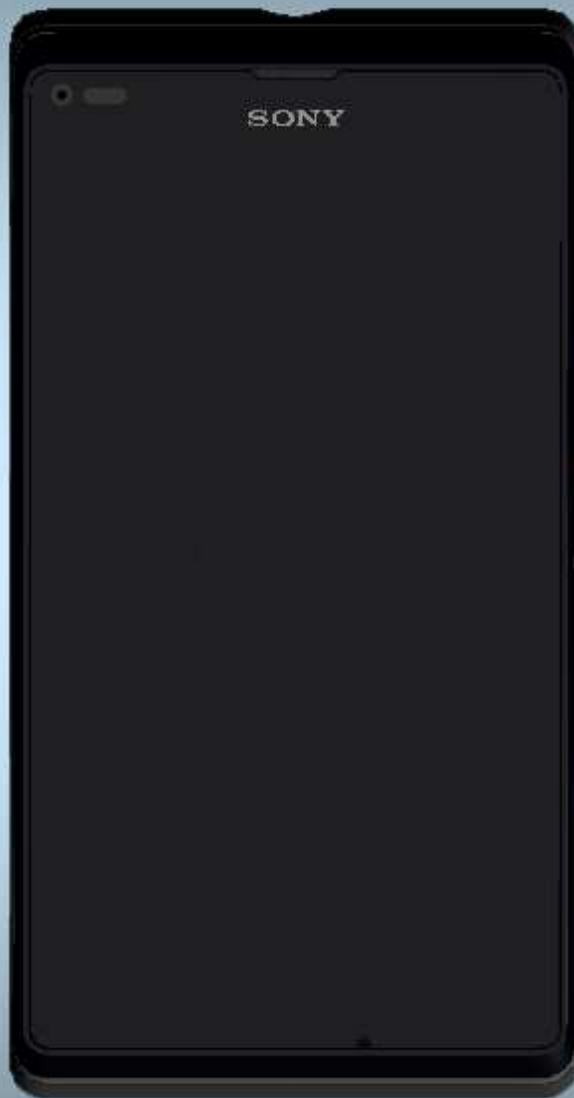


Troubleshooting Guide

- mechanical -



C2104, C2105, S36h

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Note: In C2104/C2105/S36h product, whenever replacing Front Housing LCM TP Assembly or Board swap after repair, it is mandatory to Calibrate the Touch Panel/ Proximity sensor/Light sensor (1275-0758 Trouble Shooting Application – mechanical).

1 Problem Areas

1.1 Power

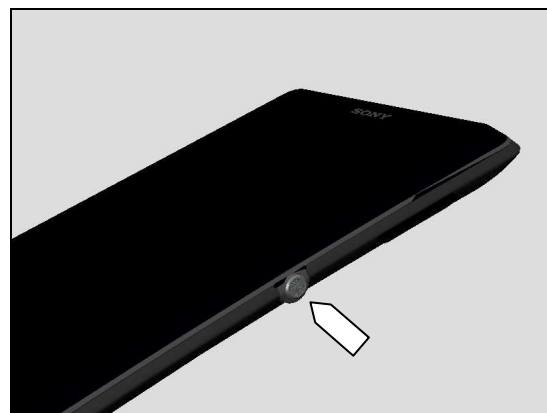
1.1.1 Will not power on or will switch off randomly

Check:

Check whether the phone vibrates by pressing the on/off key.

Action:

If activation of the vibrator is detected, refer to section 1.4 'Display'.



Check:

Inspect the contact pads on the battery.

Action:

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

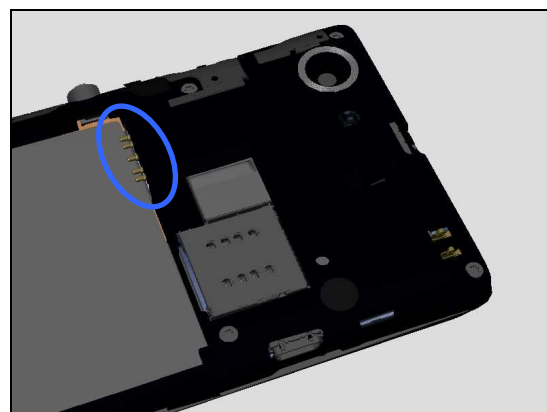


Check:

Inspect the battery contact pins.

Action:

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



Check:

Inspect the on/off key.

