

## 3100 Mobile Fault Finder



boosting wireless efficiency



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# About This Guide

This section contains the following basic information:

- "Purpose and scope" on page vi
- "Assumptions" on page vi
- "Related information" on page vi
- "Technical assistance" on page vii
- "Conventions" on page viii

## **Purpose and scope**

The purpose of this guide is to help you successfully use the 3100 Mobile Fault Finder's features and capabilities. This guide includes task-based instructions that describe how to install, configure, use, and troubleshoot the 3100 Mobile Fault Finder. Additionally, this guide provides a description of Willtek's warranty, services, and repair information, including terms and conditions of the licensing agreement.

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## **Assumptions**

This guide is intended for novice, intermediate, and experienced users who want to use the 3100 Mobile Fault Finder effectively and efficiently. We are assuming that you have basic computer and mouse/track ball experience, and are familiar with basic telecommunication concepts and terminology.

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## **Related information**

Use this guide in conjunction with the following information:

- Willtek 3100 Mobile Fault Finder: user's guide, M 290 111
- Willtek 3100 Mobile Fault Finder: SCPI command reference, M 293 111
- Willtek 7310 Lector: user's guide, M 294 289
- Bluetooth Connectivity Test Products: user's guide, M 292 018



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## Technical assistance

If you need assistance or have questions related to the use of this product call one of Willtek's technical assistance centers. You can also contact Willtek by e-mail at [customer.support@willtek.com](mailto:customer.support@willtek.com).

**Table 1**      Technical assistance centers

<b>Region</b>	<b>Phone number</b>	<b>Fax number</b>
Europe, Middle East, Asia, Africa	+49 (0) 89 996 41 386	+49 (0) 89 996 41 440
Americas	+1 973 386 9696	+1 973 386 9191
China	+86 21 5836 6669	+86 21 5835 5238

## Conventions

This guide uses naming conventions and symbols, as described in the following tables.

Table 2 Typographical conventions

Description	Example
User interface actions appear in this <b>typeface</b> .	On the Status bar, click <b>Start</b> .
Buttons or switches that you press on a unit appear in this <b>TYPEFACE</b> .	Press the <b>ON</b> switch.
Code and output messages appear in this <code>typeface</code> .	All results okay
Text you must type exactly as shown appears in this <b>typeface</b> .	Type: <b>a:\set.exe</b> in the dialog box.
Variables appear in this <b>&lt;typeface&gt;</b> .	Type the new <b>&lt;hostname&gt;</b> .
Book references appear in this <b>typeface</b> .	Refer to <b>Newton's Telecom Dictionary</b>
A vertical bar   means "or": only one option can appear in a single command.	platform [a b e]
Square brackets [ ] indicate an optional argument.	login [platform name]
Slanted brackets < > group required arguments.	<password>

**Table 3** Keyboard and menu conventions

Description	Example
A plus sign + indicates simultaneous keystrokes.	Press <b>Ctrl+s</b>
A comma indicates consecutive keystrokes.	Press <b>Alt+f,s</b>
A slanted bracket indicates choosing a submenu from menu.	On the menu bar, click <b>Start &gt; Program Files.</b>

**Table 4** Symbol conventions



This symbol represents a general hazard.



This symbol represents a risk of electrical shock.

**NOTE**

This symbol represents a note indicating related information or tip.

**Table 5** Safety definitions



**WARNING**

Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



**CAUTION**

Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.

About This Guide  
*Conventions*

# Safety Notes

This chapter provides the safety notes for the 3100 Mobile Fault Finder. Topics discussed in this chapter include the following:

- "Safety class" on page xii
- "Before startup" on page xii
- "During test" on page xiii
- "During maintenance and repair" on page xiii
- "Shutdown when defective" on page xiv

## Safety class

The 3100 is designed and tested in line with DIN 57411 part 1 (protective measures for electronic test equipment). The instrument complies with safety class I. It left the works in a perfectly safe condition for operation. To make sure it stays this way and can be operated without any risk, please observe the following notes carefully, which are based on section 17 of DIN 57411 part 1 a.

