

will'tek

Willtek 4350

Mobile Fault Finder Series

No connection?

Dropped calls?

Broken mobile ...?



...be sure, with fast, cost-effective testing at



When mobile phone users think that they have a faulty mobile handset, they return it to the place where they bought it, for repair, a refund or a replacement phone.

One of the challenges facing retailers and service organizations is to identify faulty handsets quickly before they enter the repair cycle. By reducing the number of no-fault-found mobiles (NFFs) retailers can avoid substantial administrative and financial costs especially those associated with shipping handsets and providing customers with replacement phones.

A further point of concern for retailers and service organizations is that the rapid expansion of the mobile phone market has resulted in shortages of skilled repair technicians. Given the high value and cost of these personnel, retail and service companies need to deploy them in a way that makes the most productive and profitable use of their time and expertise.

Against this background, the Willtek 4350 Mobile Fault Tester Series has been specifically designed to meet the needs of organizations testing at the point of sale or filter testing at service centers. It fulfills the requirements for a precise and affordable test instrument that can be readily used with minimal training by operators who do not necessarily have a technical background.

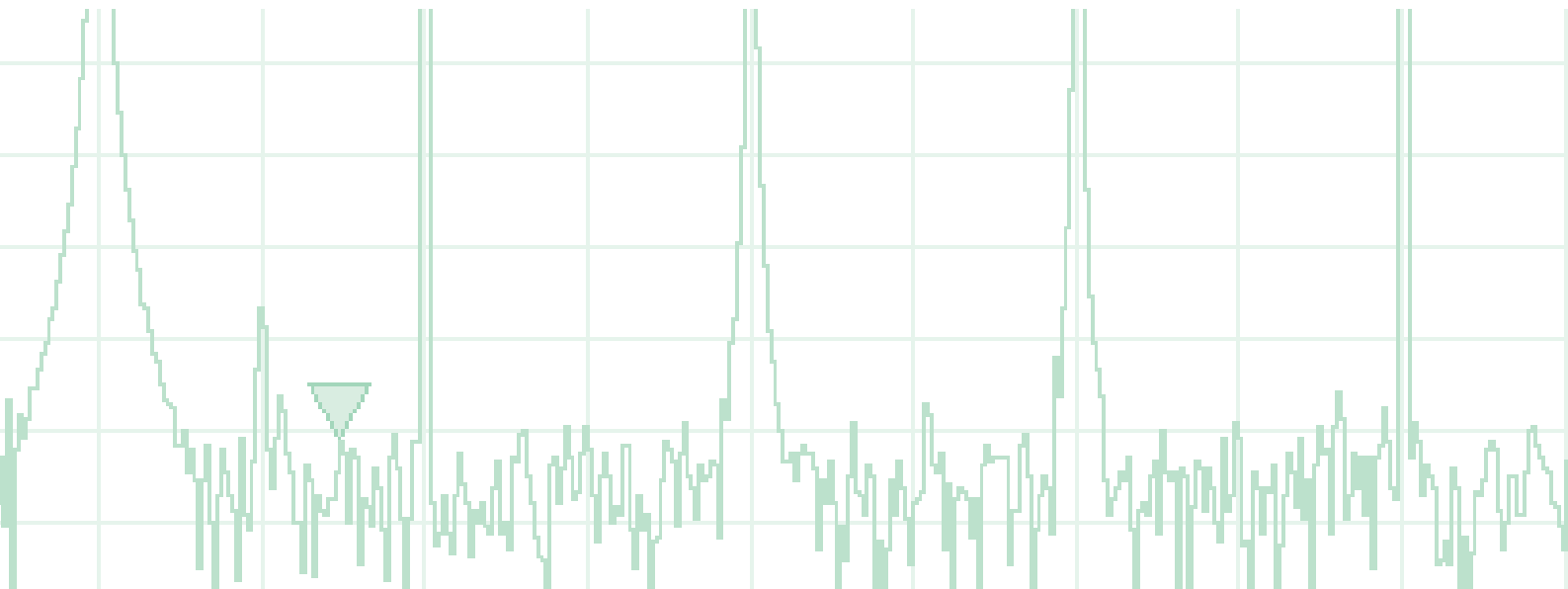
Eliminate unnecessary costs

The 4350 Willtek Mobile Fault Finder Series has been designed to fulfill the requirements of testing mobile phones at the point of sale or service center filter testing. This easy-to-use test instrument enables rapid and effective assessment of mobile phones to eliminate the costs of repairing and replacing phones when this is not necessary, preventing them from progressing further in the repair cycle.

