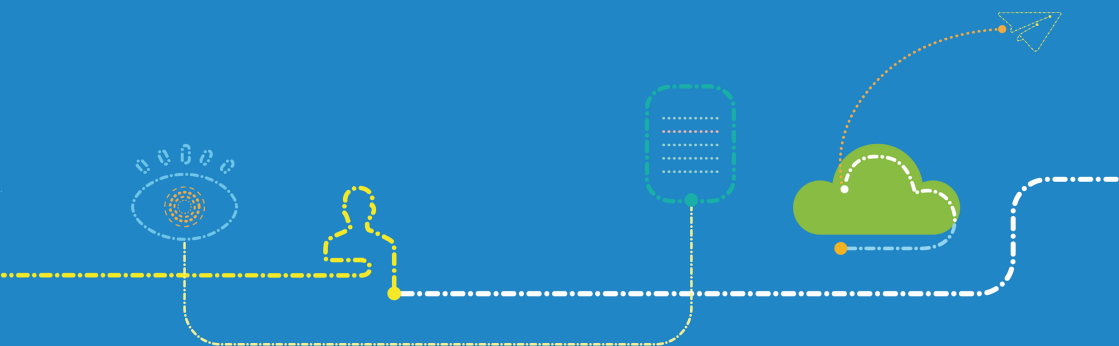


Z2472 LTE Mobile Phone

After-sales Service Manual (Level 1)

Version 1.0



ZTE

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Users may visit ZTE handset website <https://ztedevices.com> to inquire related information. The ultimate right to interpret this product resides in ZTE CORPORATION.

Revision History

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Publishing Date: May 5, 2025

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1. Product Summary

1.1 Attention

Before performing any maintenance to the Z2472 device, you need to verify that the device is in a secure network.

1.2 Product Overview



NOTE:

The picture is for reference only. The actual product may be different.

1.3 Standard Configuration

No.	Name	Quantity
1	Z2472 mobile phone	1
2	USB Type-C data cable	1
3	Phone case	1
4	Quick start guide	1

1.4 Specifications

Category	Parameter	Specification
Physical parameters	Dimensions (Height × Width × Depth)	167.64 mm × 77.37 mm × 8.3 mm
	Weight	193 g
	Network	LTE: B1/B3/B5/B7/B8/B20/B28/B38/B40/B41(194M) UMTS: B1/B2/B5/B8 GSM: B2/B3/B5/B8
Technical parameters	Operating system	Android 15.0, 64 bit
	CPU	T7200 Octa-Core (2×A75 @ 1.6 GHz + 6×A55 @ 1.6 GHz)
	Display	6.75 inches, 720×1600 pixels, IPS
	Storage & memory	64 GB ROM + 4 GB RAM
	External storage	Supports microSDXC card, up to 1 TB
	Battery capacity	5000 mAh
	Cameras	8M+AI back cameras (with flash) 5M front camera
	Interfaces	USB Type-C 2.0, dual nano-SIM, microSDXC, 3.5 mm headset
	Wi-Fi	802.11 a/b/g/n/ac, 2.4 GHz & 5 GHz
	Bluetooth	Bluetooth 5.2
	GPS	Supported
	Sensors	Accelerometer, proximity & light sensor, compass

2. Function Test

2.1 NFF Test

Test Flow Chart	Test Item	Test Method and Requirements	Test device
<pre> graph TD Customer{{Customer}} -- PASS --> MeetBasic{Meet basic requirements} MeetBasic -- NG --> Customer MeetBasic -- PASS --> ConfirmRecurrence{Confirm failure recurrence} ConfirmRecurrence -- NG --> MeetBasic ConfirmRecurrence -- PASS --> TestFunction{Test the function} TestFunction -- NG --> ConfirmRecurrence TestFunction -- PASS --> TestWiFi{Test the Wi-Fi function} TestWiFi -- NG --> TestFunction TestWiFi -- PASS --> TestCalls{Test calls} TestCalls -- NG --> TestWiFi TestCalls -- PASS --> TestBattery{Test battery charging} TestBattery -- NG --> TestCalls TestBattery -- PASS --> NFF([NFF]) MeetBasic -- NG --> FaultyMachine([Faulty machine]) ConfirmRecurrence -- NG --> FaultyMachine TestFunction -- NG --> FaultyMachine TestWiFi -- NG --> FaultyMachine TestCalls -- NG --> FaultyMachine TestBattery -- NG --> FaultyMachine </pre>	(1) Basic requirements	<ol style="list-style-type: none"> 1. The accessories are complete. 2. The anti-dismantle tag is not damaged. 3. The waterproof tag has no color changes. 4. The phone is not physically damaged. 5. The phone is still under warranty. 	None
	(2) Failure recurrence	<ol style="list-style-type: none"> 1. Install the test card and press the Power key. The phone can power on properly. 2. Restore the factory default settings. 3. Test the failures described by the customer, and confirm that the failures do not recur. 	Test card
	(3) Function test	<ol style="list-style-type: none"> 1. Open the Phone app and enter the command codes in the dialer to perform the automatic function test. 2. Test each function in accordance with the prompts. 3. If the test command is invalid, view the LCD, and enter the menu to test the touch screen, speaker, vibration and keys. 	Test card
	(4) Wi-Fi test	Connect the phone to a Wi-Fi network. Check whether the phone can be normally connected and whether the Internet can be accessed.	Wi-Fi network

Test Flow Chart	Test Item	Test Method and Requirements	Test device
	(5) Call test	1. Call the operator's service number. Confirm that the call quality is good. 2. Insert a headset that matches the phone. Confirm that the call quality is good and you can hang up.	Headset, test card
	(6) Battery charging test	Insert a charger that matches the phone. Confirm that the battery can be charged.	Charger
Summary	Perform steps 1 to 6. <ul style="list-style-type: none"> • If any fault occurs at a step, terminate the test. And the phone is faulty. • If no fault is found until the test is completed, NFF is determined. 		

NOTE:

For the test items that are not included in steps 1 to 6, refer to the user manual of the phone.

2.2 Check IMEI

Input ***#06#** in the dialer to check if the IMEI shown on the screen is the same as that on the label, package and certificate.

2.3 Check Software Version

Open the **Settings** app and touch **About phone** > **Build number** to check the software version.

3. Software Download

3.1 Preparations

Type	Name/Version	Description
Download platform	ZTSUF	Versions are for reference only. Please use the latest versions for the software download.
Plug-in	SUF_MultiDL_ZTE_SPRD_OL	
Driver	MFG_DRV_PKG_SPRD	
Software	Z2472	

NOTE:

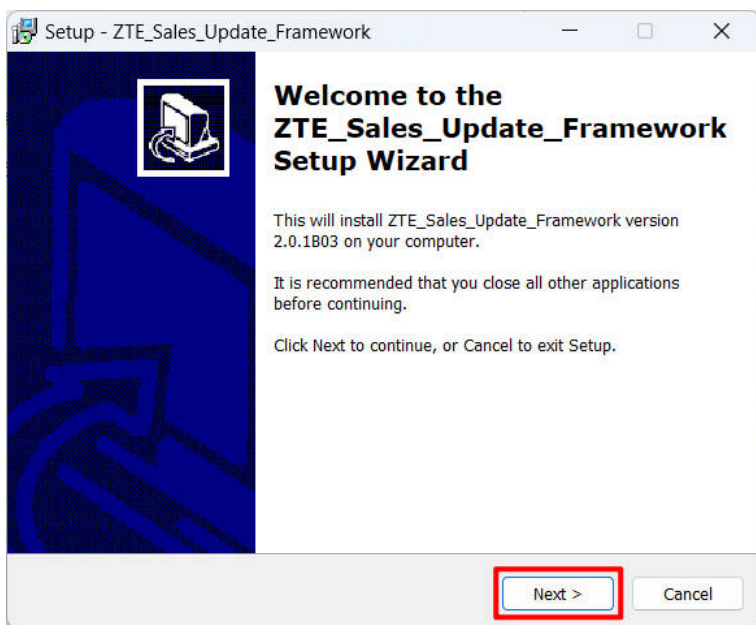
If the Factory Reset Protection (FRP) function is enabled on the Z2472, the FRP information will be erased during the software download.

3.2 Install Driver

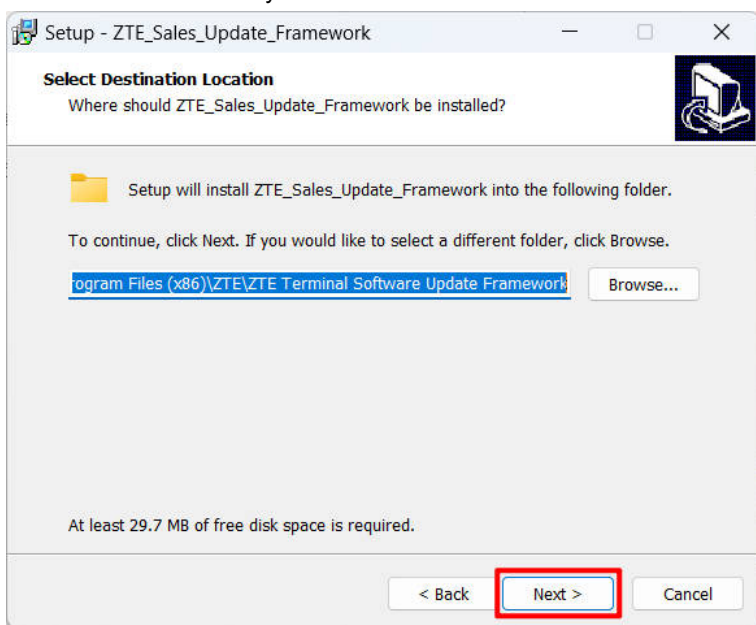
1. Unzip the driver package and run the setup program **ZTE_Manufacture_USB_Driver(for SPRD).exe**.
2. Follow the prompts and complete the installation.

3.3 Install Download Platform

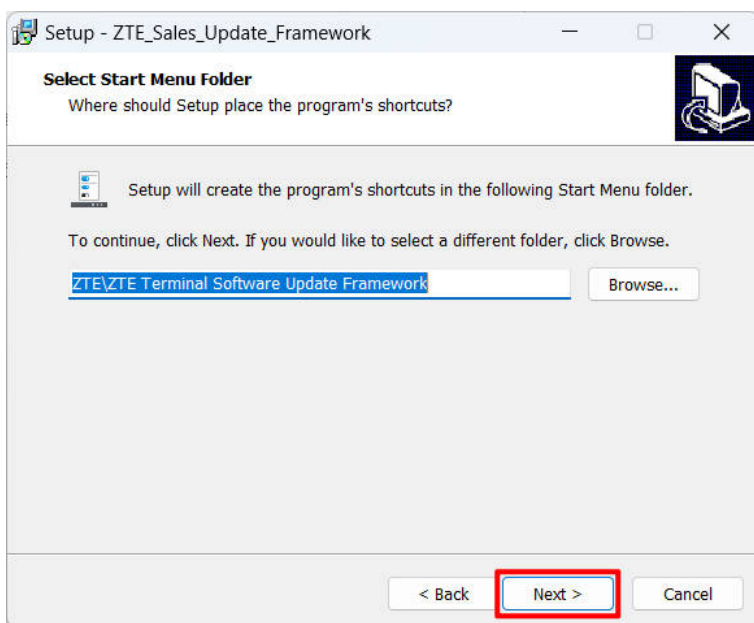
1. Unzip the package of the download platform and double-click the .exe file to start the installation.
2. Select the installation language and click **OK**.
3. Click **Next**.