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## Before startup



### Ensure proper supply voltage

Before powering on, ensure that the operating voltage which is permitted for the 3100 (94 to 132 V<sub>AC</sub>, 187 to 264 V<sub>AC</sub>) is identical with your line voltage. You do not need to set the voltage range; the 3100 automatically adjusts to the applied (permissible) line voltage.

The power plug of the 3100 may only be inserted in outlets with a ground contact.

Never use extension cables without grounding conductor.



### Apply proper grounding

The grounding conductor must under no circumstances ever be interrupted, neither inside nor outside the test set. If there is no grounding through the grounding conductor, the cabinet of the 3100 could become live as the result of a defect. This can make the test set a potential risk.

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## During test



### Apply proper grounding

Always plug in the power socket of the 3100 before connecting a test circuit in order to use the protective effect of the 3100 grounding.

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## During maintenance and repair

Live parts can be exposed when you open covers or remove components. Connecting parts can also be live.



### Live parts with and without supply voltage connected

Before any adjustment, maintenance repair or replacement of parts, the test set must be separated from all voltage sources if it will be necessary to open it. If any jobs have to be performed on the 3100 while voltage is applied, they should only be undertaken by a specialist who is aware of the dangers that are involved. Capacitors in the power supply can still be charged, even though the instrument has been separated from all voltage sources.



### Use proper fuses

Defective fuses must be replaced with fuses of identical specifications.

Never patch fuses or short the fuse holder.

## **Shutdown when defective**

In the following cases, safe operation is very likely to be no longer possible:

- if the test set exhibits visible damage,
- if the test set will no longer work,
- after a extended period of storage under the wrong conditions (see data sheet),
- following transport under adverse conditions.

If you suspect that it is unsafe to continue operating the 3100, shut it down immediately and unplug all power connectors.

Secure the test set in such way that nobody else can start it up again, in order to protect any third party.

Get in touch with your nearest Willtek service center.



# Overview

# 1

This chapter provides a general description of the 3100 Mobile Fault Finder. Topics discussed in this chapter include the following:

- ["About the 3100 Mobile Fault Finder" on page 2](#)
- ["Features and capabilities" on page 3](#)
- ["Scope of delivery" on page 3](#)
- ["Options" on page 4](#)

## About the 3100 Mobile Fault Finder

The 3100 Mobile Fault Finder was designed to meet the requirements of point of sale/point-of-return and service center functional testing. It is the ideal tool to analyze GSM/WCDMA dual-mode phones or CDMA2000 phones in a service or point-of-sale environment. An option for EDGE testing is also available. The 3100 Mobile Fault Finder provides a user-friendly and cost-effective way to identify "No Fault Found" devices being returned from the market. Additionally, the 3100 provides a quick functional verification of mobile devices as they leave the service center, ensuring proper operation when returned to the customer.

The 3100 has no display and is therefore remote-controlled from a PC via a simple serial or USB connection by the 7310 Lector PC application. This intuitive PC application provides a simple Pass or Fail verdict, and a detailed report can be printed or stored in file.



## Features and capabilities

Enables accurate and no-fault identification of WCDMA, GSM and CDMA2000 mobile devices.

Separates faulty and non-fault-found (NFF) mobile phones to maximise revenues.

Provides intuitive operation and Autotest features to minimise training requirements.

Simulates real-life networks for complete testing.

Supports GSM, EDGE, WCDMA and CDMA2000 testing.

Option for Bluetooth testing available.

