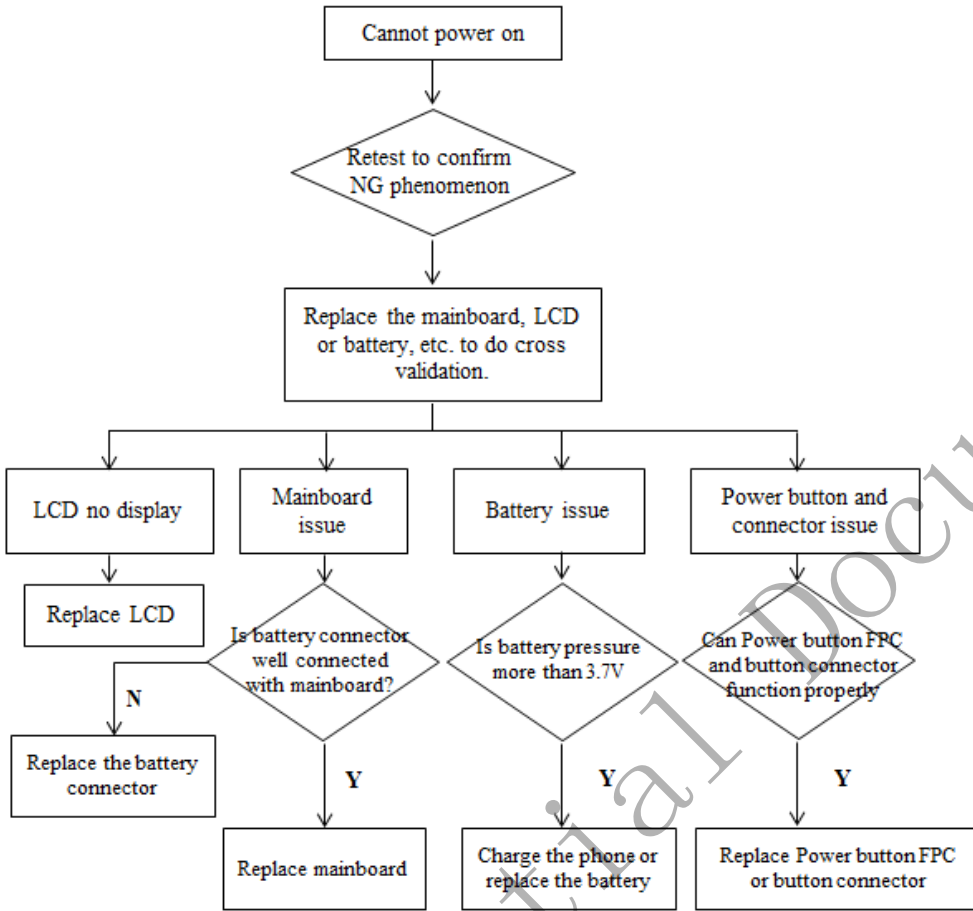
2. SIM card no recognizable

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```
                    ┌─────────────────┐
                    │  Cannot read the│
                    │    SIM card     │
                    └────────┬────────┘
                             │ Y
                    ╱────────▼────────╲                    ┌─────────────────┐
                   ╱   Is SIM card     ╲        Y          │ Replace or reset│
                  ╱  damaged or poor    ╲─────────────────▶│    SIM card     │
                   ╲     conntact       ╱                  └─────────────────┘
                    ╲────────┬────────╱
                             │ N
                    ╱────────▼────────╲                    ┌─────────────────┐
                   ╱  Is SIM card tray  ╲       Y          │ Replace or clean│
                  ╱   damaged or SIM     ╲─────────────────▶│the SIM card tray│
                   ╲ card tray pin stained╱                 │      pins       │
                    ╲────────┬────────╱                    └─────────────────┘
                             │ N
                    ╱────────▼────────╲                    ┌─────────────────┐
                   ╱ Switch on phone to ╲      N           │                 │
                  ╱  check if the phone  ╲─────────────────▶│Replace mainboard│
                   ╲ can read SIM card   ╱                  └─────────────────┘
                    ╲────────┬────────╱
                             │ Y
                    ┌────────▼────────┐
                    │      Over       │
                    └─────────────────┘
```
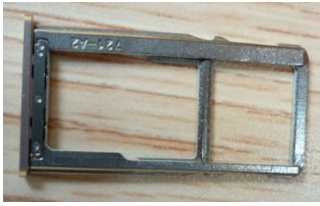
Note :

A. M1721 is Dual SIM card dual standby, include: mobile, Unicom, Telecom, Three CNC. Flash Flyme firmware.

Please note that please make a distinguish

B. Card 1 support SIM and SD card , **Card 2** hot-plugging。

3. Volume button Fault

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```
┌──────────────────────┐
│  Volume button no    │
│      function        │
└──────────────────────┘
            │ Y
            ▼
      ◇─────────────◇
    Check if Volume button        N      ┌──────────────────────────┐
    and Volume FPC are         ──────────▶│  Reset or replace Volume  │
    properly installed and               │  button or Volume button FPC│
    function properly                     └──────────────────────────┘
      ◇─────────────◇
            │ Y
            ▼
      ◇─────────────◇
    Check if mainboard circuit      N      ┌──────────────────────┐
    connected with Volume button ─────────▶│   Replace mainboard   │
    and Volume FPC connector              └──────────────────────┘
    function properly
      ◇─────────────◇
            │ Y
            ▼
      ┌──────────┐
      │   Over   │
      └──────────┘
```