Action:

1. Refer to section 1.2.3 'Key On/Off'.
2. Replace Main PBA.



Problem Areas

1.2 Keys

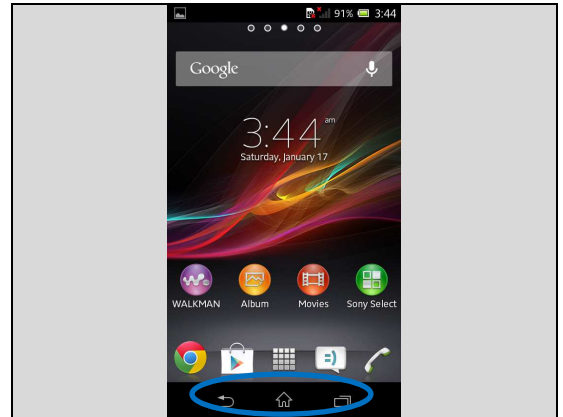
1.2.1 Back/Home/Menu Keys

Check:

Inspect the Back /Home/Menu keys on Display.

Action:

1. Refer to the section 1.3 'Touch Screen'.
2. Replace Main PBA.



1.2.2 Volume Key

Check:

Inspect the external area of the volume key.

Action:

If dirty – clean it.

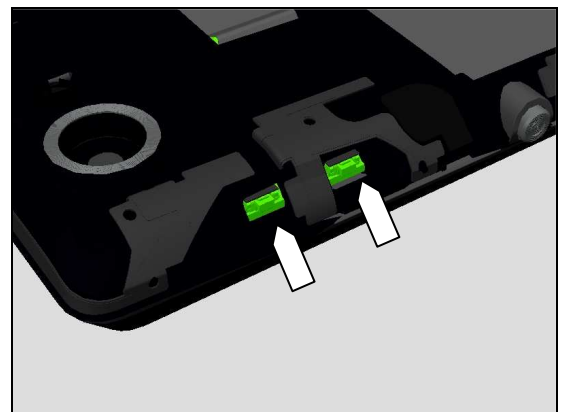


Check:

Inspect the volume key switch on Main PBA.

Action:

1. If dirty – clean them.



2. If the volume key is damaged – replace the Battery Cover.



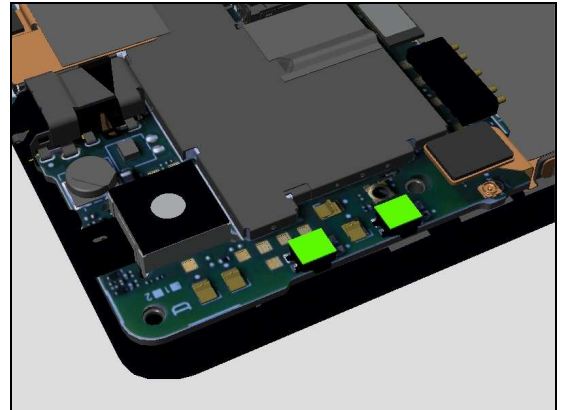
Problem Areas

Check:

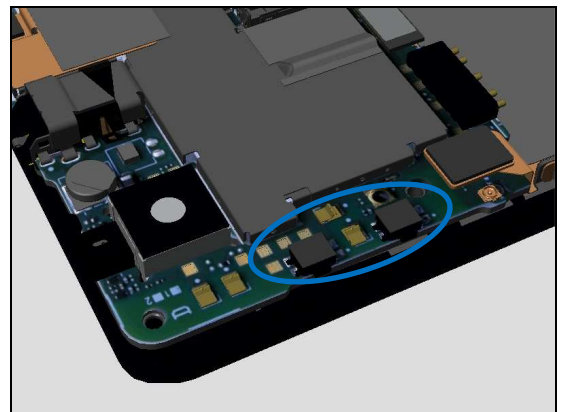
Inspect the Film Side Key FPC on main PBA.

Action:

1. If Missing or damaged – replace it.



2. If the volume key switch is damaged – replace Main PBA.



1.2.3 On/Off Key

Check:

Inspect the external area of the on/off key.

Action:

1. If dirty – clean it.

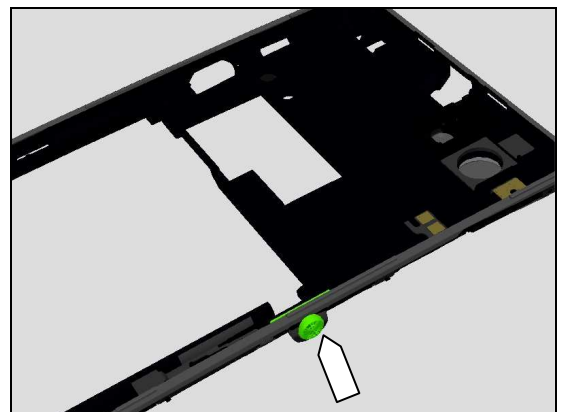


Check:

Inspect the on/off key on Middle Frame Assembly.