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## Scope of delivery

3100 base unit (instrument)

Manual Pack including a user documentation CD

7310 Lector (CD)

USB stick 256 Mb

This getting started manual

Power cord

USB cable

## Options

The following options and accessories are available:

Table 6 Options

Order number	Description
M 248 750	3150 GSM Option
M 897 257	3151 GSM Non-Call Mode Option
M 897 269	3152 EDGE Option
M 897 258	3153 EDGE Non-Call Mode Option
M 248 752	3154 WCDMA (UMTS) Option
M 897 254	3155 WCDMA (UMTS) Non-Call Mode Option
M 248 760	3156 CDMA Option
M 897 283	3157 CDMA Non-Call Mode Option
M 897 278	3175 ACPM Option
M 248 512	3189 Bluetooth Connectivity Test Package
M 897 271	GPIOB - IEEE 488.2 Option

Table 7 General options and accessories

Order number	Description
M 248 642	4916 Antenna Coupler Package
M 248 346	4921 RF Shield (N)
M 248 348	RF Shield & 4916 Antenna Coupler Package (N)
M 860 164	1103 USIM and GSM Test SIM card

# Installation

## 2

This chapter describes how to setup the 3100 Mobile Fault Finder. The topics discussed in this chapter are as follows:

- "Scope of delivery" on page 6
- "Software requirements" on page 6
- "Hardware requirements" on page 7
- "Installing the software" on page 9
- "Configuring the software" on page 12

## Scope of delivery

When unpacking the 3100 Mobile Fault Finder, ensure that you do not miss any of the following items:

- 3100 Mobile Fault Finder
- AC power cord
- Manual pack containing this getting started manual and a Documentation CD containing the user's guide
- CD containing the 7310 Lector application as well as the USB driver necessary for using the USB interface to establish a connection between the 3100 and your PC.
- USB cable

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## Software requirements

7310 Lector is designed to run on 32-bit Microsoft Windows operating systems (Windows NT, Windows 2000 and Windows XP). You will need to log in with administrator rights to install the software.

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## Hardware requirements

Following are hardware requirements as well as hardware recommendations for achieving the most reliable test results.

### PC specifications

Willtek recommends the following minimum PC specifications:

- Pentium-compatible processor, 200 MHz minimum
- 64 MB RAM
- Dedicated USB or serial port for the 3100 interface
- Sufficient hard disk size. The hard disk size depends on the volume of test results which you intend to store.
- A pointing device, e.g. a mouse, connected to the PC

### RF connection and shielding

An antenna coupler or cable connection to the device under test is required. For further information on off-air and cable connections refer to ["Connecting the RF" on page 16](#). Willtek recommends the use of the 4916 Antenna Coupler. For proper shielding and more reliable results, the Willtek 4921 RF Shield is recommended. When using the last two items, an RF cable for connecting the Antenna Coupler or the RF Shield is required.

#### NOTE

For testing UMTS (WCDMA) and CDMA phones the RF Shield is required for obtaining reliable test results. Testing without an RF Shield only makes sense within the GSM and EDGE options.

## Setting up the hardware

The following steps need to be taken to set up the hardware of the test system:

- 1 Place the 3100 instrument close to the PC that controls the 3100.
- 2 Connect the 3100 to mains using a power cord.
- 3 Use the USB cable to connect the USB 3 port of the 3100 to the PC. (Alternatively, you can instead connect the 3100 to the PC using a GPIB or a LAN connection).
- 4 Connect the RF port on the front panel of the 3100 instrument with the 4921 RF Shield using a double-shielded RF cable. Alternatively, if you do not intend to use the 4921, connect it to the coupling device of your choice.
- 5 If you have bought the 3189 Bluetooth Connectivity Test Package:
  - a Plug the Bluetooth dongle into the serial interface inside the 4921 RF Shield and screw it tight.
  - b Plug the connector with two cables into the RS-232 socket at the back of the 4921 RF Shield.
  - c Plug the other D-type connector into the COM 1 port of the 3100.
  - d Connect the AC/DC power converter to mains and to the remaining end of the RS-232 cable.