4.Touch Screen Fault

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```
        ┌──────────────────────┐
        │  Touch screen no     │
        │      function        │
        └──────────┬───────────┘
                   │ Y
                   ▼
         ╱────────────────────╲          N     ┌───────────────────────┐
        ╱  Check if TP-FPC is   ╲──────────────▶│ Clean or re-install   │
        ╲  well connected with  ╱               │      TP-FPC           │
         ╲      mainboard      ╱                └───────────────────────┘
           ╲────────┬────────╱
                   │ Y
                   ▼
         ╱────────────────────╲          N     ┌───────────────────────┐
        ╱   Check if the touch  ╲──────────────▶│ Replace touch screen  │
        ╲  screen can function  ╱               └───────────────────────┘
         ╲      properly       ╱
           ╲────────┬────────╱
                   │ Y
                   ▼
         ╱────────────────────╲          N     ┌───────────────────────┐
        ╱   Check if mainboard  ╲──────────────▶│  Replace mainboard    │
        ╲  circuit connected with╱              └───────────────────────┘
         ╲ touch screen functions╱
           ╲────────┬────────╱
                   │ Y
                   ▼
              ┌──────────┐
              │   Over   │
              └──────────┘
```

5.LCD display abnormal

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6. Speaker abnormal

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```
┌─────────────────────┐
│  Speaker no sound   │
└─────────────────────┘
          │ Y
          ▼
       ╱Is Volume settings╲    N    ┌─────────────────────────┐
      ╱     correct        ╲──────▶│  Revise Volume settings  │
       ╲                   ╱        └─────────────────────────┘
          │ Y
          ▼
   ╱Check if speaker pin is well╲   N   ┌─────────────────────────┐
  ╱ connected with mainboard     ╲────▶│  Clean speaker pin and re- │
   ╲ and with no dirt and        ╱      │    install the speaker    │
      ╲   oxidaton    ╱                 └─────────────────────────┘
          │ Y
          ▼
     ╱Can speaker function╲    N    ┌─────────────────────┐
    ╱      properly        ╲──────▶│   Replace speaker    │
      ╲               ╱             └─────────────────────┘
          │
          ▼
   ╱Check if mainboard circuit╲   N   ┌─────────────────────┐
  ╱ connected with speaker can ╲────▶│  Replace mainboard   │
   ╲  function properly   ╱           └─────────────────────┘
          │ Y
          ▼
       ┌────────┐
       │  Over  │
       └────────┘
```

7.Headphone abnormal

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```
┌─────────────────────┐
│  Receiver no sound  │
└─────────────────────┘
          │ Y
          ▼
      ╱───────────╲        N    ┌──────────────────────────┐
     ╱ Is Volume   ╲────────────▶│  Revise Volume settings  │
     ╲ settings    ╱             └──────────────────────────┘
      ╲ correct   ╱
          │ Y
          ▼
      ╱──────────────────╲   N   ┌──────────────────────────┐
     ╱ Check if receiver  ╲──────▶│ Clean contact point and  │
     ╲ and receiver FPC    ╱      │    re-set receiver       │
      ╲ are well connected ╱       └──────────────────────────┘
       ╲ with mainboard   ╱
          │ Y
          ▼
      ╱──────────────────╲   Y   ┌──────────────────────────┐
     ╱ Does receiver pad   ╲─────▶│      Replace PAD         │
     ╲ of mainboard has    ╱      └──────────────────────────┘
      ╲ dirts or oxidized ╱
          │ N
          ▼
      ╱──────────────────╲   N   ┌──────────────────────────┐
     ╱ Check if mainboard  ╲─────▶│   Replace mainboard      │
     ╲ circuit connected   ╱      └──────────────────────────┘
      ╲ with receiver can  ╱
       ╲ function properly ╱
          │ Y
          ▼
      ┌────────┐
      │  Over  │
      └────────┘
```

8 Earphone abnormal

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```
                    ┌─────────────────────┐
                    │  Earphone no sound  │
                    └─────────────────────┘
                               │ Y
                               ▼
                         ╱───────────╲                    ┌──────────────────────┐
          Y             ╱ Is earphone  ╲                  │  Clean earphone Jack │
        ◄──────────────◄  Jack stained  ►                 └──────────────────────┘
                        ╲               ╱
                         ╲─────────────╱
                               │ N
                               ▼
                     ╱───────────────────╲
                    ╱  Does shrapnel of    ╲     Y         ┌──────────────────────────┐
                   ╱  eapphone Jack deform  ╲─────────────►│ Clean contact point or   │
                   ╲  and dirty exist on    ╱              │ replace earphone Jack    │
                    ╲ the contact point     ╱              └──────────────────────────┘
                     ╲ with mainboard      ╱
                      ╲───────────────────╱
                               │ N
                               ▼
                     ╱───────────────────╲
                    ╱  Check if mainboard  ╲    N          ┌──────────────────────┐
                   ╱  circuit connected with╲─────────────►│  Replace mainboard   │
                   ╲  earphone functions    ╱              └──────────────────────┘
                    ╲  properly            ╱
                     ╲───────────────────╱
                               │ Y
                               ▼
                         ┌───────────┐
                         │   Over    │
                         └───────────┘
```

