



# Troubleshooting Guide

## - mechanical -



**S312**



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# 1 Problem Areas

## 1.1 Power

### 1.1.1 Will not power on or will switch off randomly

**Check:**

Check whether the phone vibrates and the Keyboard illuminates after the power key is depressed

**Action:**

If activation of the Vibrator and Keyboard illumination is detected, refer to section 1.2 'Display'

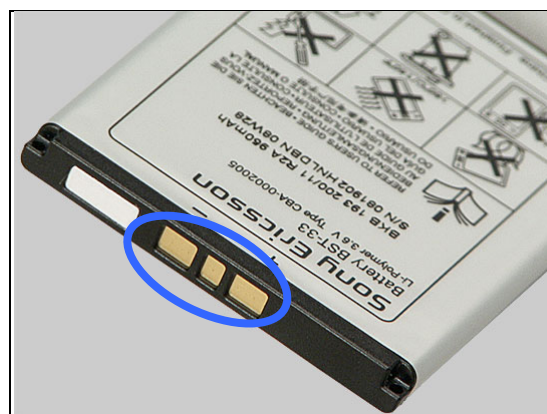


**Check:**

Inspect the contact pads on the Battery

**Action:**

1. If dirty or oxidized – clean the pads
2. If damaged – replace the Battery



**Check:**

Inspect the Battery Connector

**Action:**

1. If dirty or oxidized – clean the connector
2. If adhesive is detected on the contact pins, use an eraser to gently rub off the adhesive
3. If damaged – send to higher level of repair

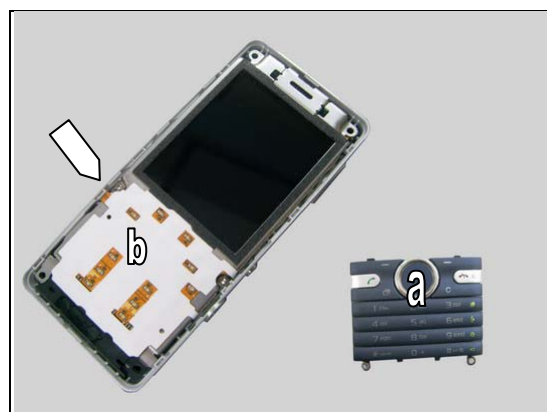


**Check:**

Inspect the Keyboard (a) and check that the Keypad FPC (b) is properly connected to the BtB connectors of the PBA

**Action:**

1. If the Keyboard is damaged – replace it
2. Replace the Metal Frame with Keypad FPC
3. Send to higher level of repair



## Problem Areas

### 1.2 Display

#### 1.2.1 Graphics & Illumination

**Check:**

Check whether the phone vibrates and the Keyboard illuminates after the power key has been pressed

**Action:**

If the activation described above is not detected, refer to section 1.1 'Power'

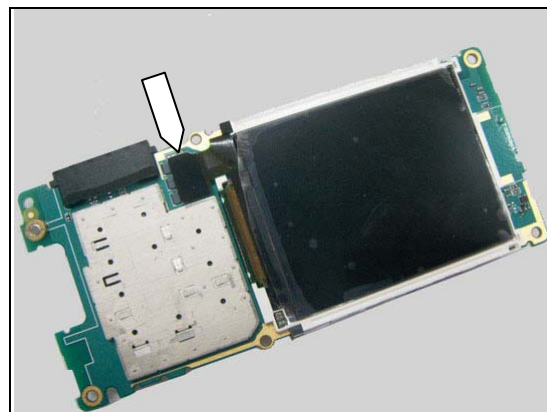


**Check:**

Inspect the display film connections

**Action:**

1. If not properly connected – disconnect and reconnect
2. If dirty or oxidized – clean the male and female sides of the BtB connectors
3. Replace the Display
4. Send to higher level of repair