## Installing the software

- 1 Take the 7310 Lector from the manual pack delivered with the 3100 and insert it into the CD drive of your PC.
- 2 If the installation does not start automatically, use Microsoft Explorer to start the following program from the CD:  
INSTALL.BAT.  
The 7310 Lector Setup Assistant appears.
- 3 Follow the instructions on the screen. In particular:
  - Select a language for the setup assistant
  - Read and accept the license agreement
  - Select a folder to install the program files of 3100 Mobile Fault Finder (e.g. C:\Program files\Willtek\7310Lector)
  - Choose a program group name that will appear under **Start > Programs**
  - Select if you want to have a 3100 Mobile Fault Finder icon on the Windows desktop
  - Start the installation processThe 3100 Mobile Fault Finder program will be installed.
- 4 After completion of the 3100 Mobile Fault Finder installation, the InstallShield Wizard for CP2101 USB to UART Bridge Controller Driver appears. Again, follow the instructions on the screen.  
The USB driver will be installed.

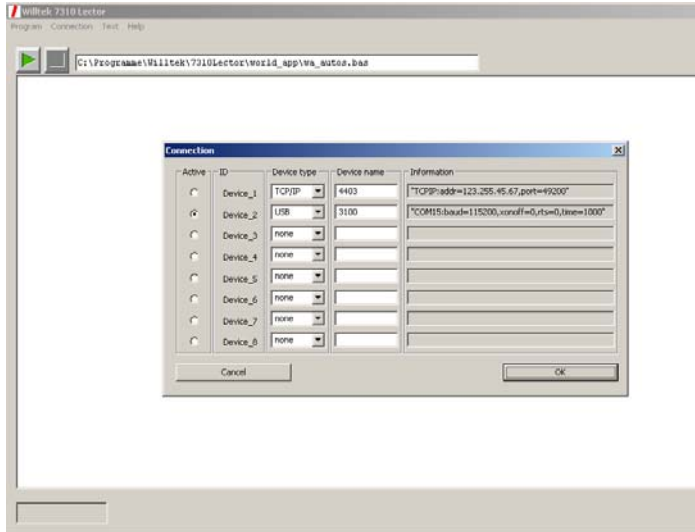
If you want to control the 3100 instrument via USB, please follow the steps below. Alternatively, if you want to control it via LAN or GPIB, please refer to section "Configuring the software" in the 7310 Lector user's guide, which can be found on the User Documentation CD delivered with your system.

- 1 Disconnect the USB cable from the PC to the 3100.
- 2 Switch on the 3100 and wait until two tones appear.
- 3 Connect the USB cable again.  
The Found New Hardware Wizard will start automatically.

## Chapter 2 Installation

### *Installing the software*

- 4 Let the Wizard search for appropriate driver software (select "Yes, this time only").
- 5 The Wizard displays the following software for a new hardware component: "CP2101 USB to UART Bridge Controller". Select "automatic software installation".  
The Wizard installs the CP210x USB Composite Device driver software.  
The Found New Hardware Wizard will start again.
- 6 The Wizard displays the following software for a new hardware component: "CP2101 USB to UART Bridge Controller". Select "automatic software installation".  
The Wizard installs the driver software and assigns a COM port to the interface.
- 7 Look up the COM port number in the Windows environment at **Start > Settings > Control Panel > System > Hardware > Device Manager > Ports (COM & LPT) > CP210x USB to UART Bridge Controller**. The COM port number (e.g. COM5) should be noted down.
- 8 Call up the 7310 Lector software on your PC by selecting **Start > Programs > Willtek > 7310 Lector > 7310 Lector**.
- 9 In Lector, select **Connection > Define Interface**.  
The Connection box appears.



- 10 Select a device by clicking on the appropriate radio button in the first column (Active).
- 11 In the second column (Device type) of the same row, select USB.  
A new window "Settings for RS-232" appears.
- 12 In the COM field, enter the number previously noted down (e.g. 5).
- 13 Leave the Baud entry at 115200 and the Handshake entry at None, and confirm your changes with **OK**.  
The window disappears and the entries appear in the Information field.
- 14 In the third row, enter a device name (e.g. "3100").
- 15 Confirm your changes by selecting OK.
- 16 If the 3189 Bluetooth Connectivity Test functionality is not already enabled in the 3100, enter the key code you received with the 3189 Bluetooth Connectivity Test Package in the **Options > Option Setting** menu of the Upgrade Utility within 7310 Lector.