9. Main MIC abnormal

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```
                    ┌─────────────────────┐
                    │   Main MIC fault    │
                    └─────────────────────┘
                              │ Y
                              ▼
              ╱────────────────────────╲              ┌──────────────────────┐
             ╱  Is main MIC rubber case ╲     Y       │ Clean main MIC rubber│
             ╲  and MIC hole blocked    ╱───────────▶ │   case and MIC       │
              ╲────────────────────────╱              └──────────────────────┘
                              │ N
                              ▼
              ╱────────────────────────╲              ┌──────────────────────┐
             ╱ Check if main FPC is well╲    N        │  Re-connect main FPC │
             ╲ connected with mainboard ╱───────────▶ │ connector or replace FPC│
              ╲ and can function properly╱             └──────────────────────┘
                              │ Y
                              ▼
              ╱────────────────────────╲              ┌──────────────────────┐
             ╱ Check if mainboard circuit╲   N        │  Replace USB board or│
             ╲ connected with main MIC   ╱───────────▶│     mainboard        │
              ╲ functions properly      ╱             └──────────────────────┘
                              │ Y
                              ▼
                        ┌───────────┐
                        │   Over    │
                        └───────────┘
```

10. Vice MIC abnormal

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```
┌─────────────────────┐
│  Assistant MIC no   │
│     function        │
└─────────────────────┘
          │ Y
          ▼
      ╱────────────╲
     ╱ Are hole of   ╲         Y      ┌──────────────────────┐
    ╱ assistant MIC    ╲─────────────▶│  Clean hole of       │
    ╲ and hole of      ╱             │  assistant MIC and   │
     ╲ battery cover  ╱              │  battery cover       │
      ╲  blocked    ╱                └──────────────────────┘
          │ N
          ▼
      ╱────────────╲
     ╱ Check if       ╲
    ╱ mainboard         ╲      N      ┌──────────────────────┐
   ╱ circuit connected   ╲───────────▶│  Replace mainboard   │
   ╲ with assistant MIC  ╱            └──────────────────────┘
    ╲ functions        ╱
     ╲  properly     ╱
          │ Y
          ▼
    ┌───────────┐
    │   Over    │
    └───────────┘
```

11. Main camera and front camera abnormal

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12. Flash light abnormal

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```
                ┌─────────────────────┐
                │  Flashlight  fault  │
                └─────────────────────┘
                           │ Y
                           ▼
                    ╱─────────────╲                    ┌──────────────────────────┐
                  ╱  Is flashlight  ╲        N         │                          │
                 ⟨   settings        ⟩───────────────▶│ Revise flashlight settings│
                  ╲  correct        ╱                  │                          │
                    ╲─────────────╱                    └──────────────────────────┘
                           │ Y
                           ▼
                    ╱─────────────╲                    ┌──────────────────────────┐
                  ╱ Check if flashlight╲      N        │                          │
                 ⟨ component on mainboard⟩────────────▶│   Replace  mainboard     │
                  ╲ function  properly ╱                │                          │
                    ╲─────────────╱                    └──────────────────────────┘
                           │ Y
                           ▼
                    ┌─────────────┐
                    │    Over     │
                    └─────────────┘
```

13. Signal abnormal

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```
┌─────────────────┐
│    No signal    │
└─────────────────┘
         │
         ▼ Y
   ◇─────────────◇         ┌──────────────────────────┐
  ╱ Check if RF   ╲   N    │  Re-connect FR coaxial   │
 ╱ coaxial wire is ╲─────▶ │  wire connector or       │
 ╲ well connected   ╱      │  Replace coaxial wire    │
  ╲ with mainboard ╱       └──────────────────────────┘
   ◇─────────────◇
         │ Y
         ▼
   ◇─────────────◇         ┌──────────────────────────┐
  ╱ Are antenna on ╲   N   │  Replace battery cover   │
 ╱ battery cover    ╲────▶ │  or speaker box          │
 ╲ (Near USB) or    ╱      └──────────────────────────┘
  ╲ speaker box     ╱
   ◇─ damaged ─────◇
         │ Y
         ▼
   ◇─────────────◇         ┌──────────────────────────┐
  ╱ Check if        ╲  N   │   Replace mainboard      │
 ╱ mainboard circuit ╲───▶ └──────────────────────────┘
 ╲ connected with    ╱
  ╲ antenna functions╱
   ◇─ properly ─────◇
         │ Y
         ▼
   ┌──────────┐
   │   Over   │
   └──────────┘
```