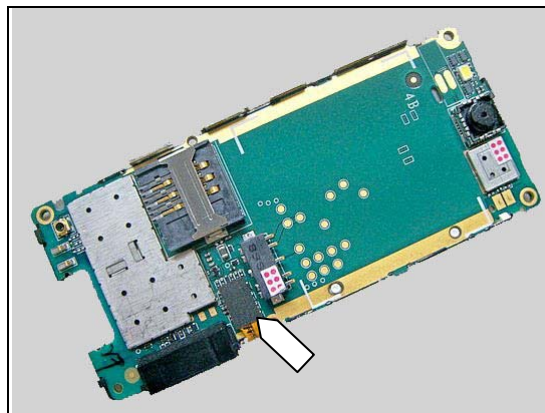
## Problem Areas

### 1.3 Key Illumination

#### 1.3.1 Key FPC

**Action:**

1. Remove and reinstall the BtB connector of Keypad FPC in order to reconnect the Keypad FPC to the PBA



2. Replace the Metal Frame with Keypad FPC  
3. Send to higher level of repair



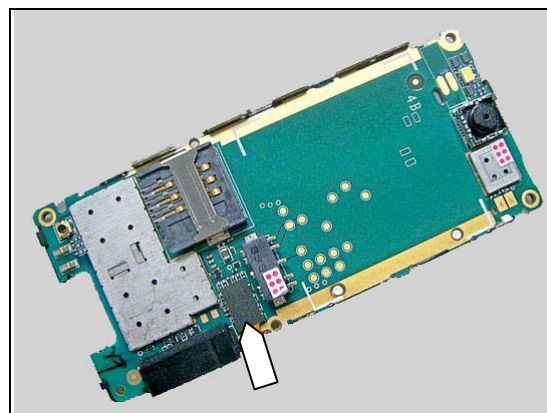
## Problem Areas

### 1.4 Keys

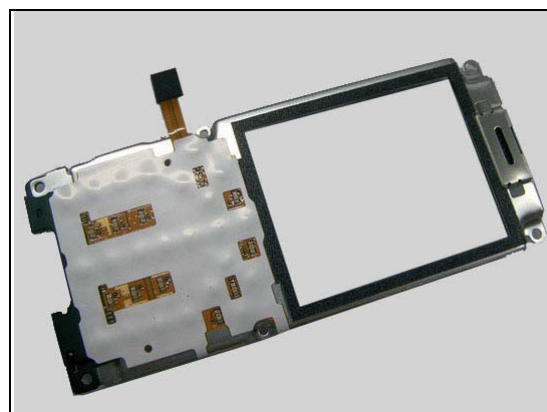
#### 1.4.1 Keypad keys

**Action:**

1. Remove and reinstall the BtB connector of Keypad FPC in order to reconnect the Keypad FPC to the PBA



2. Replace the Metal Frame with Keypad FPC
3. Send to higher level of repair



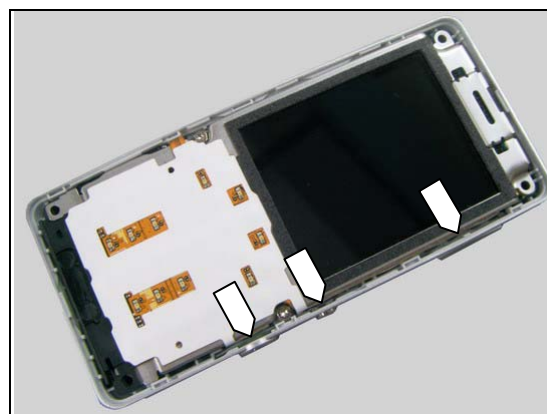
#### 1.4.2 Camera key and Volume key

**Check:**

Remove the Plastic Frame and inspect the key causing the fault

**Action:**

1. If some key is damaged – replace the key
2. Replace Metal Frame with Keypad FPC
3. Send to higher level of repair