Software drivers and application software for the 3189 Bluetooth Connectivity Test Package are integrated into 7310 Lector.

Your 3100 is now ready to start a test. Please refer to the 7310 Lector user's guide (on the User Documentation CD) on how to configure and carry out tests.

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## **Configuring the software**

For a detailed description of the Software installation and configuration please refer to the 3100 Mobile Fault Finder user's guide which is included on the User Documentation CD delivered with your system.

# Operation

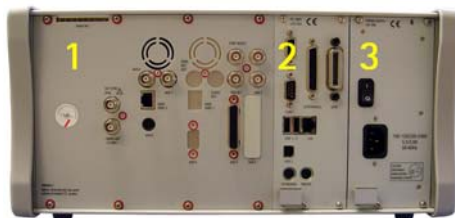
## 3

This chapter describes the functionality of the instrument. Topics discussed in this chapter are as follows:

- ["3100 rear panel connectors" on page 14](#)
- ["Power connector" on page 15](#)
- ["Powering the unit" on page 15](#)
- ["Connecting the RF" on page 16](#)
- ["Test setup" on page 17](#)
- ["Performing radio frequency \(RF\) measurements" on page 19](#)

## 3100 rear panel connectors

The 3100's rear panel is divided into three main sections.



### Section 1 – The RF/IF/AF section

The RF/IF/AF section provides several interfaces that may support your tests. Most of these interfaces are related to synchronization and triggering.

### Section 2 – The PC unit

In this section you will find all the standard PC interfaces.

### Section 3 – The power supply

In this section, the power switch and the power connector are located.

#### NOTE

The power switch has to be **on** before you will be able to start the 3100 using the **STANDBY** button.



#### HAZARD

Before connecting the 3100 to the power line, please check that the power available on your supply line is within the operating range of the 3100's power supply as indicated on the back of the unit and "[Power connector](#)" on page 15.

For a detailed description of all rear panel connectors refer to the user's guide.

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## Power connector



### Supply voltage

Before powering on, ensure that the operating voltage at your location is permitted for the 3100 (94 to 132 V<sub>AC</sub>, 187 to 264 V<sub>AC</sub>). The 3100 adjusts itself automatically to the applied (permissible) line voltage.

Connect the supplied power cable to the line socket of the power supply module (rear of 3100, see ["3100 rear panel connectors" on page 14](#)) and then to a power outlet with a ground contact.

Switch on the 3100. The power switch is located on the rear of the 3100, above the socket of the power cable. The 3100 is in stand-by mode now.

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## Powering the unit

Ensure that the 3100 is switched on as described above. The power switch is located on the rear of the 3100, above the socket of the power cable. When switched on, the 3100 is in stand-by mode. The light below the stand-by button on the front panel lights yellow.



Push the stand-by button to put the 3100 into operation mode. The stand-by light turns green.

## Connecting the RF

The 3100's RF connector is located on its front panel.

There are two ways of connecting a mobile to a tester:

- Cable connection
- Off-air connection

Both have their advantages and disadvantages.

### **Cable connection**

The cable connection between a mobile under test and the 3100 requires a mobile-specific RF adapter cable. With a cable connection, the RF socket of the tester is connected to the RF socket of the mobile (typically an antenna connector, e.g. for car-mount adapters). A shielded cable contributes to very accurate measurements.

However, if you need to test many different types of mobile phones, you will need many different cables or adapters, which increases test costs. Also, many new types of mobile phones do not have an RF socket anymore.





**Off-air connection** With an off-air connection, the RF socket of the tester is connected to Willtek's Antenna Coupler. This makes testing easy and fast. The mobile transmits via the antenna. No further test adapters are needed. The coupling loss depends on factors such as orientation, distance and frequency. To a certain extent, this can be compensated with a coupling loss table.