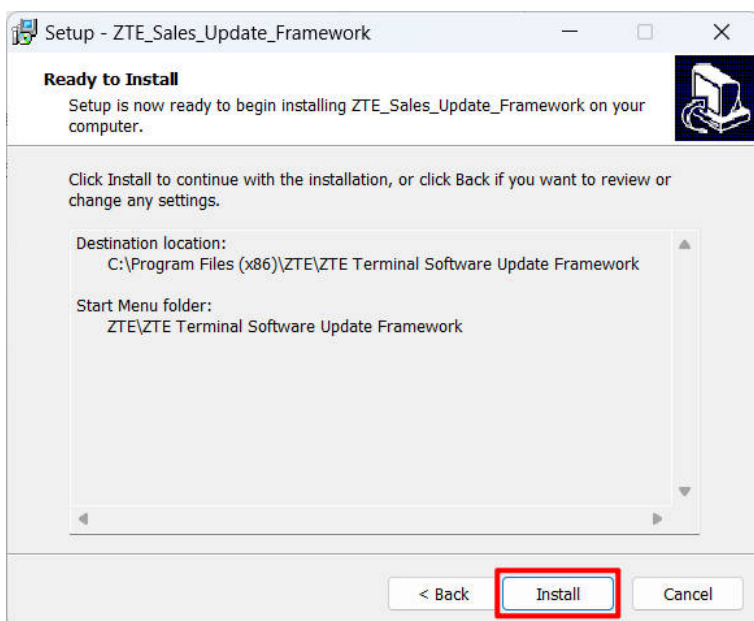
4. Select the installation directory and click **Next**.



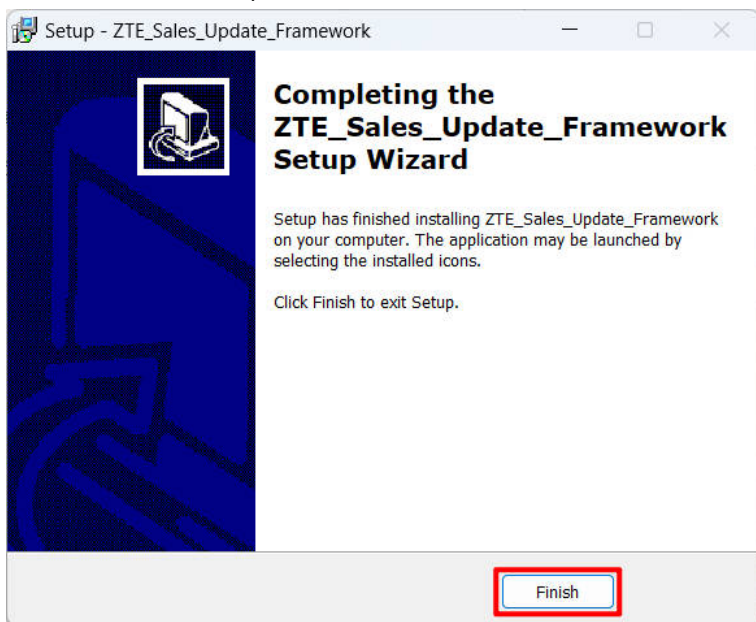
5. Select the Start Menu folder and click **Next**.



6. Click **Install**.

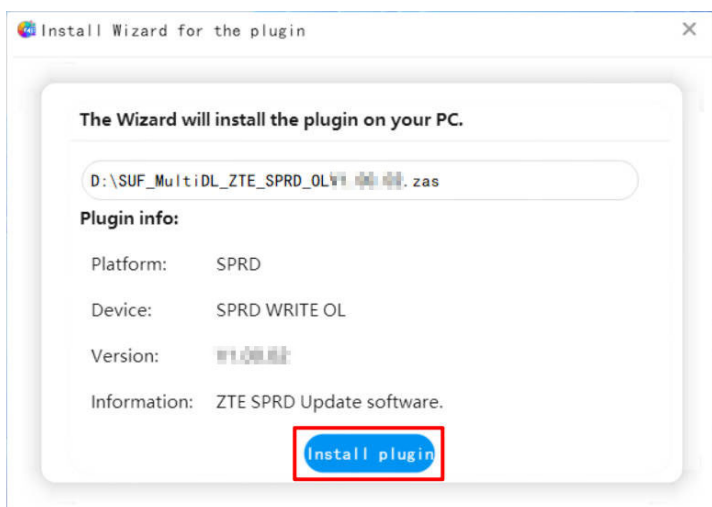


7. When the installation is completed, click **Finish**.

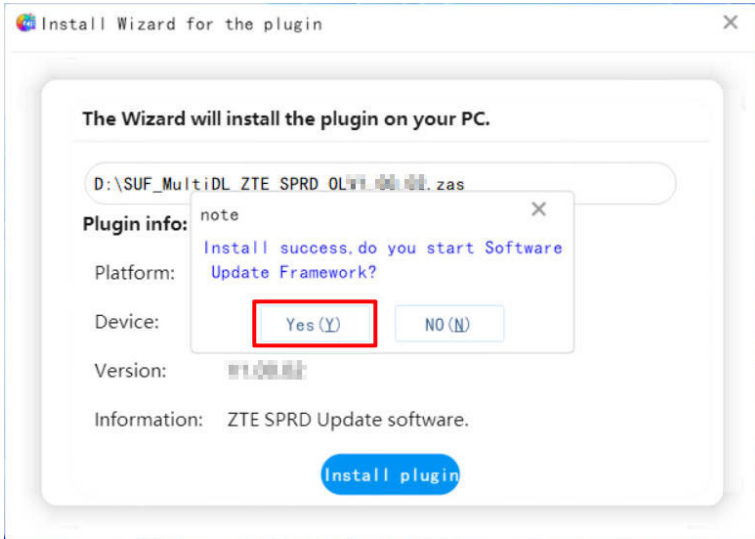


3.4 Install Plug-in

1. Unzip the plug-in package and double-click the **.zas** file to start the installation.
2. Click **Install plugin** to import the plug-in to the download platform.



3. When the installation is completed, click **Yes** to run the download platform.



NOTE:

An account is needed to use the plug-in. If you don't have an account, the following prompt will appear. Send your HW information to ZTE support engineers to get the username and password. HW information is bound to your computer, so the account can only be used on the registered computer.

The image shows a "Login" dialog box with a light gray background. It has four input fields: "User:", "Password:", "Operation Order:" (with a dropdown arrow), and "HW information:". The "HW information:" field contains a long alphanumeric string: "5f79655facb22ecd9337ff9dd6d6683b0508b83f58ae4acefda4d02683169914". At the bottom, there are two buttons: "Login" and "Cancel". The "Login" button is highlighted with a red rectangular box.

4. Click **Login** and select the type of operation you need. Then click **Start**.

Login

User: Manual

Password:

Operation Order: ONLY_UPGRADE

HW information: 5f79655facb22ecd9337ff9dd6d6683b0508b83f58ae4acefda4d02683169914

Start Cancel

The main interface of the download platform is as follows. The operation type you selected is displayed at the top.

OP: ONLY_UPGRADE

Import plug Port set SDI export CSV export Help

FW version:

Connected Device:

Status	IMEI	Version number	Progress	Update Info	OP
USB_0			0%		
USB_0			0%		
USB_0			0%		
USB_0			0%		
USB_0			0%		
USB_0			0%		

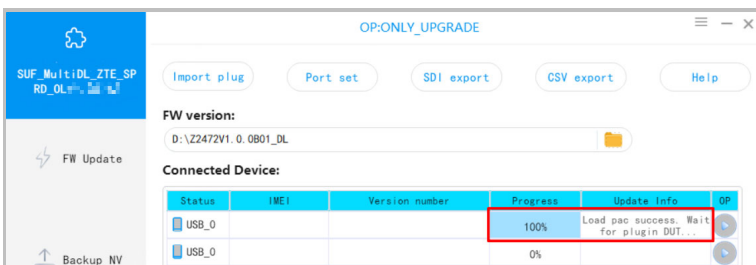
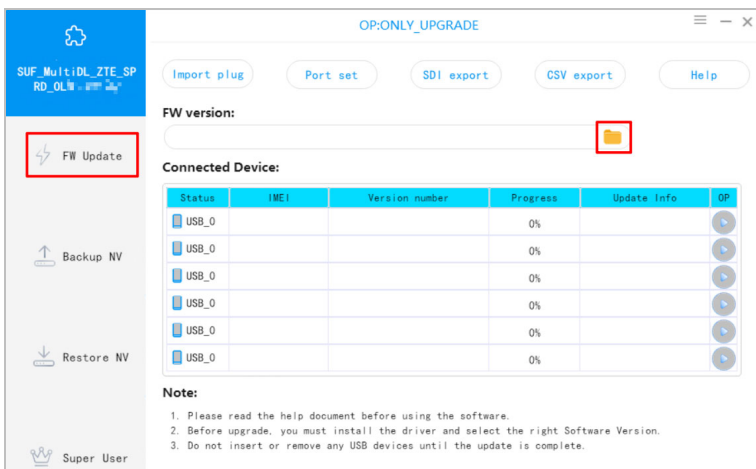
Note:

1. Please read the help document before using the software.
2. Before upgrade, you must install the driver and select the right Software Version.
3. Do not insert or remove any USB devices until the update is complete.

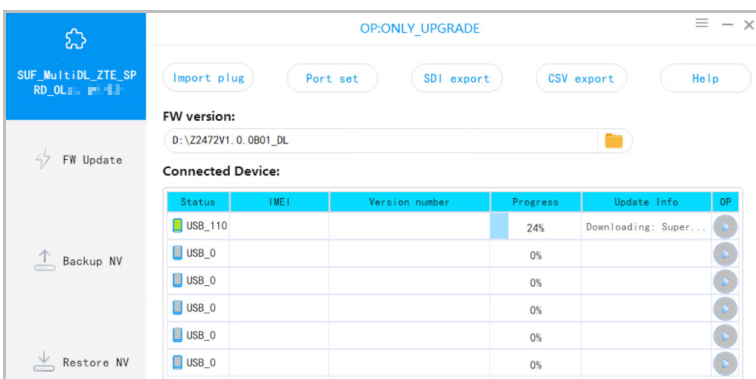
Super User

3.5 Download Software

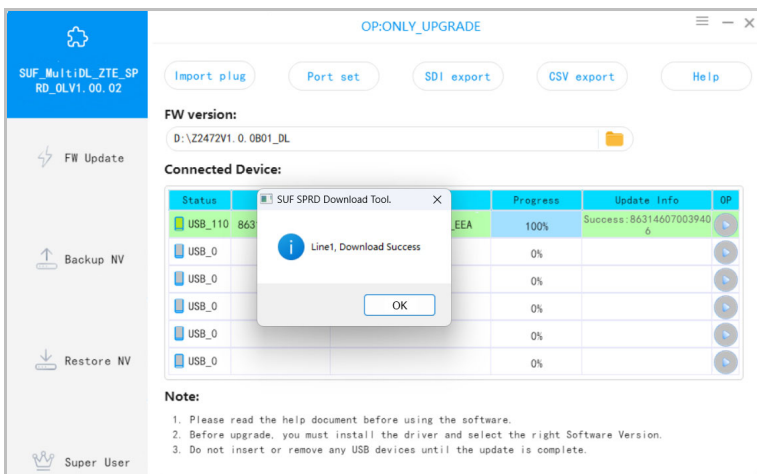
1. Click **FW Update** and click the folder icon to select the software path. The download platform will load the download files.