There are five models available to match customers' needs for testing AMPS, NAMPS, CDMA2000 or TDMA technologies, and both the 800 MHz and the 1900 MHz bands. With capability for the 2.5G-CDMA2000 and 1xRTT wireless technology, the 4350 Mobile Fault Finder Series makes it possible to screen mobile phones on arrival, test repairs and realignments, and perform final testing before return to the customer – all to the highest standard.

Test multiple standards rapidly

4351 Mobile Fault Finder	AMPS, NAMPS
4352 Mobile Fault Finder	AMPS, CDMA2000 (800 MHz)
4353 Mobile Fault Finder	AMPS, CDMA2000 (800 MHz, 1900 MHz)
4354 Mobile Fault Finder	AMPS, TDMA (800 MHz)
4355 Mobile Fault Finder	AMPS, TDMA (800 MHz, 1900 MHz)



the point of sale

Provide optimal ease of use

The Willtek 4350 Mobile Fault Tester Series allows users to start operating the instrument almost immediately with minimal training. Even nonspecialist operators can tell whether a handset is working correctly or is faulty in a minute. All that is needed to check a mobile phone. Using the instrument is to press the start button, and the test will run automatically to show whether or not the handset is defective.

The 4350 Series features a large display that presents instructions clearly, making the instrument easy to use. An animated graphical interface helps users learn and perform tests faster. Simple, automated test procedures allow minimally trained users to perform the same in-depth testing on mobile phones as skilled service technicians.

These characteristics of the 4350 Series enable customers to achieve cost-effective testing at the point of sale or filter testing in service centers, with minimal use of technical resources and reduced recruitment and training costs.

Analyze problems instantly

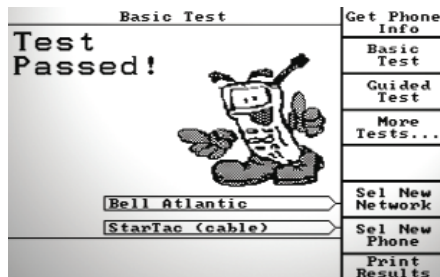
Using the 4350 Series, all necessary parameters and mobile phone functions can be checked, simulating real network conditions. A printed test report can be provided to customers to confirm the status of the handset as either PASS or FAIL. As a result, the operator of the instrument can distinguish genuinely defective handsets from network coverage problems, faulty batteries or errors in the use of the

phone.

Build revenue

Identifying a simple fault such as failed batteries in-store means that customers purchase replacements, thus generating revenue for retailers.

At the same time, delivering a rapid and effective solution to a customer's problem creates a positive impression that reinforces longer-term relationship and loyalty, and is likely to result in subsequent phone purchase from the same source.



Fast and thorough testing shows immediately whether or not the handset is working correctly.

POS: What can be tested?

Mobile test	Switch-on test	Willtek 4350 Mobile Fault Finder Series
Registering to network	Yes	Yes
Transmitter test	No	Yes
Receiver test	No	Yes
Speaker/microphone	Yes	Yes
Frequency check	No	Yes
Channel handoff	No	Yes
Analog handoff	No	Yes

Customer	Date
Broken mobiles per month	200
Not really broken (NFF)%	20% = 40
Problems, which could be solved immediately (Antenna, Battery...)%	10% = 20
	Total: 60
Cost of Repair per mobile	
Service center charge	\$40
Logistics charge	\$20
Administration charge	\$10
Overall repair costs	Total: \$70
NFF - costs per month	\$4,200
Price of the required 4350 system (4361...4365):	system price
	<small>depends on model</small>
Return on Investment is reached within:	
<small>system price</small> \$4,200	2-4 month



4350 Mobile Fault Finder

Highlights of the Willtek 4350 Mobile Fault Finder

- Test any mobile phone fast and easily at the point of sale
- Reduce costs of returning functioning handsets
- Save costs of replacing handsets
- Improve opportunities for sales and reinforce customer loyalty by delivering high quality, professional service
- Optimize skilled technicians' time and reduce training costs
- Progress with advancing technology and standards with upgrades to protect investment

The complete solution

As one of the leading vendors of mobile test equipment, Willtek understands its customers' evolving needs. The 4350 Series has therefore been designed with flexibility and market growth in mind.

All models enable custom tests and specifications tables for flexibility. As standards advance free firmware updates are available on the Internet or via e-mail. Network and mobile information can be updated via the built-in floppy disc.

The 4350 Series caters for the variety of mobile handsets available on the market and offers a wide range of RF connectors. The Willtek 4920 RF Shield Box and the 4910 Universal Antenna Coupler provide simple coupling for all types of mobile phone, eliminating the need for additional adapters.

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