14. Home button abnormal

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Zhuhai 519085, Guangdong, China
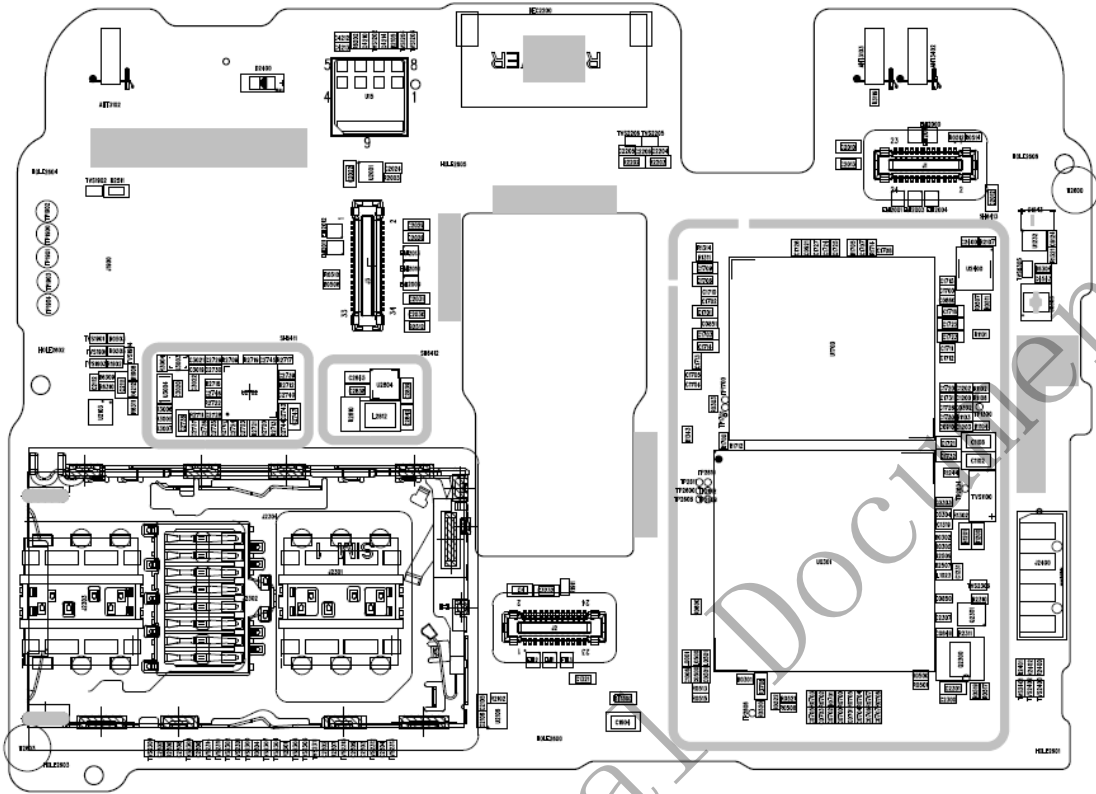
Tel /86-756-6116288
Fax/86-756-6116200

```
                    ┌─────────────────┐
                    │  Home button no │
                    │    function     │
                    └────────┬────────┘
                             │ Y
                             ▼
              ╱─────────────────────────╲           ┌──────────────────────┐
             ╱  Is it an connection issue ╲    Y     │  Re-connect the      │
            ⟨   of FPC-BTB connector       ⟩───────▶│  FPC-BTB connector   │
             ╲   of Home button           ╱          └──────────────────────┘
              ╲─────────────────────────╱
                             │ N
                             ▼
              ╱─────────────────────────╲           ┌──────────────────────┐
             ╱   Check if the Home        ╲    N     │  Replace the Home    │
            ⟨    button can function       ⟩───────▶│  button              │
             ╲   properly                 ╱          └──────────────────────┘
              ╲─────────────────────────╱
                             │ Y
                             ▼
              ╱─────────────────────────╲           ┌──────────────────────┐
             ╱   Check if fingerprint     ╲    N     │  Replace fingerprint │
            ⟨    module FPC can            ⟩───────▶│  module FPC assembly │
             ╲   function properly        ╱          └──────────────────────┘
              ╲─────────────────────────╱
                             │ Y
                             ▼
              ╱─────────────────────────╲           ┌──────────────────────┐
             ╱   Check if mainboard circuit╲   N     │  Replace mainboard   │
            ⟨    connected with main Home   ⟩──────▶│                      │
             ╲   button can function properly╱        └──────────────────────┘
              ╲─────────────────────────╱
                             │ Y
                             ▼
                       ┌──────────┐
                       │   Over   │
                       └──────────┘
```

15. WIFI / Bluetooth/ GPS abnormal

Antenna is used to emit and receive signal for Wi-Fi, Bluetooth or GPS , When Wi-Fi, Bluetooth or GPS fault happened, check if it's an issue of mainboard or an issue of antenna on battery cover. Below is the process to deal with the problem:

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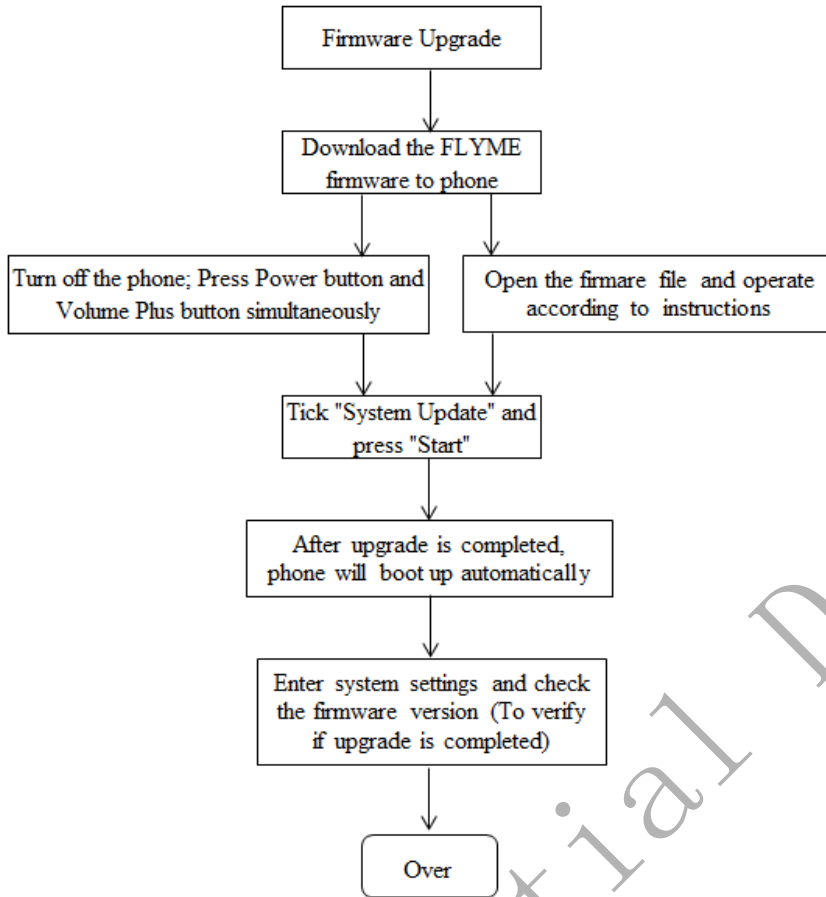Tel /86-756-6116288
Fax/86-756-6116200

```
┌─────────────────────┐
│  Wi-Fi/BT/GPS  fault │
└─────────────────────┘
           │ Y
           ▼
     ╱───────────╲                    ┌──────────────────────┐
    ╱ Check if antenna ╲      Y        │                      │
   ╱  on battery        ╲────────────▶ │ Replace battery cover │
    ╲  cover is damaged ╱              │                      │
     ╲─────────────────╱               └──────────────────────┘
           │ N
           ▼
     ╱───────────╲                    ┌──────────────────────┐
    ╱ Is it an issue of ╲     Y        │ Re-flash phone to Flyme│
   ╱  phone parameter    ╲───────────▶ │      firmware         │
    ╲ setting or Flyme   ╱             │                      │
     ╲  firmware        ╱              └──────────────────────┘
      ╲───────────────╱
           │ N
           ▼
     ╱───────────╲                    ┌──────────────────────┐
    ╱ Check if mainboard ╲    N        │                      │
   ╱ circuit connected    ╲──────────▶ │  Replace mainboard    │
    ╲ with Wi-Fi/BT/GP    ╱            │                      │
     ╲ functions properly╱             └──────────────────────┘
      ╲───────────────╱
           │ Y
           ▼
      ┌─────────┐
      │  Over   │
      └─────────┘
```