2. Power off the phone. Then press and hold the **Volume down** key and connect the phone to the computer via USB.
3. Wait for the download to start and release the key.



4. Wait for the download to complete and then disconnect and restart the phone.



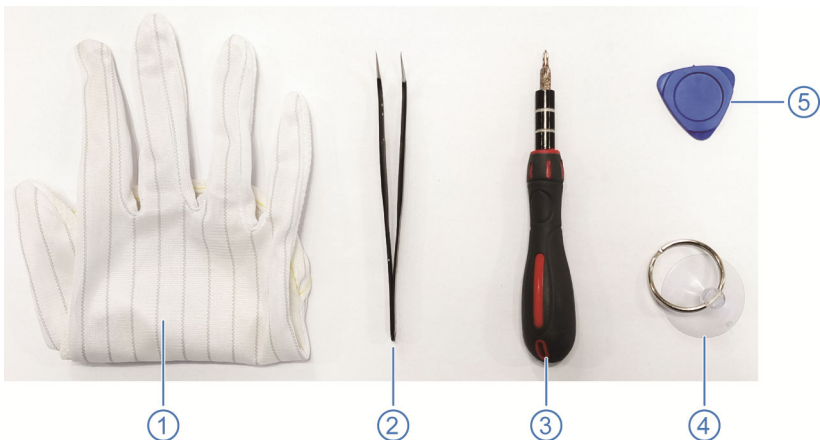
3.6 Erase User Data

Open the **Settings** app and touch **System and update > Reset options > Erase all data (factory reset) > ERASE ALL DATA > ERASE ALL DATA**.

4. Basic Disassembly

This chapter helps users to disassemble the battery cover and the battery. For further disassembly, see [Advanced Disassembly](#).

4.1 Basic Disassembly Tools



No.	Material Name
1	Anti-electrostatic gloves*
2	Tweezers
3	Screwdriver
4	Suction cup
5	Housing opening tool

*It is recommended to use anti-electrostatic gloves when servicing the device. Doing so will protect electronic devices from electrostatic discharge.

NOTE:

In addition to the above tools, prepare the following tools in case you need them:

- Card tray eject tool
- Plastic crowbar
- Thin plastic card

4.2 Basic Disassembly Steps

The sample phone is for reference only. It might not be completely identical with yours.

1. Remove the card tray.



2. To make removal of the battery covers easier, heat it to around 60°C ~ 65°C to soften the adhesive.

NOTE:

You may use a hair dryer. To do this more efficiently, use a professional heating table. Place the phone on the heating table with the screen facing up and heat the battery cover at 75~80°C for 8~10 minutes.

3. Pull up the battery cover with the suction cup and insert the tip of a thin plastic card. Use the card to separate the adhesive around the battery cover and remove it.

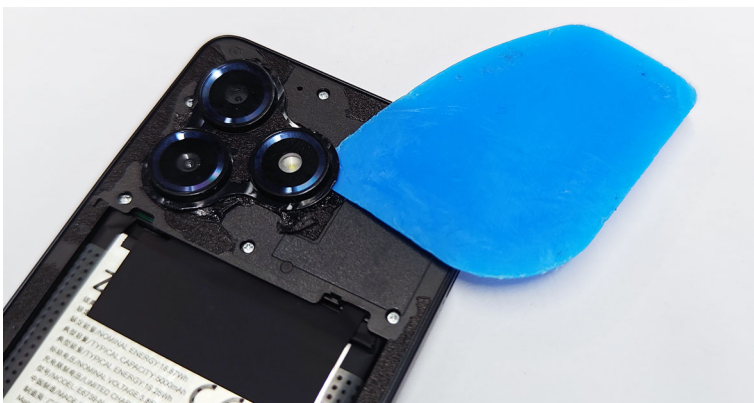
CAUTION:

Do not damage the FPCs inside.

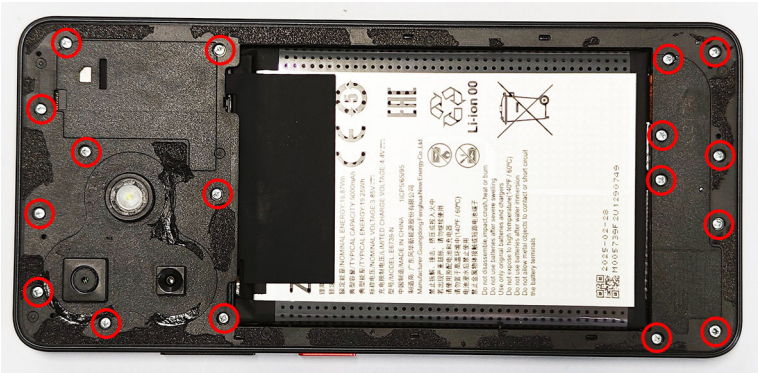




4. Remove the cameras lens bracket from the middle frame.



5. Unfasten the 17 screws from the middle frame.



6. Use the housing opening tool to separate the middle frame from the front cover.



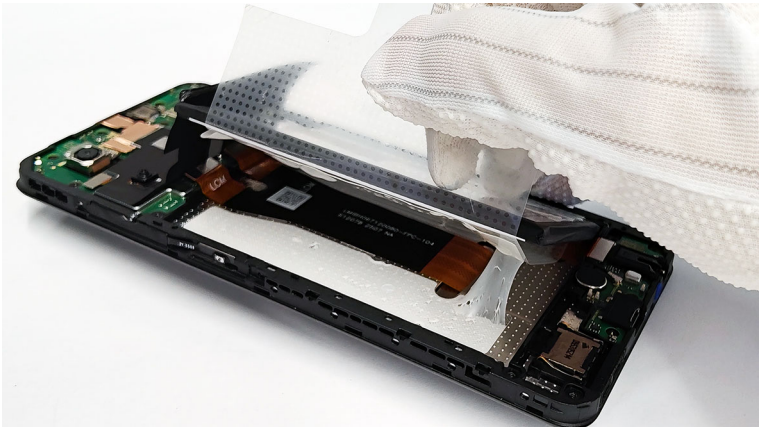
7. Open the mainboard connectors shown below.



8. Remove the film from the top surface of the battery.



9. Lift up the film to separate the battery from the front cover.



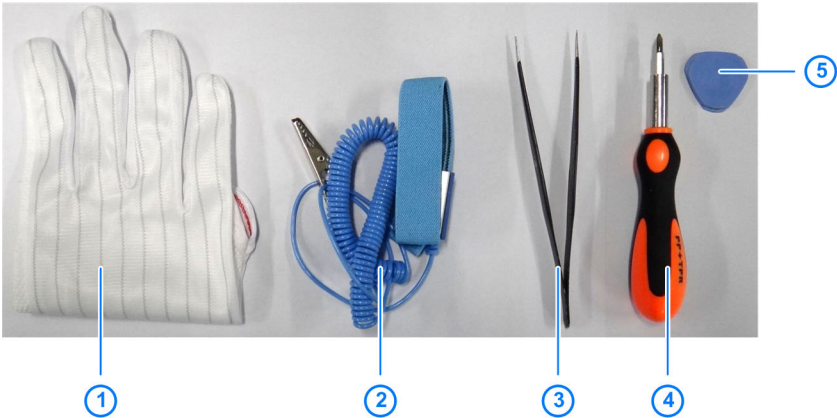
5. Advanced Disassembly

This chapter deals with further disassembly of the device after basic disassembly.

CAUTION:

Advanced disassembly should be carried out by qualified personnel.

5.1 Advanced Disassembly Tools



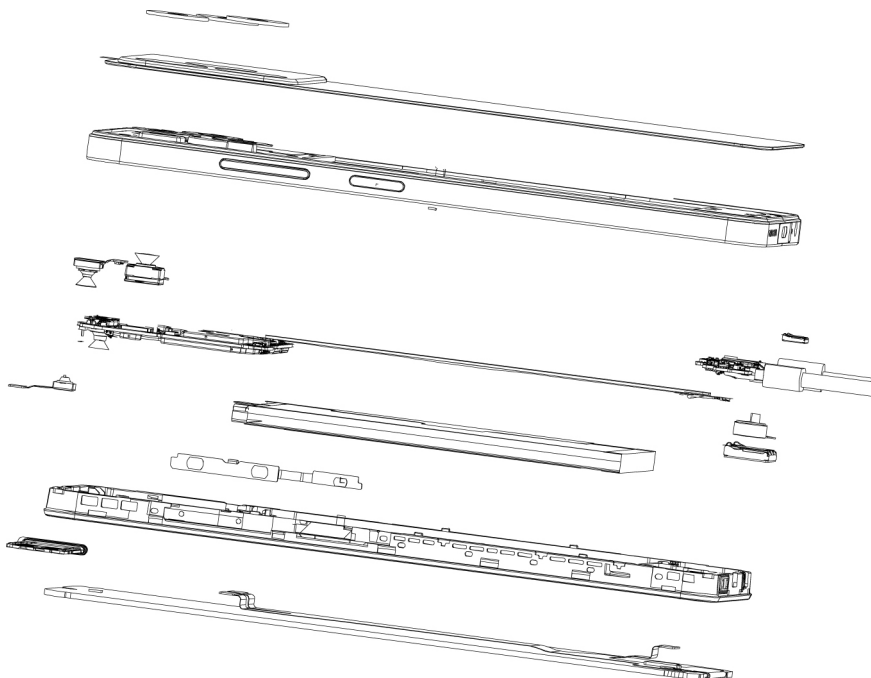
No.	Material Name
1	Anti-electrostatic gloves
2	Anti-electrostatic wrist strap
3	Tweezers
4	Screwdriver
5	Housing opening tool

NOTE:


In addition to the above tools, prepare the following tools in case you need them:

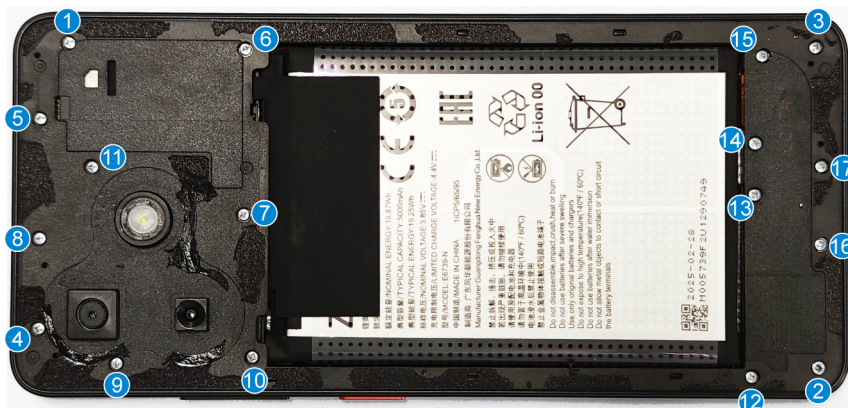
- Heating table
- Plastic crowbar
- Thin plastic card

5.2 Exploded View



5.3 Screw Torque and Installation Sequence

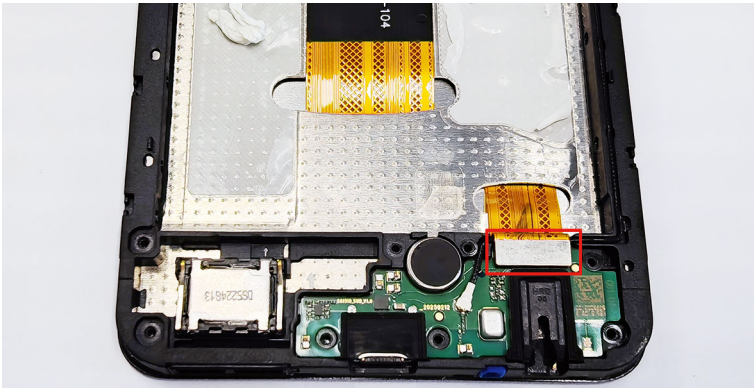
Mark	Screw type/code	Quantity	Torque
	M1.6*L35*D25*T0.5	17	1.1 kg·cm ~ 1.3 kg·cm



5.4 Advanced Disassembly Steps

The sample phone is for reference only. It might not be completely identical with yours.

1. Open the FPC connector on the sub-board.



2. Disconnect the RF cable from the sub-board and the mainboard.





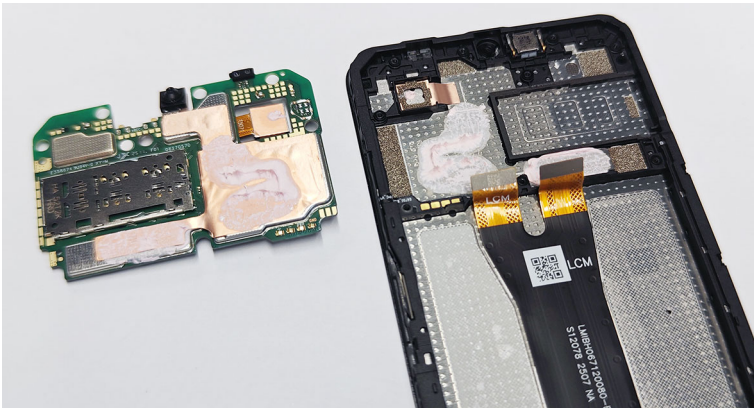
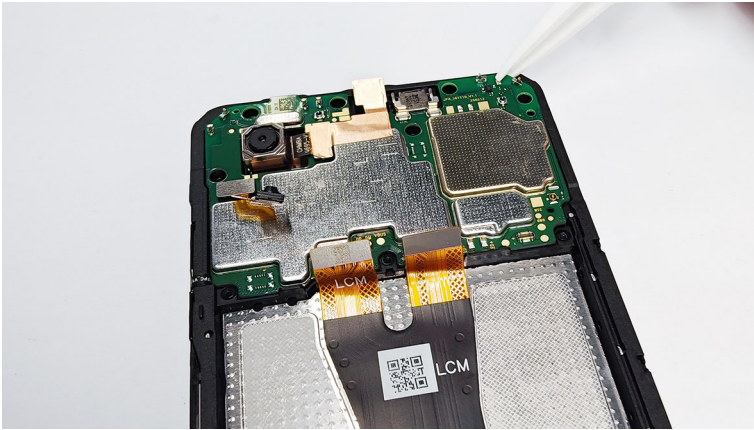
3. Remove the RF cable.



4. Remove the graphite sheet from the mainboard.



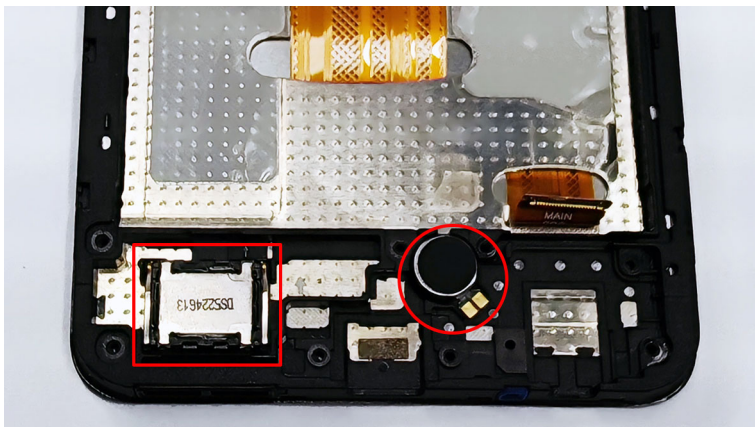
5. Remove the mainboard.



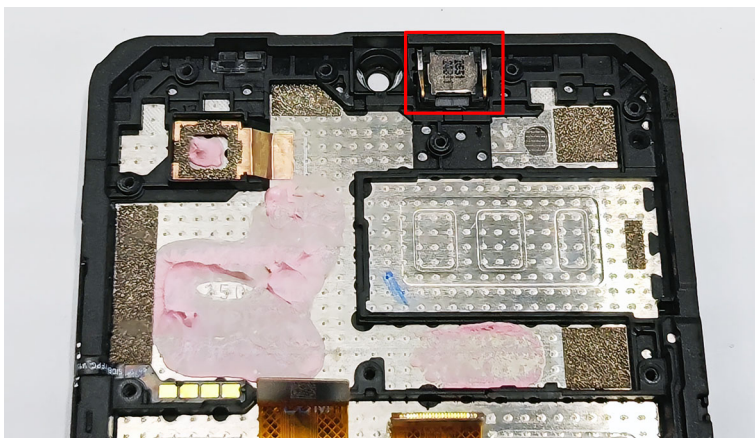
6. Remove the sub-board.



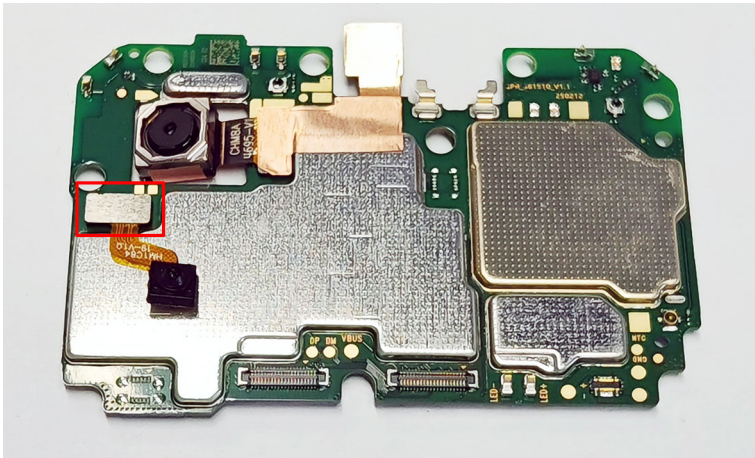
7. Remove the speaker and the vibrator from the front cover.



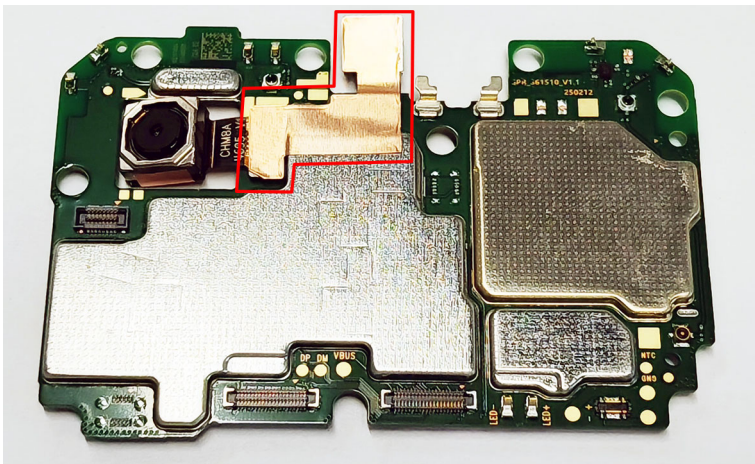
8. Remove the receiver from the front cover.



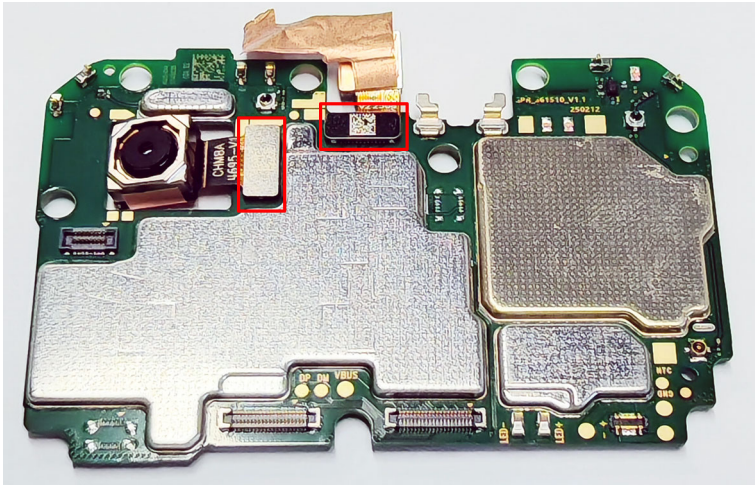
9. Disconnect and remove the auxiliary back camera.



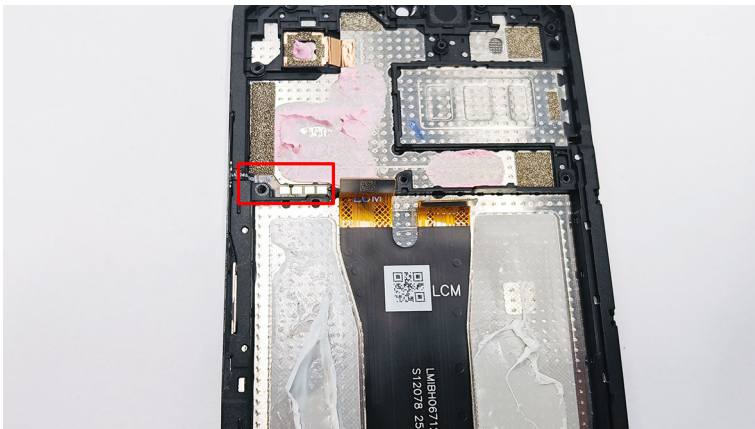
10. Remove the copper foil covering the front camera module and the main back camera connector.