## Problem Areas

### 1.5 Audio

#### 1.5.1 Microphone

**Check:**

Inspect the Microphone's external port

**Action:**

1. If clogged – clean the port or replace the Co-Brand
2. Send to higher level of repair



#### 1.5.2 Ear Speaker

**Check:**

Inspect the Ear Speaker's external port

**Action:**

1. If clogged – clean it or replace the Front Cover
2. Send to higher level of repair



#### 1.5.3 Loudspeaker

**Check:**

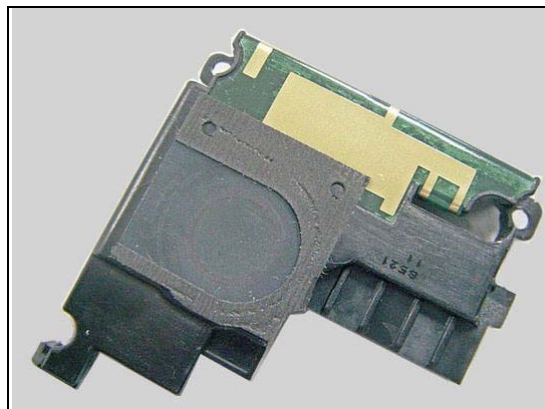
Inspect the Loudspeaker's external port

**Action:**

1. If clogged – clean the speaker port or replace the Antenna Cover



2. Replace the Antenna Assembly
3. Send to higher level of repair



## Problem Areas

### 1.6 Vibrator

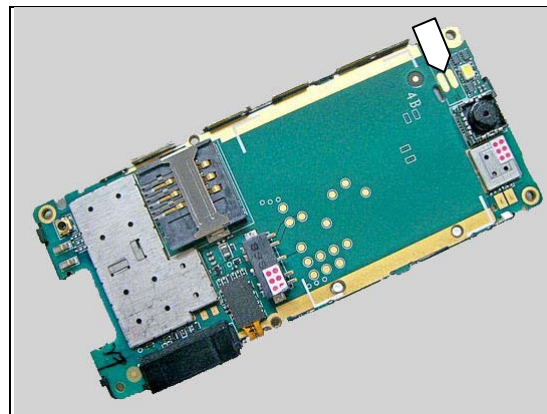
#### 1.6.1 Vibrator not generating alerts

**Check:**

Inspect the vibrator pads on the PBA

**Action:**

1. If dirty or oxidized – clean the pad and pin
2. Remove and reinstall the vibrator in order to reconnect the vibrator to the Holder
3. Replace the vibrator