16. Infrared sensor abnormal

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```
        ┌─────────────────────┐
        │  Infrared sensor no │
        │      function       │
        └─────────────────────┘
                   │ Y
                   ▼
          ╱─────────────────╲          Y    ┌─────────────────────┐
         ╱  Check if the window ╲ ─────────▶ │ Clean the surface cover │
         ╲  of infrared sensor is ╱          └─────────────────────┘
          ╲     stained      ╱
           ╲───────────────╱
                   │ N
                   ▼
          ╱─────────────────╲          N    ┌─────────────────────┐
         ╱  Check if the infrared ╲ ───────▶ │  Replace the infrared │
         ╲    sensor case    ╱               │     sensor case       │
          ╲───────────────╱                 └─────────────────────┘
                   │ Y
                   ▼
          ╱─────────────────╲          N    ┌─────────────────────┐
         ╱ Check if mainboard circuit ╲ ───▶ │   Replace mainboard   │
         ╲ connected with IR sensor  ╱       └─────────────────────┘
          ╲ functions properly ╱
           ╲───────────────╱
                   │ Y
                   ▼
            ┌─────────────┐
            │    Over     │
            └─────────────┘
```

17.Motor abnormal

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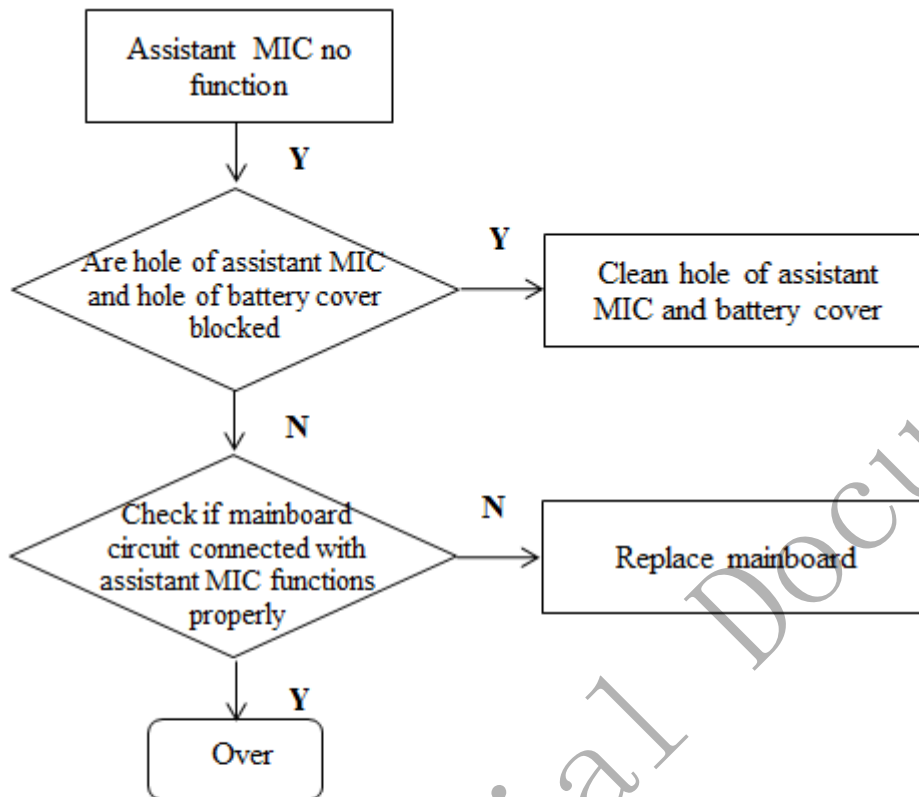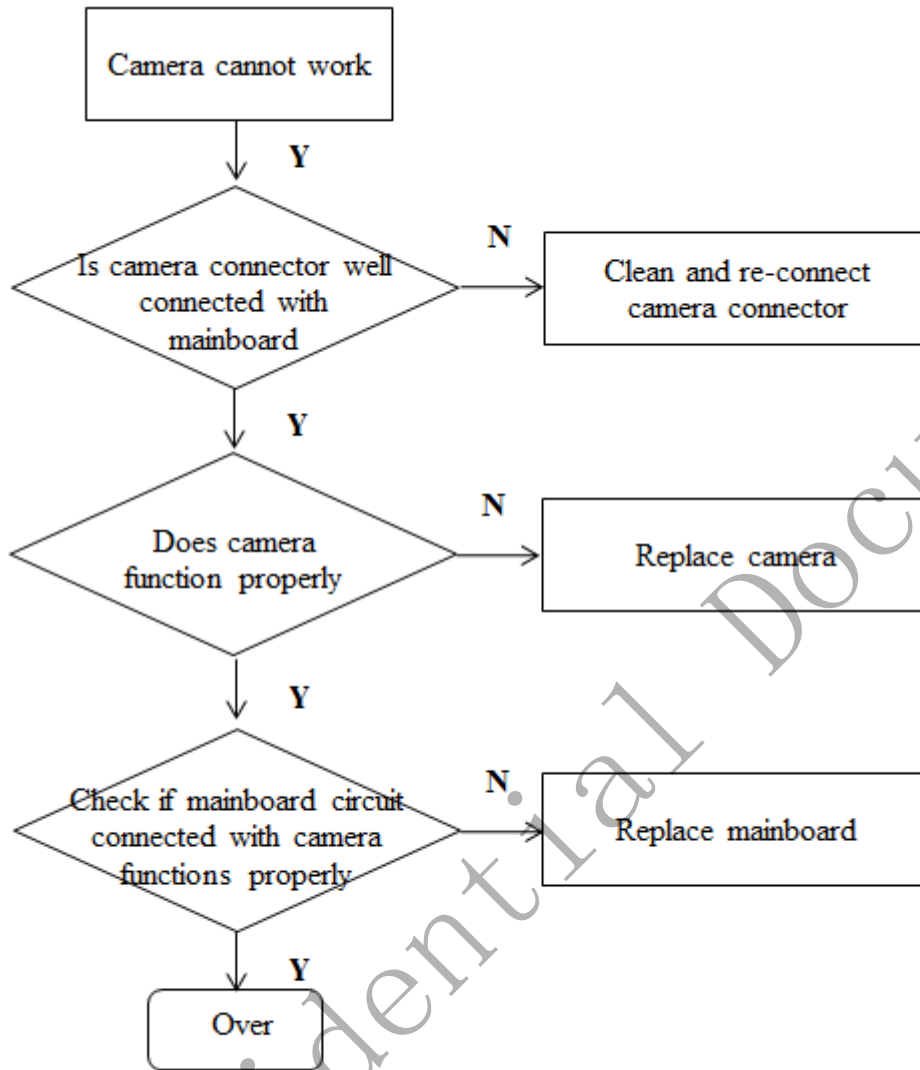
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广东省珠海市科技创新海岸魅族科技楼
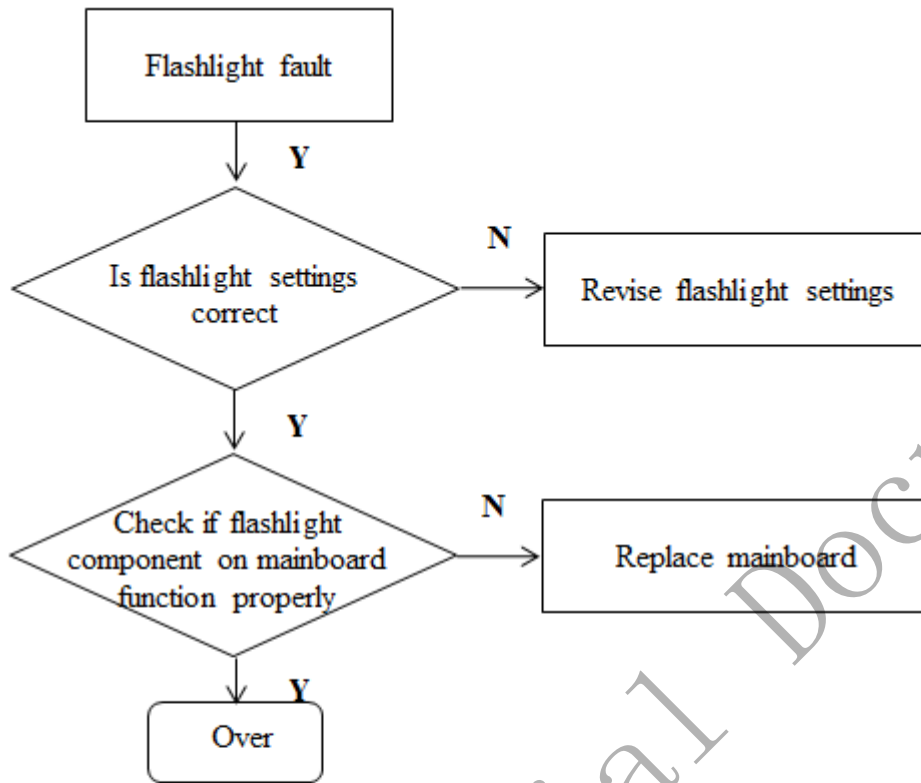MEIZU Tech Bldg., Technology & Innovation Coast,
Zhuhai 519085, Guangdong, China

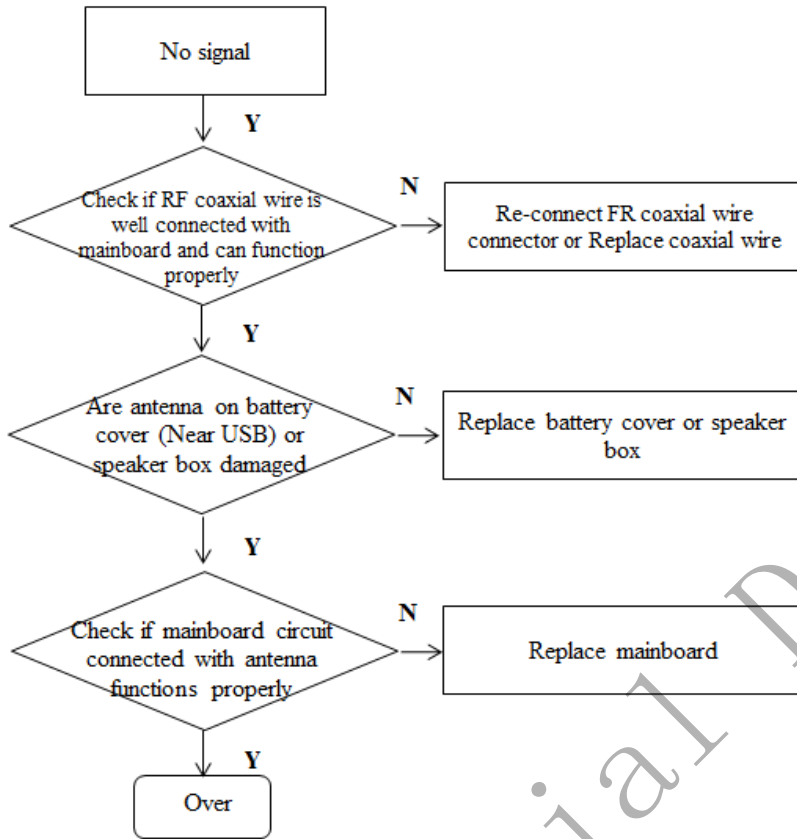Tel /86-756-6116288
Fax/86-756-6116200