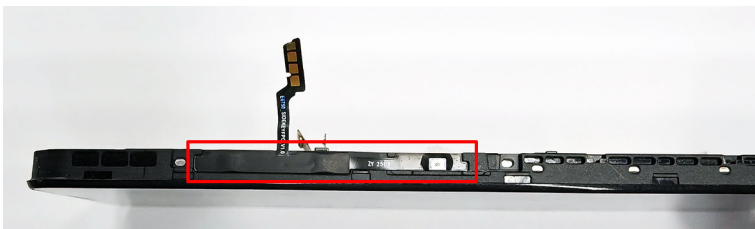
11. Disconnect and remove the main back camera and the front camera.



12. Remove the golden contacts of the side key FPC from the front cover.

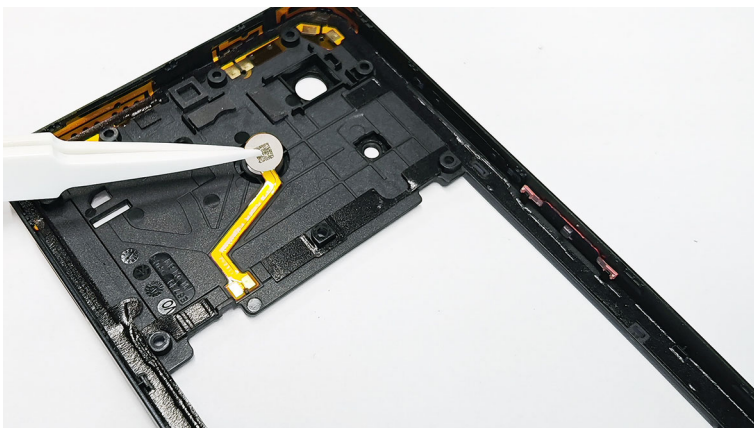


13. Remove the side key FPC from the exterior of the front cover.





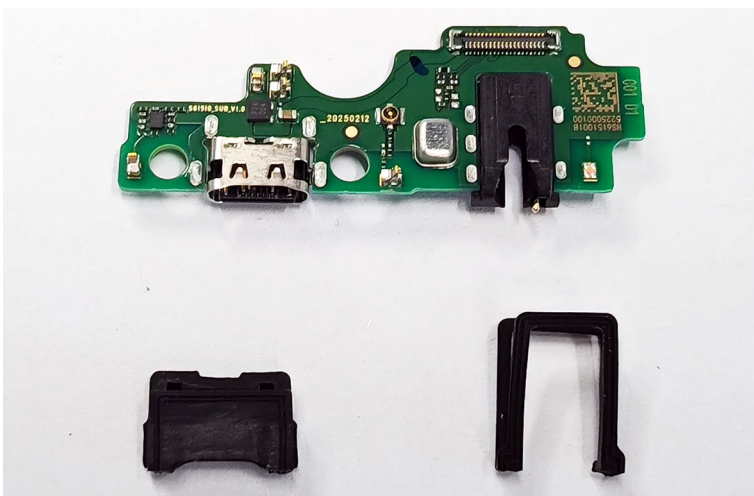
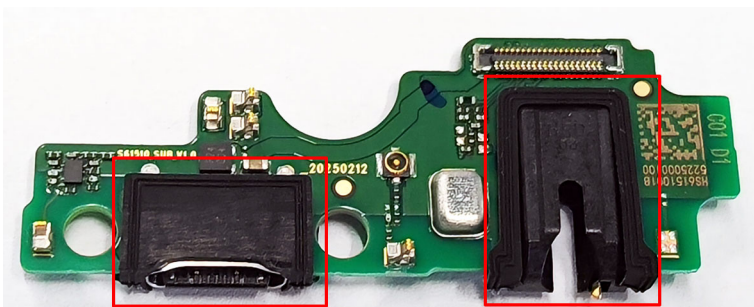
14. Remove the flash FPC from the middle frame.



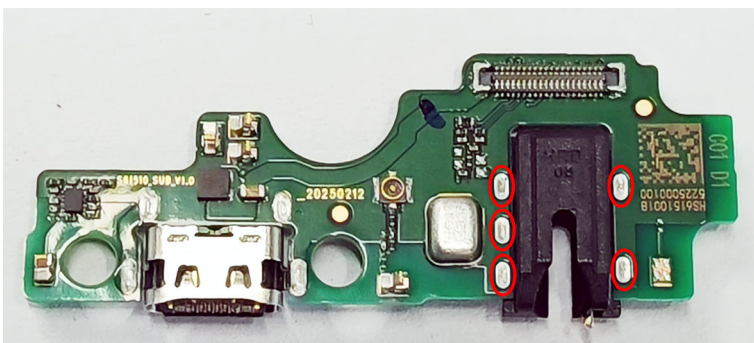
15. Remove the camera decoration from the battery cover.

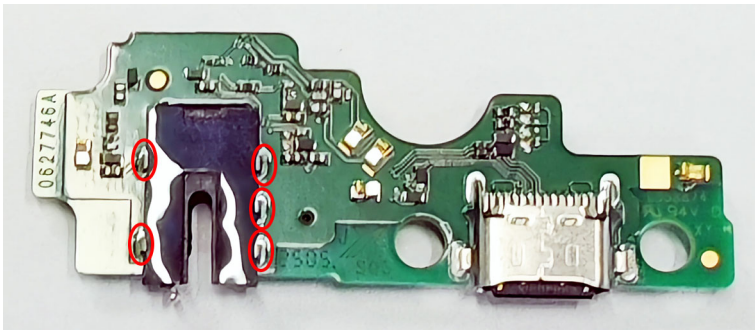


16. Remove the USB silicone case and the headset silicone case from the sub-board.

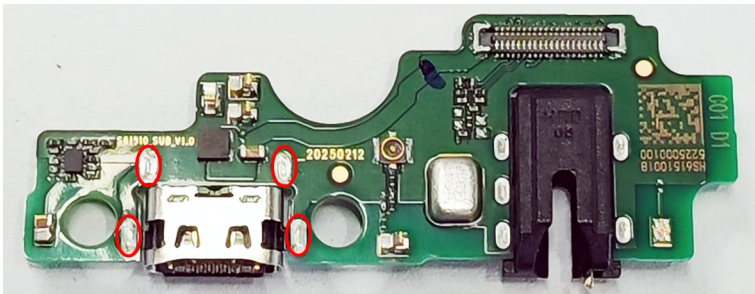
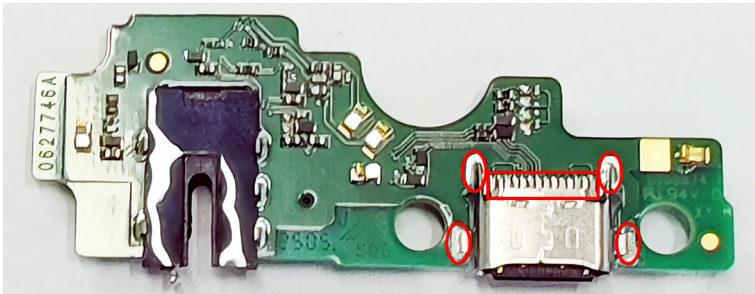


17. Melt the marked solder spots to remove the external audio connector from the sub-board.

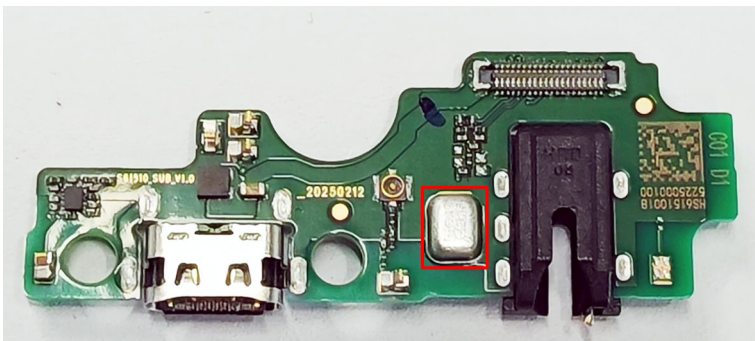




18. Melt the marked solder spots to remove the external charging port from the sub-board.



19. Melt the solder under the microphone to remove the microphone from the sub-board.



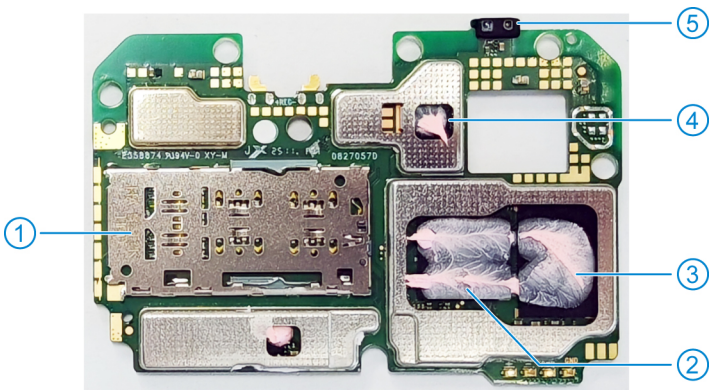
5.5 Composing



No.	Name	No.	Name
1	Side key FPC	12	Battery cover
2	Speaker	13	Camera decoration
3	Vibrator	14	Camera lens bracket
4	Sub-board	15	Flash FPC
5	External charging port	16	Mainboard
6	Microphone	17	Auxiliary camera
7	External audio connector	18	8M back camera
8	Battery	19	Display (LCM and front cover 2-in-1 component)
9	RF cable	20	Receiver
10	Card tray	21	Front camera
11	Middle frame	-	-

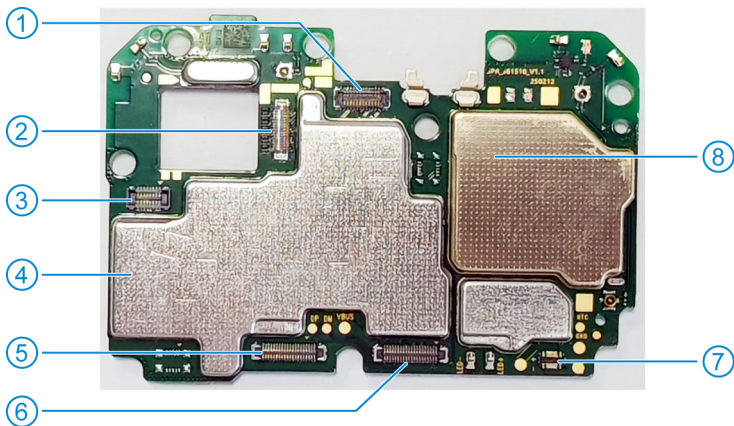
6. Logic Boards

- Mainboard Front View



No.	Name	No.	Name
1	Card slot	4	Wi-Fi/Bluetooth/GPS/FM IC
2	CPU	5	Proximity & light sensor
3	Memory chip (RAM)	-	-