## Problem Areas

### 1.7 Camera

#### 1.7.1 Camera defects

**Check:**

Inspect the camera window

**Action:**

1. If dirty – clean the window

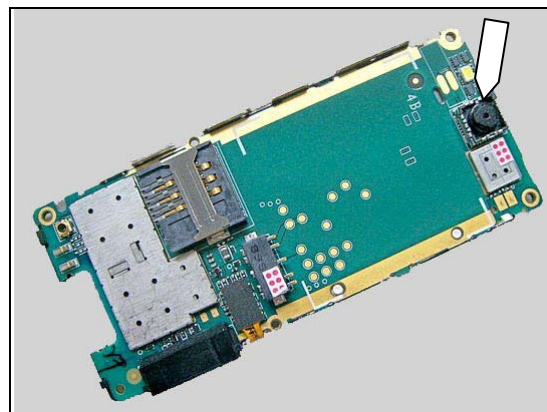


2. If scratched or damaged – replace the Plastic Frame



3. Replace the Camera

4. Send to higher level of repair



## **Problem Areas**

### **1.8 Flash LED**

**Action:**

1. Send to higher level of repair

## Problem Areas

### 1.9 Memory Card

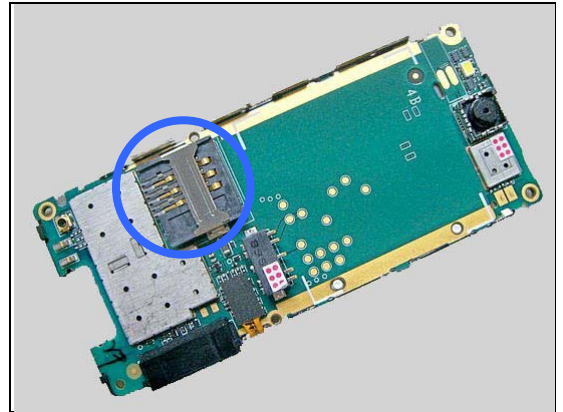
#### 1.9.1 Memory Card not detected

**Check:**

Inspect the Memory Card holder

**Action:**

1. If dirty or oxidized – clean the holder
2. Send to higher level of repair



## Problem Areas

### 1.10 FM Radio

#### 1.10.1 No/Poor FM Radio reception

**Check:**

Inspect the System Connector

**Action:**

1. If dirty or oxidized – clean the connector
2. Replace the System Connector
3. Send to higher level of repair



## **Problem Areas**

### **1.11 Real Time Clock**

#### **1.11.1 Real Time Clock test fails**

**Action:**

Send to higher level of repair

## Problem Areas

### 1.12 SIM

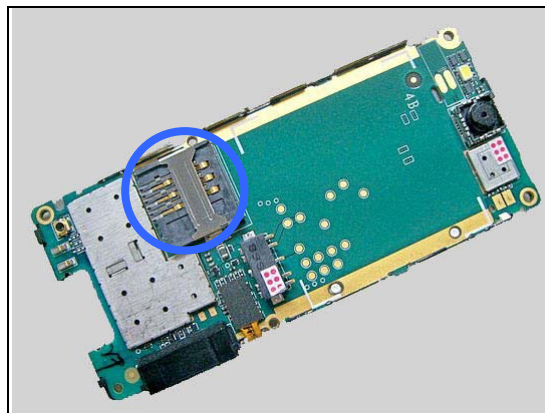
#### 1.12.1 SIM not detected

**Check:**

Inspect the SIM connector

**Action:**

1. If dirty or oxidized – clean the connector
2. Send to higher level of repair



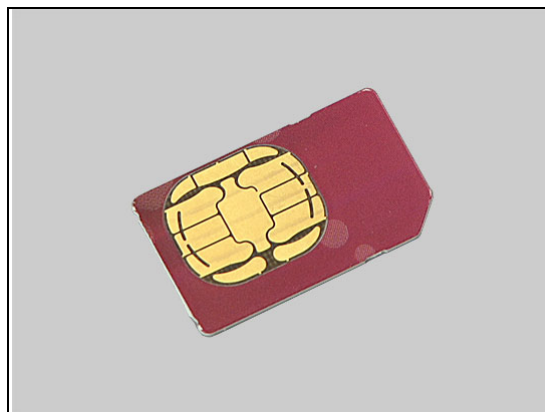
#### 1.12.2 Incorrect SIM indicated

**Check:**

Check whether the phone is locked to a particular operator and whether the correct operator SIM is being used

**Action:**

1. Use a proper operator SIM or test SIM
2. Send to higher level of repair





## Problem Areas

### 1.13 Charging

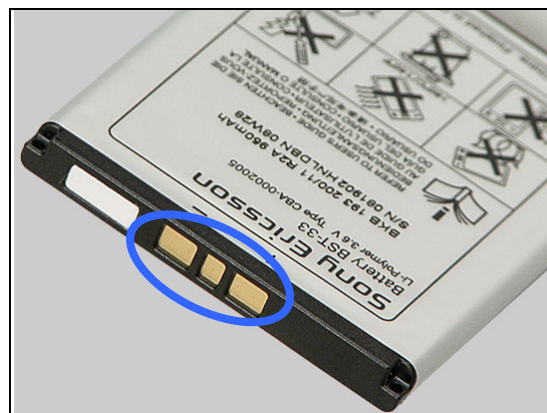
#### 1.13.1 Battery will not charge

**Check:**

Inspect the contact pads of the Battery

**Action:**

1. If dirty or oxidized – clean the pads
2. If damaged – replace the Battery



**Check:**

Inspect the Battery Connector

**Action:**

1. If dirty or oxidized – clean the connector
2. If adhesive is detected on the contact pins, use an eraser to gently rub off the adhesive