```
┌─────────────────────┐
│  Motor no vibration │
└─────────────────────┘
          │ Y
          ▼
     ╱─────────────╲                    ┌──────────────────┐
    ╱ Add 2V voltage ╲        N          │                  │
   ╱ on both sides of  ╲─────────────────│ Replace the motor│
    ╲ motor FPC to see ╱                 │                  │
     ╲ if the motor   ╱                  └──────────────────┘
       ╲ vibrates    ╱
          │ Y
          ▼
     ╱─────────────╲                     ┌──────────────────┐
    ╱ Check if motor ╲        N          │                  │
    ╲ functions       ╱─────────────────│ Re-solder the motor│
     ╲ properly     ╱                    │                  │
          │ Y                            └──────────────────┘
          ▼
     ╱──────────────╲                    ┌──────────────────┐
    ╱ Check if mainboard╲     N          │                  │
   ╱ circuit connected   ╲───────────────│ Replace mainboard│
    ╲ with motor         ╱               │                  │
     ╲ functions properly╱               └──────────────────┘
          │ Y
          ▼
      ┌────────┐
      │  Over  │
      └────────┘
```

18.Charge abnormal

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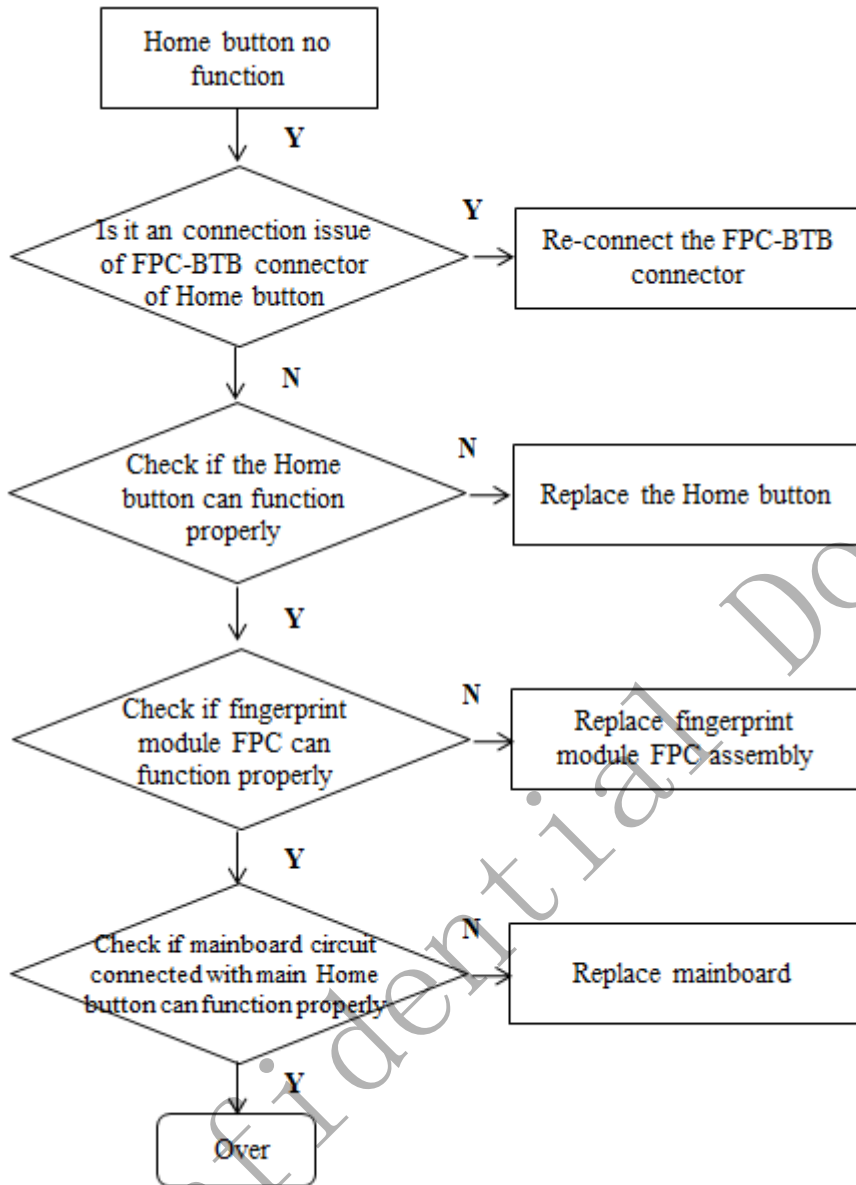
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Fax/86-756-6116200
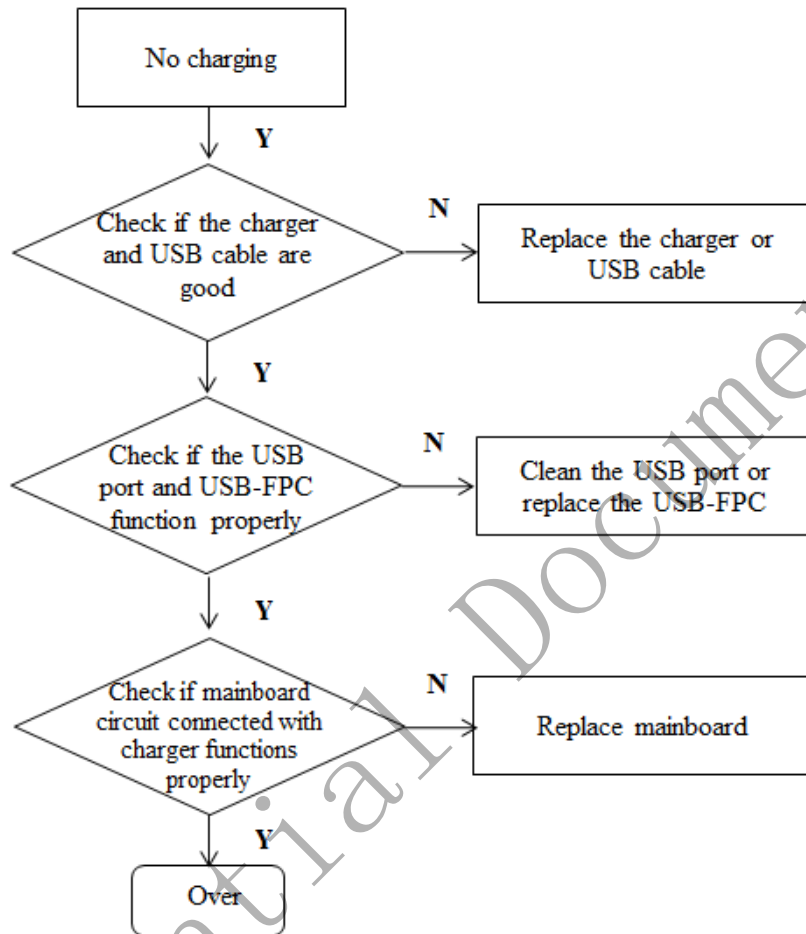
19. Note :

　　If you encounter one of the following problems, change the motherboard directly when the Flyme firmware is not work.

Fault item	Maintenance step 1	Maintenance step 2
Gyroscope	Re-flash Flyme	Replace Mainboard
Gravity induction	Re-flash Flyme	Replace Mainboard
Compass	Re-flash Flyme	Replace Mainboard

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M1721　Technical Parameters

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Updated:2017/09/04

Capacity　　　　16GB/32GB/64GB（Maximum support for 128GB memory cards）
Colors　　Obsidian Black　　　Blue Peacock　　　Silver moon　　Champagne gold
　　　OS　　　Flyme 6 (base on Android 7.1)

Basic Information		
Height	154.6*75.2*7.3 mm	
Weight	173g	
Battery	4000mAh	

Screen		
Size	5.5-inch	
Resolution	1920　x 1080	
Contrast	1000：1	
PPI	403	
Brightness	450cd/m² (typical value)	