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## Test setup

To set up the hardware (for hardware requirements and recommendations see section 5) for tests proceed as follows:

- 1 If you intend to use the RF Shield and the Antenna Coupler, place the Antenna Coupler in the RF Shield and connect the cable between the RF Shield (internal) and the coupler.
- 2 If you are using the Antenna Coupler, connect it to the tester using a double-shielded RF cable.  
If you are also using the RF Shield, connect the box to the tester instead.
- 3 Connect the PC's serial port to the serial (COM1) interface of the tester or the PC's USB port to the tester's USB interface (USB3). If you intend to use a USB connection you need to

## Chapter 3 Operation

### Test setup

install the USB driver delivered with your 3100 first. For information in installing the driver refer to your 3100 Mobile Fault Finder user's guide.

- 4 Connect the power supply connector of the tester to a power outlet using the mains power cable or the power supply provided with the tester.
- 5 Switch on the PC.
- 6 Switch on the tester and wait for the double-tone beep which indicates that the boot process of the tester is completed.
- 7 Start Lector on the host PC.

The following picture shows a typical test setup for performing measurements utilizing an off-air connection via the Willtek 4916 Antenna Coupler.



## Performing radio frequency (RF) measurements

RF measurements can be divided into measurements on the transmitter and on the receiver.

**Transmitter measurements** A transmitter test is carried out to evaluate the performance of the mobile's transmitter. These measurements can be divided into two main groups:

- **Power measurements:** Here the focus is on transmit power levels and level changes. In GSM, for example, the peak power measurement and the power/time template check are common examples.
- **Modulation quality checks:** In these measurements, the focus lies on the modulator. In GSM, phase and frequency error are measured.

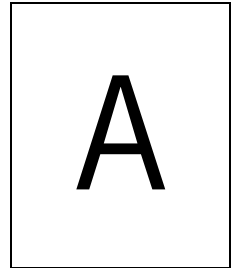
**Receiver measurements** Receiver measurements are also referred to as RX tests. In order to transfer speech and data correctly, the received bits must be detected properly. The common method in radio communication systems to test the receiver performance is the bit error rate measurement, often based on a signal loopback.

An additional method is to look at the mobile's internally generated evaluation of its received signal strength and quality. In many systems, the mobile reports this data to the network and hence can be displayed by the 3100 when it simulates a network to the mobile phone.

## Chapter 3 Operation

### *Performing radio frequency (RF) measurements*

# Warranty and Repair



This chapter describes the customer services available through Willtek. Topics discussed in this chapter include the following:

- ["Warranty information" on page 22](#)
- ["Equipment return instructions" on page 23](#)

## Warranty information

Willtek warrants that all of its products conform to Willtek's published specifications and are free from defects in materials and workmanship for a period of one year from the date of delivery to the original buyer, when used under normal operating conditions and within the service conditions for which they were designed. This warranty is not transferable and does not apply to used or demonstration products.

In case of a warranty claim, Willtek's obligation shall be limited to repairing, or at its option, replacing without charge, any assembly or component (except batteries) which in Willtek's sole opinion proves to be defective within the scope of the warranty. In the event Willtek is not able to modify, repair or replace nonconforming defective parts or components to a condition as warranted within a reasonable time after receipt thereof, the buyer shall receive credit in the amount of the original invoiced price of the product.

It is the buyer's responsibility to notify Willtek in writing of the defect or nonconformity within the warranty period and to return the affected product to Willtek's factory, designated service provider, or authorized service center within thirty (30) days after discovery of such defect or nonconformity. The buyer shall prepay shipping charges and insurance for products returned to Willtek or its designated service provider for warranty service. Willtek or its designated service provider shall pay costs for return of products to the buyer.

Willtek's obligation and the customer's sole remedy under this hardware warranty is limited to the repair or replacement, at Willtek's option, of the defective product. Willtek shall have no obligation to remedy any such defect if it can be shown: (a) that the product was altered, repaired, or reworked by any party other than Willtek without Willtek's written consent; (b) that such defects were the result of customer's improper storage, mishandling, abuse, or misuse of the product; (c) that such defects were the result of customer's use of the product in conjunction with equipment electronically or mechanically incompatible or of an inferior quality; or (d) that the defect was the result of damage by fire, explosion, power failure, or any act of nature.