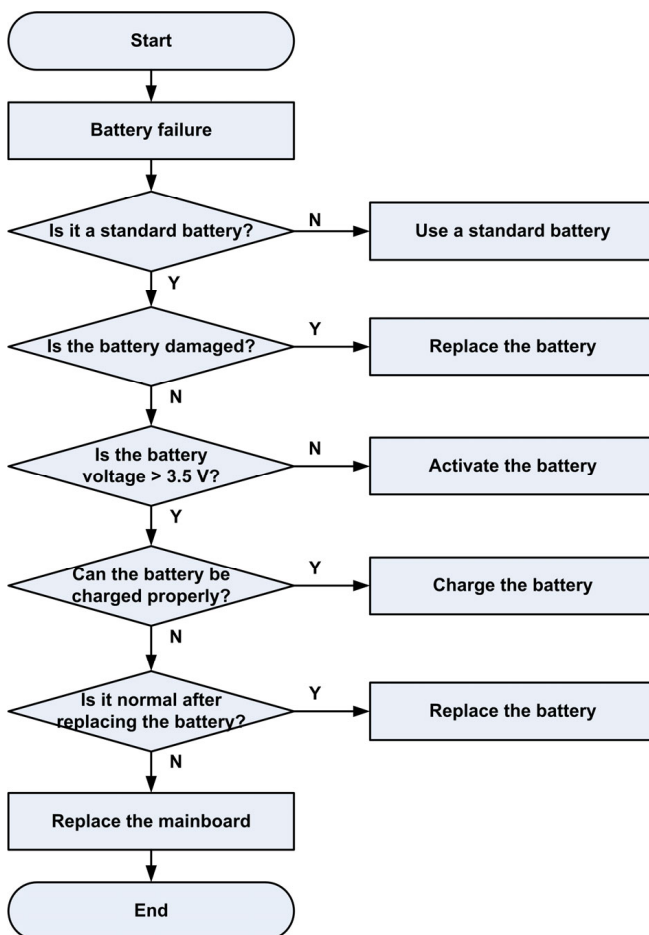
- Mainboard Back View



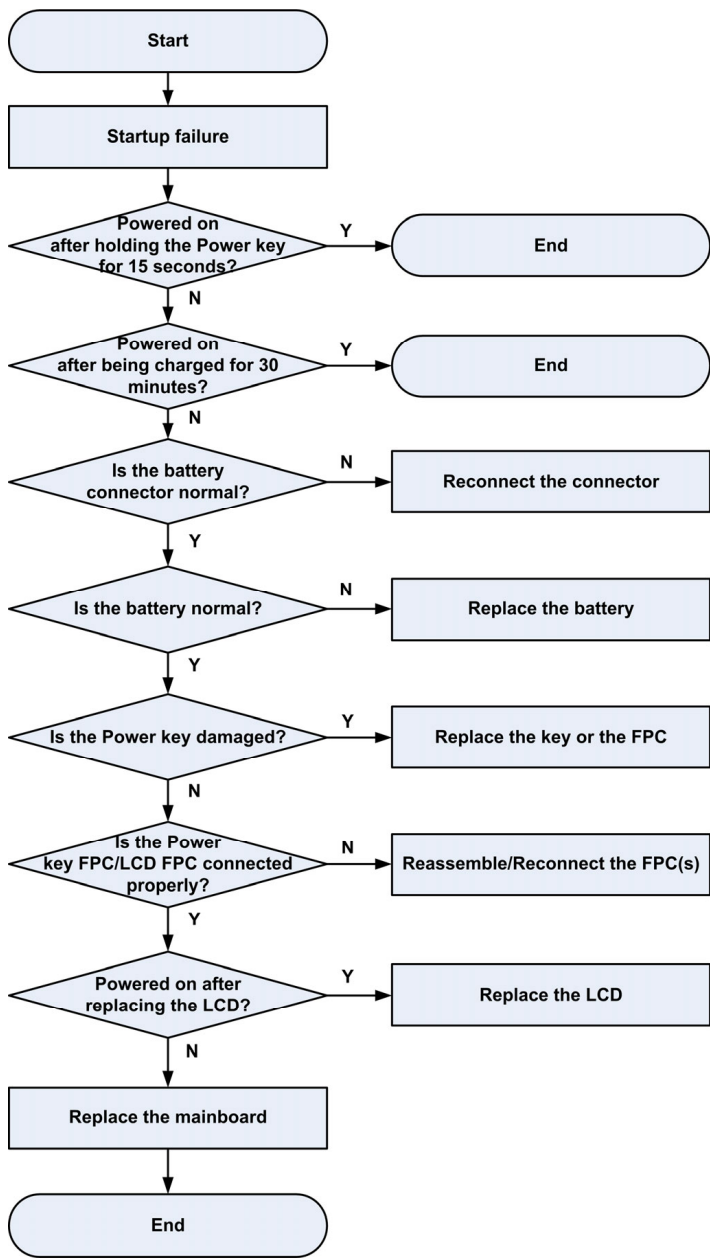
No.	Name	No.	Name
1	24-pin B2B connector	5	40-pin B2B connector
2	30-pin B2B connector	6	40-pin B2B connector
3	16-pin B2B connector	7	Battery connector
4	Storage chip (ROM)	8	RF transceiver

7. Troubleshooting

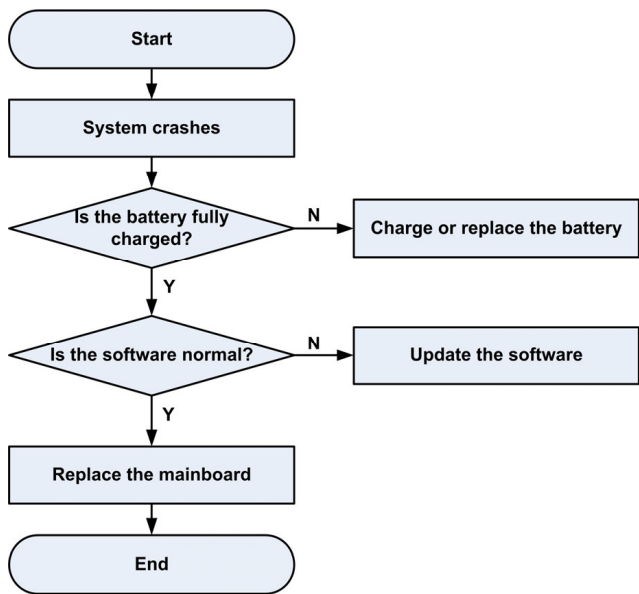
7.1 Battery Failure



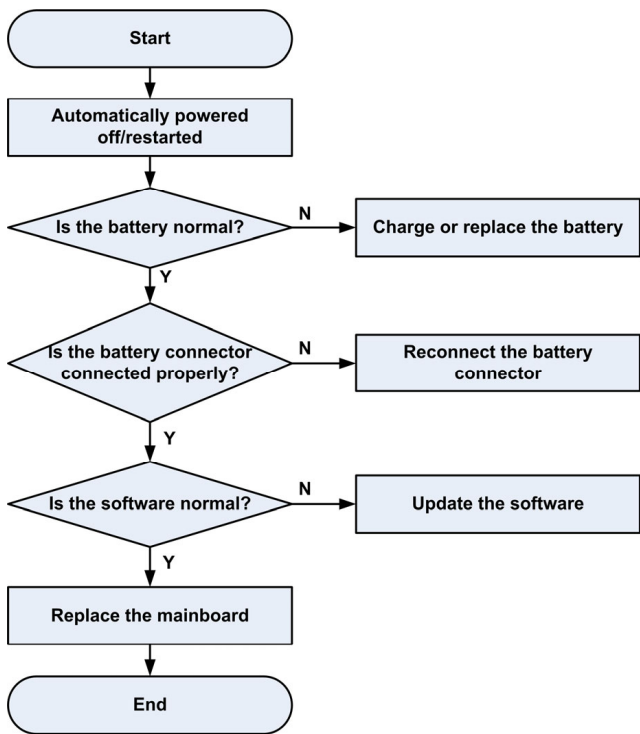
7.2 Startup Failure



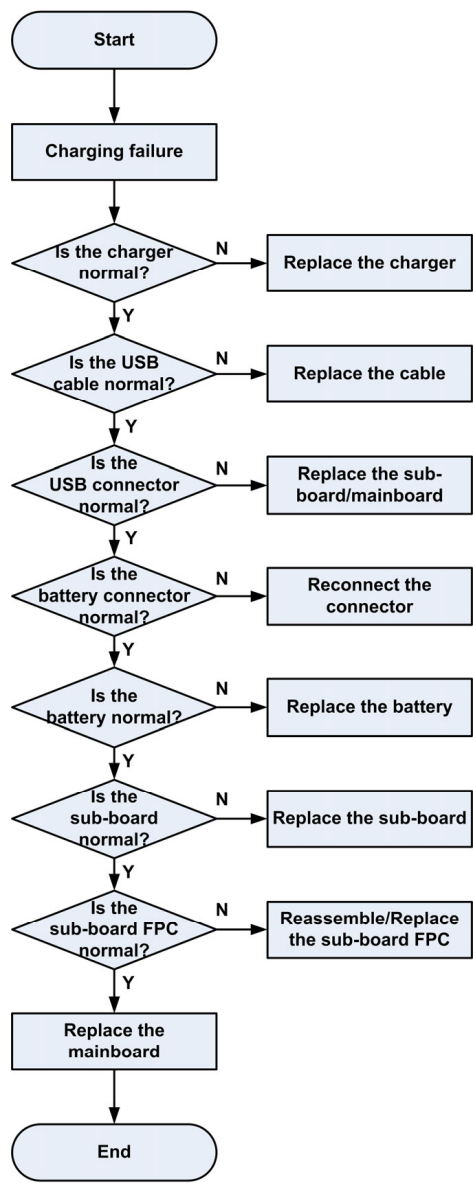
7.3 System Crashes



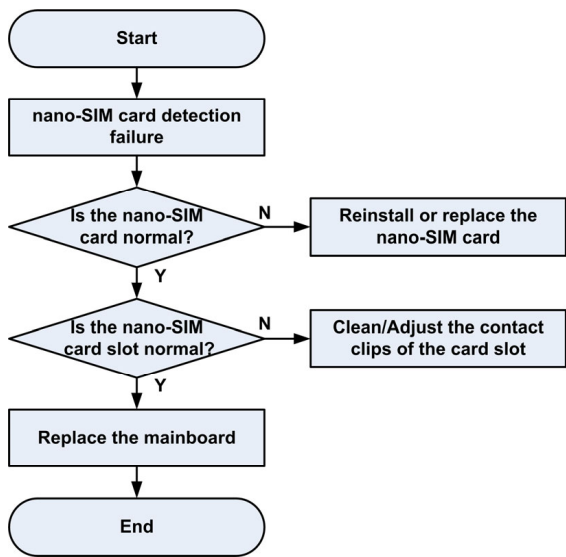
7.4 Automatically Powered Off / Restarted