**Check:**

Inspect the System Connector

**Action:**

1. If dirty or oxidized – clean the connector
2. Replace the System Connector
3. Send to higher level of repair



## Problem Areas

### 1.14 Bluetooth

#### 1.14.1 Bluetooth connection failure

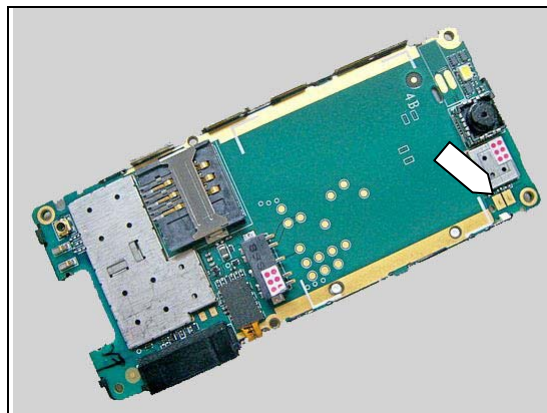
**Check:**

Inspect the antenna contact springs on the PBA and the Carrier BT.

**Action:**

1. If dirty or oxidized – clean the springs

2. Replace the Carrier BT
3. Send to higher level of repair



## Problem Areas

### 1.15 Network & Signal

#### 1.15.1 No/Poor signal

**Check:**

Ensure that a correct SIM is installed

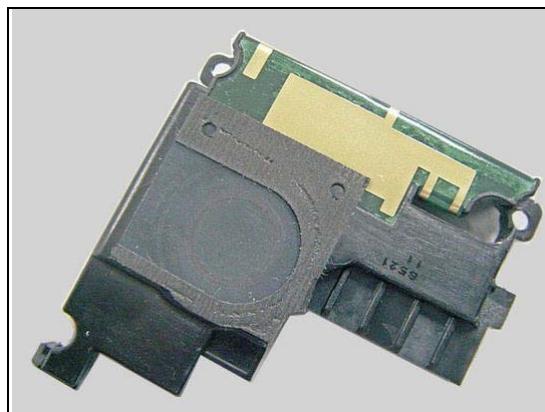
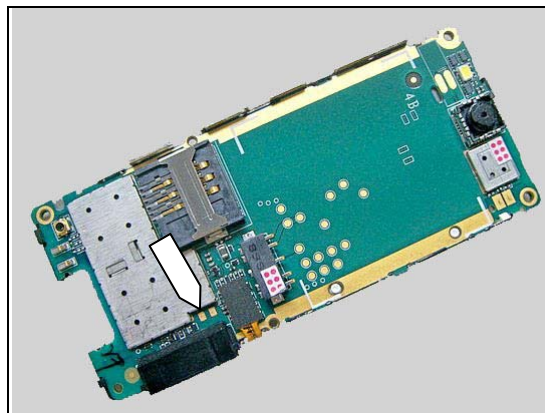
Inspect the antenna contact pins and pads on the Antenna Assembly and the PBA

**Action:**

1. If dirty or oxidized – clean the pins and pads

2. Replace the Antenna Assembly

3. Send to higher level of repair



## Problem Areas

### 1.16 HandsFree by Wire

#### 1.16.1 Connection to Portable HandsFree fails

**Check:**

Inspect the System Connector

**Action:**

1. If dirty or oxidized – clean the connector
2. Replace the System Connector
3. Send to higher level of repair



## Problem Areas

### 1.17 Data Communication

#### 1.17.1 Data transfer via System Connector fails

**Check:**

Inspect the System Connector

**Action:**

1. If dirty or oxidized – clean the connector
2. Replace the System Connector
3. Send to higher level of repair



# Revision History

Rev.	Date	Changes / Comments
1	2009-Jun-14	Initial release
2	2009-Jul-25	Due to system failure. No changes.