The warranty described above is the buyer's sole and exclusive remedy and no other warranty, whether written or oral, expressed or implied by statute or course of dealing shall apply. Willtek specifically disclaims the implied warranties of merchantability and fitness for a particular purpose. No statement, representation, agreement, or understanding, oral or written, made by an agent, distributor, or employee of Willtek, which is not contained in the foregoing warranty will be binding upon Willtek, unless made in writing and executed by an authorized representative of Willtek. Under no circumstances shall Willtek be liable for any direct, indirect, special, incidental, or consequential damages, expenses, or losses, including loss of profits, based on contract, tort, or any other legal theory.

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## Equipment return instructions

Please contact your local service center for Willtek products via telephone or web site for return or reference authorization to accompany your equipment. For each piece of equipment returned for repair, attach a tag that includes the following information:

- Owner's name, address, and telephone number.
- Serial number, product type, and model.
- Warranty status. (If you are unsure of the warranty status of your instrument, include a copy of the invoice or delivery note.)
- Detailed description of the problem or service requested.
- Name and telephone number of the person to contact regarding questions about the repair.
- Return authorization (RA) number (US customers), or reference number (European customers).

**Appendix A** Warranty and Repair  
*Equipment return instructions*

If possible, return the equipment using the original shipping container and material. Additional Willtek shipping containers are available from Willtek on request. If the original container is not available, the unit should be carefully packed so that it will not be damaged in transit. Willtek is not liable for any damage that may occur during shipping. The customer should clearly mark the Willtek-issued RA or reference number on the outside of the package and ship it prepaid and insured to Willtek.



# End-User License Agreement



**B**

This appendix describes the conditions for using the 7310 Lector software and the 3100 operating software.

All copyrights in and to the software product are owned by Willtek Communications or its licensors. The software is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties.

This end-user license agreement grants you the right to use the software contained in this product subject to the following restrictions. You may not:

- (i) use the software and/or any copy of the software in different computers concurrently, unless the software is an update that has been downloaded from the Internet at [www.willtek.com](http://www.willtek.com);
- (ii) copy the software, except for archive purposes consistent with your standard archive procedures;
- (iii) transfer the software to a third party apart from the entire product;
- (iv) modify, decompile, disassemble, reverse engineer or otherwise attempt to derive the source code of the software;
- (v) export the software in contravention of applicable export laws and regulations of the country of purchase;
- (vi) use the software other than in connection with operation of the product.

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# Publication History

Revision	Changes
0505-100-A	First version.
0507-500-A	Options information updated. Information on shielding for UMTS (WCDMA) measurement added.
0510-500-A	Options information updated. Pictures updated. Scope of delivery information updated.
0605-590-A	New series; introduction of Lector.
0607-590-A	More detailed installation instructions including the 3189 Bluetooth Connectivity Test Package.

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English

Willtek Communications GmbH  
85737 Ismaning  
Germany  
Tel: +49 (0) 89 996 41-0  
Fax: +49 (0) 89 996 41-440  
info@willtek.com

Willtek Communications UK  
Cheadle Hulme  
United Kingdom  
Tel: +44 (0) 161 486 3353  
Fax: +44 (0) 161 486 3354  
willtek.uk@willtek.com

Willtek Communications SARL  
Roissy  
France  
Tel: +33 (0) 1 72 02 30 30  
Fax: +33 (0) 1 49 38 01 06  
willtek.fr@willtek.com

Willtek Communications Inc.  
Parsippany  
USA  
Tel: +1 973 386 9696  
Fax: +1 973 386 9191  
willtek.cala@willtek.com  
sales.us@willtek.com

Willtek Communications  
Singapore  
Asia Pacific  
Tel: +65 943 63 766  
willtek.ap@willtek.com

Willtek Communications Ltd.  
Shanghai  
China  
Tel: +86 21 5835 8037/9  
Fax: +86 21 5835 5238  
willtek.cn@willtek.com

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