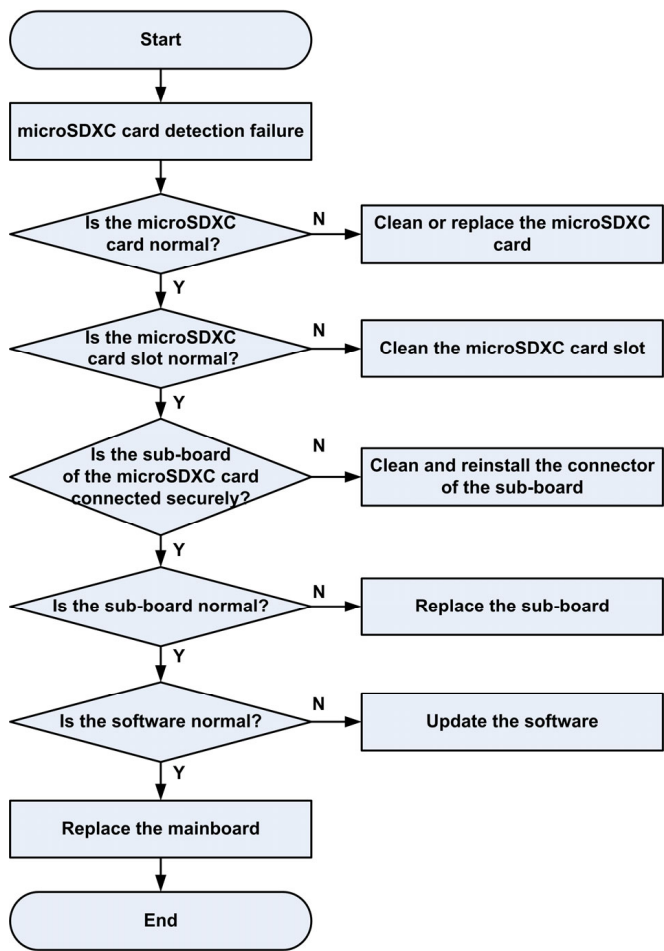
7.5 Charging Failure



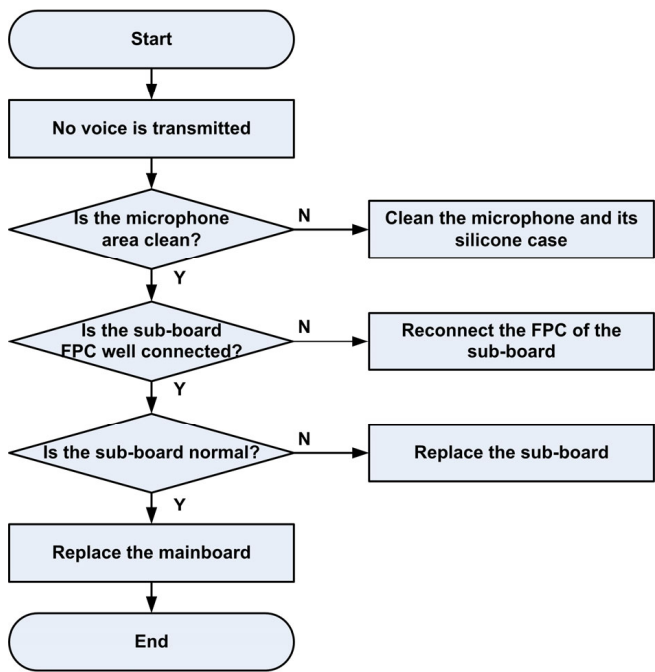
7.6 nano-SIM Card Detection Failure



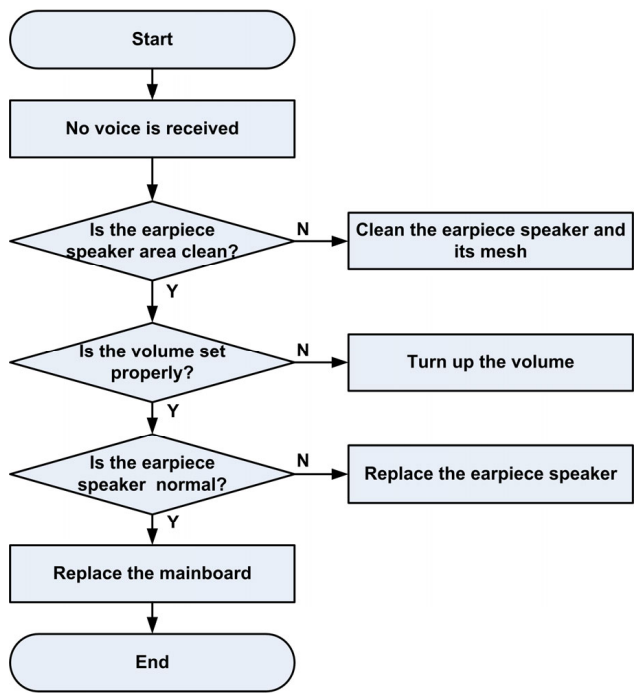
7.7 microSDXC Card Detection Failure



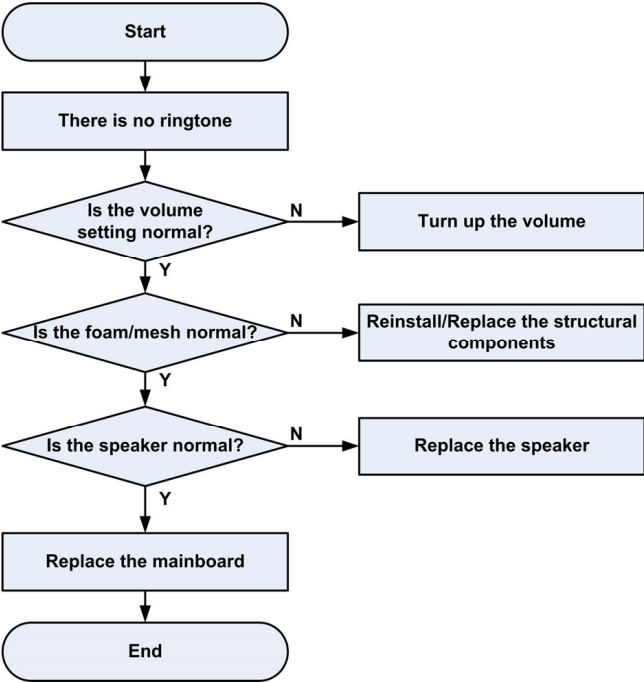
7.8 No Transmitted Voice



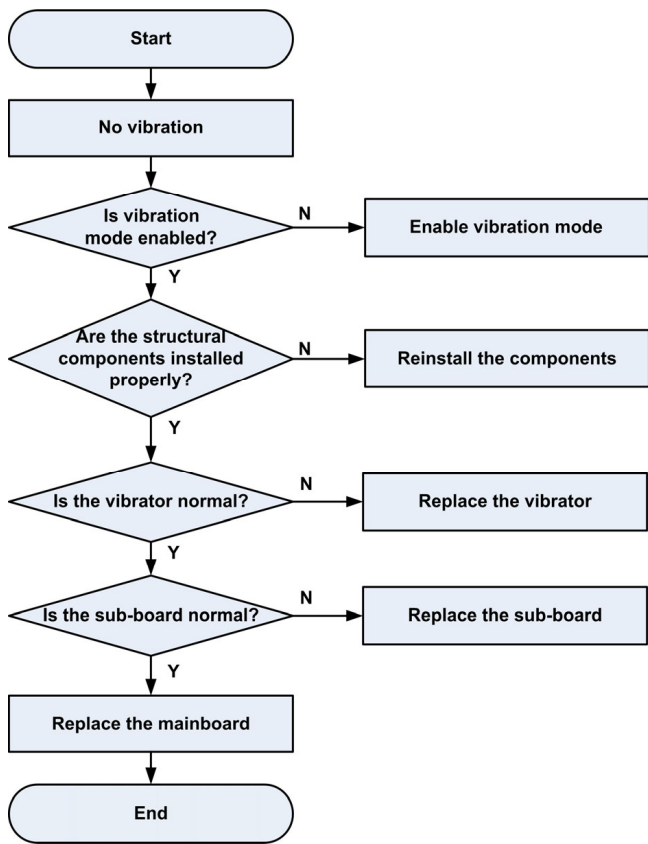
7.9 No Received Voice



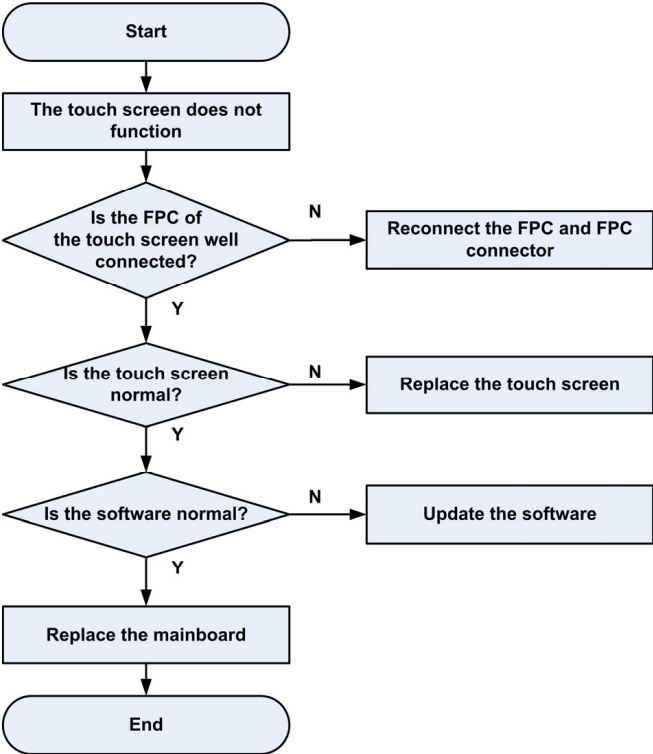
7.10 No Ringtone



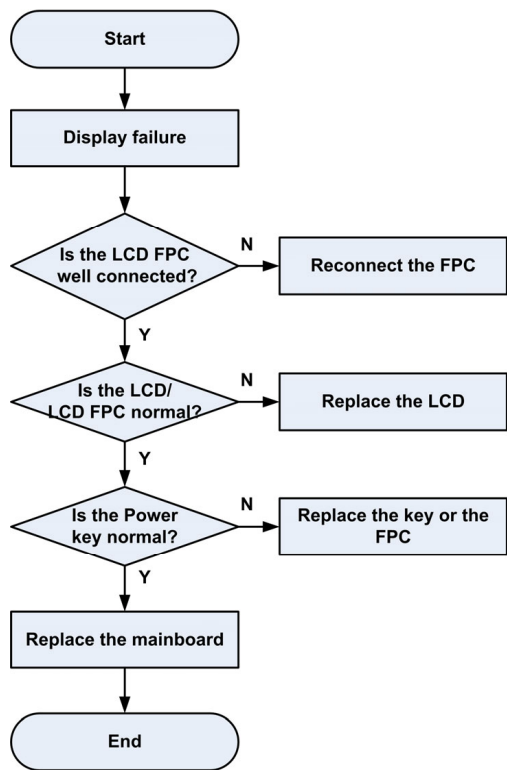
7.11 No Vibration



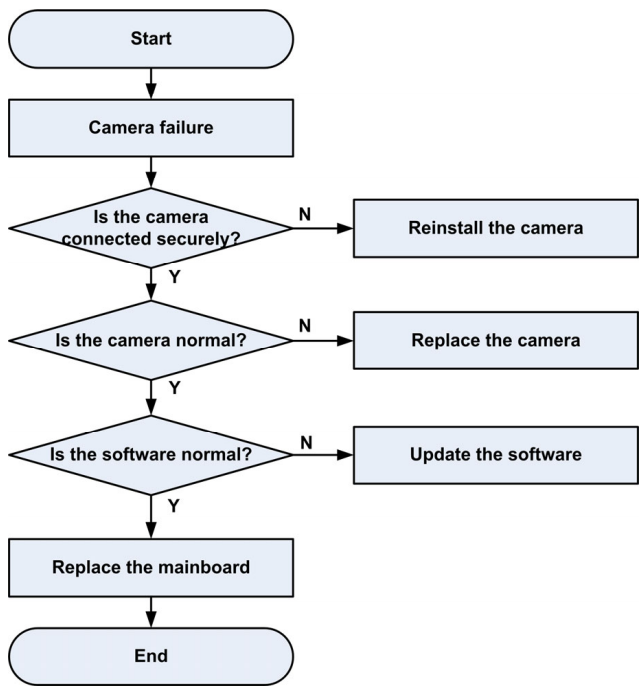
7.12 Touch Screen Fault



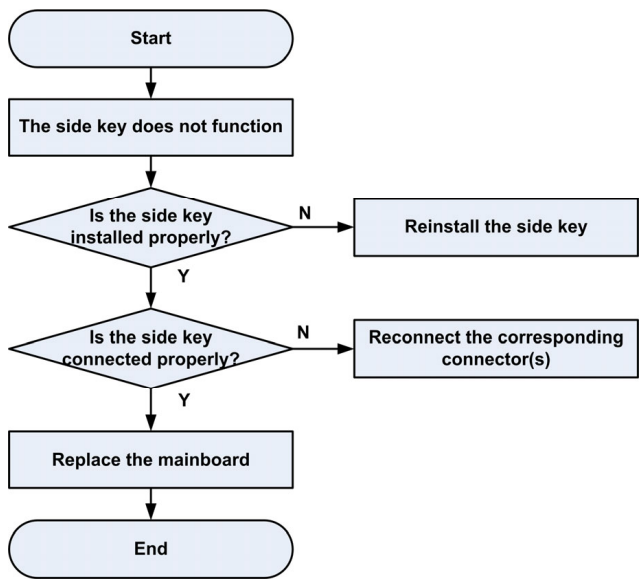
7.13 Display Failure



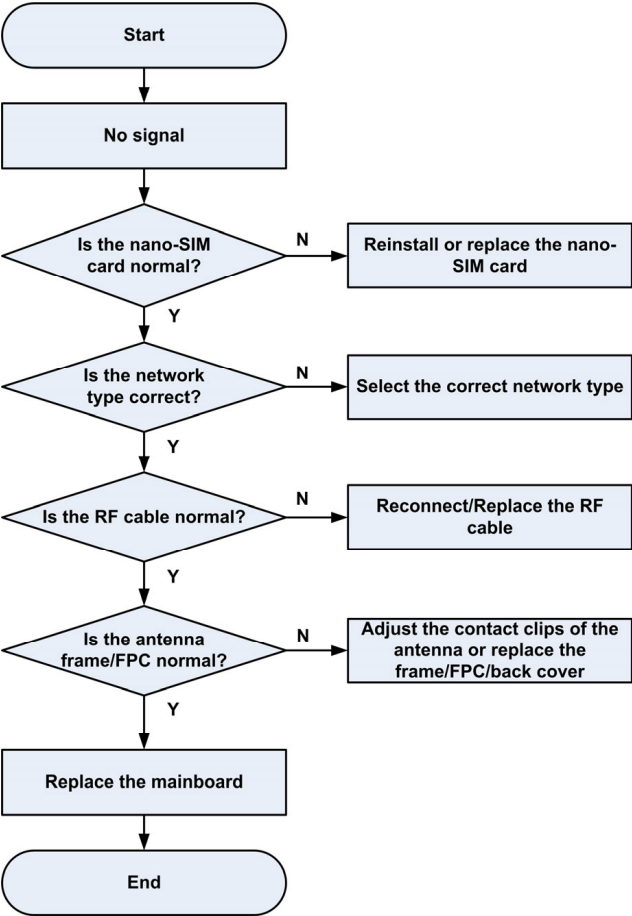
7.14 Camera Failure



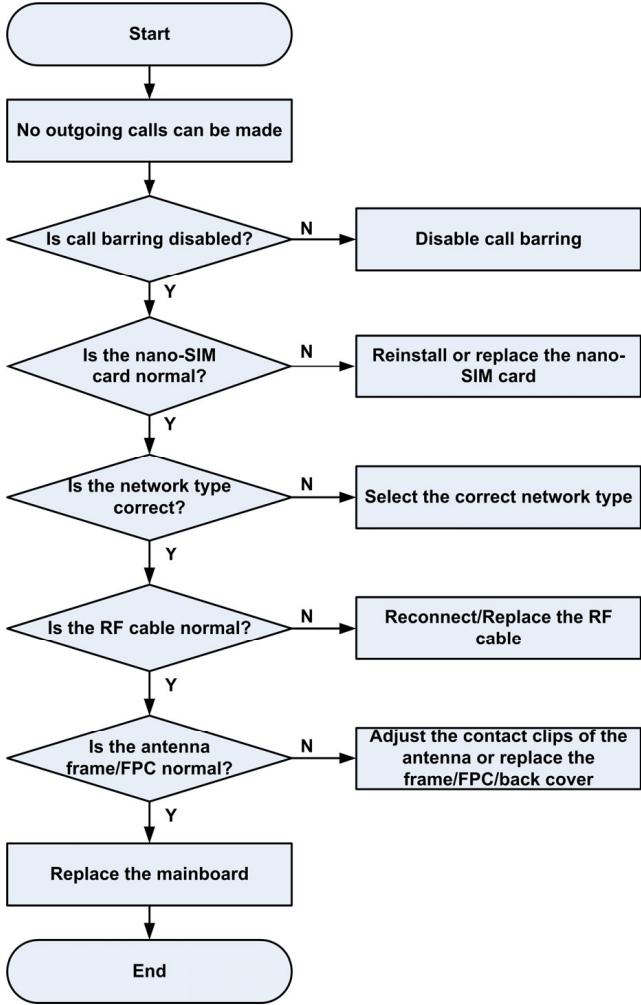
7.15 Side Key Fault



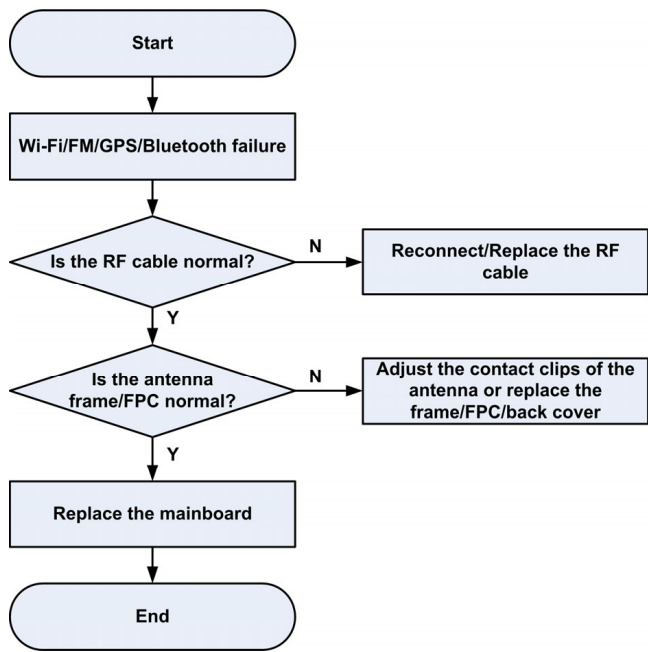
7.16 No Signal



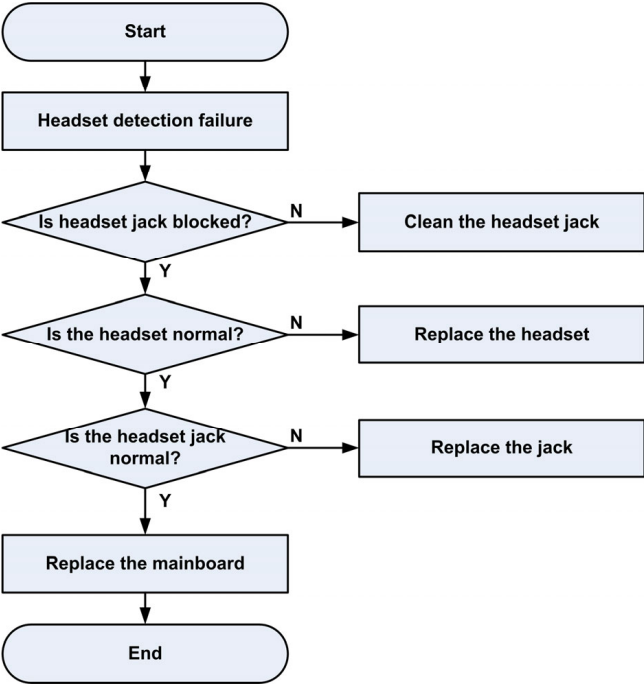
7.17 No Outgoing Calls



7.18 Wi-Fi/FM/GPS/Bluetooth Failure



7.19 Headset Detection Failure



8. Final Test

8.1 Test Described Failures

Test the failures described by the customer, and confirm that the failures do not recur.

8.2 Check Final Software Version

Open the **Settings** app and then touch **About phone > Build number** to check and confirm the software is the latest version.

8.3 Test Final Functions

Open the **Phone** app and enter the command codes in the dialer to perform the automatic function test and confirm all the functions are normal.

9. Contact Us

- Website

You can get product introductions and service support from our terminal website (<https://ztedevices.com>). You can also download product manuals and software and check FAQs. Your online query will be replied within 24 hours.

- E-mail

If you have any advice, suggestions, or requirements on our products, please send them to **mobile@zte.com.cn**. Replies will be given within 2 working days.

- Hotline

To learn about the hotline for your country or region, please visit <https://ztedevices.com>.

You can also dial the ZTE Customer Service Hotline for terminals **+86-755-26779999** (service time (China): 8:30 - 20:30) to learn more about our technical support for ZTE terminals.