Display technology	Super AMOLED	
Manufacturing Process	GFF full lamination	

Processor & Memory

Snapdragon 625 high performance processor
ARM® Cortex®-A53™　2.0GHz x8
Qualcomm® Adreno™　506 GPU
3GB/4GB LPDDR3 Memory

Camera

Rear		
12 megapixels	ƒ/1.9 aperture	
6-element lens,		
5 megapixels	ƒ/2.0 aperture	
5-element lens,		
Built-in　Double　ISP	4- LED flash	

Front		
16 megapixels ；	ƒ/2.0 aperture ；	
ArcSoft® intelligent beautification algorithm		
Face AE		

MTouch/mBack

Response speed	0.2s
Recognition angle	360°
Sensor	Capacitive touch sensor
Memory	5 fingerprints

Port

Earphone port	top, 3.5mm port
Data port	Micro USB 2.0　Typc-C port
OTG	Support
SIM card	2 Nano SIM
TF card	No Support
Hi-Fi	Cirrus Logic CS43130

Sensor

Gravity sensor, infrared proximity sensor, digital gyroscope,
Touch sensor, digital compass, ambient light sensor

Positioning

GPS　A-GPS　GLONASS　Digital compass

Multimedia

Video：MP4、3GP、MOV、MKV、AVI、FLV、MPEG
Audio：FLAC、APE、AAC、MKA、OGG、MIDI、M4A、AMR
Image：JPEG、PNG、GIF、BMP

Operating Environment

Working environment temperature	-15 to 55°C
Relative humidity	95%
Operational altitude	Up to 5,000 meters

Oversea Common After-sales Maintenance Process

(Version：V1.0)

Edited by：Zhichao Li

Review by：Zhifeng Zhong

Approved by：Chuansan Wang

Issued date：May.19th 2017   **Implemented date**：May.19th 2017

After-sales Maintenance Process

Faulted machine

Initial check ——— No fault ———→

Flash the latest Flyme firmware and install the pre-installed

⟨Detection&Judgement⟩ ——— No fault ———→ Flash engineer mode and Aging test ⟨Faults Judgement⟩ ——— No fault ——→

Faults exist ↓   Faults exist ↓

Judge which parts need to replace

Replace the mainboard	Replace Display	Replace battery	Replace other parts

Unbundle

Bind new mainboard with old PSN	Bind display cover	Bind battery	Replace fault parts

Unbundle display cover and battery

NG ⟨Functional test⟩ **NG**

PASS

⟨whether unit have force touch function⟩ ——— **Yes** ———→ Force touch calibration

No ↓

Flash the latest Flyme firmware and install the pre-installed package
（If the firmware is latest ,please skip this step）

Format and reset to manufactured status

clean the whole device

Give it back to Customer

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