Action:

1. If dirty or stuck – clean and reassemble it.



Problem Areas

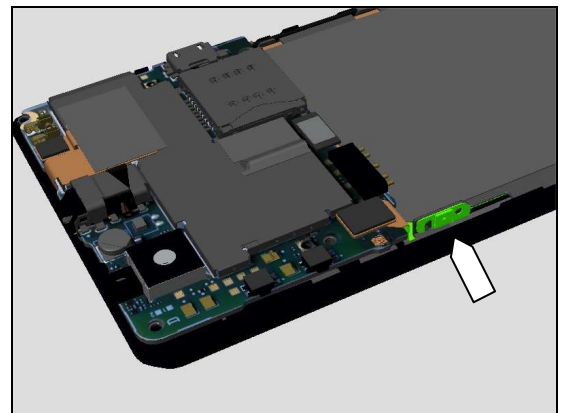
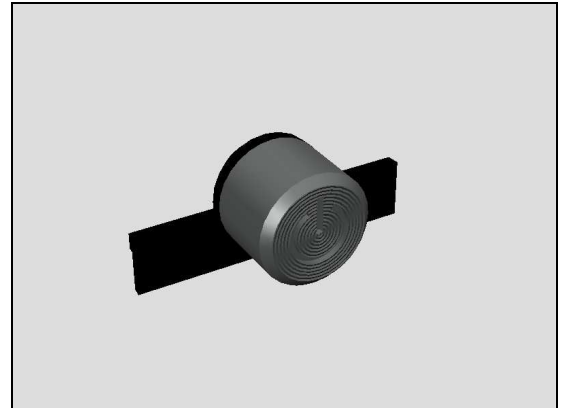
2. If the on/off key is damaged – replace the Power Key.

Check:

Inspect the on/off key dome on Side FPC.

Action:

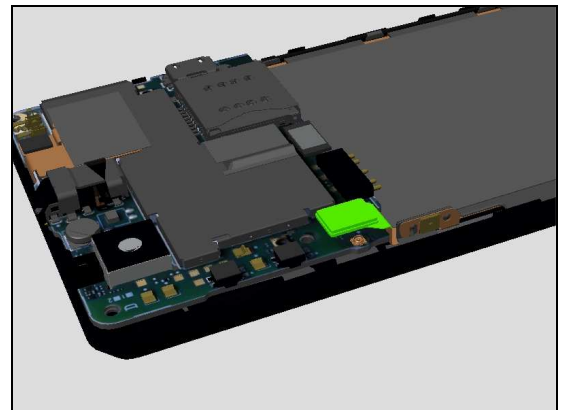
1. If dirty or oxidized – clean it.



Check:

Inspect the BtB connector on Side FPC to Main PBA.

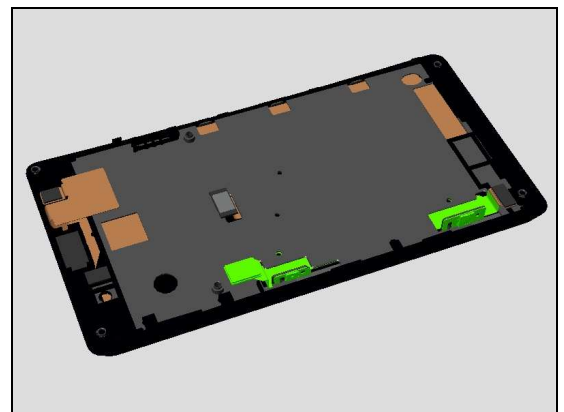
1. If not properly connected – disconnect and reconnect.



2. If the Side FPC is defective, replace the Front Housing LCM TP Assembly.

3. Replace Main PBA.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758
Trouble Shooting Application – mechanical.



Problem Areas

1.2.4 Camera Key

Check:

Inspect the external area of the Camera key.

Action:

If dirty – clean it.

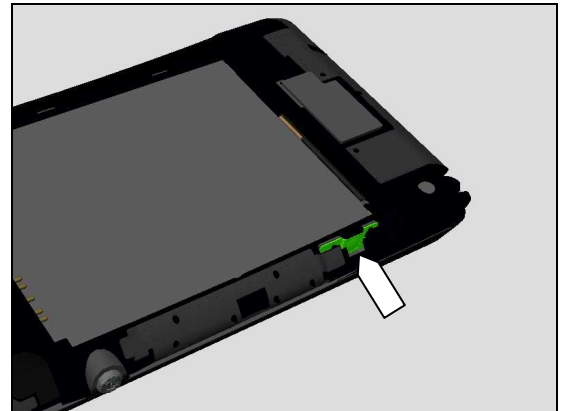


Check:

Inspect the Camera key Dome.

Action:

1. If dirty or oxidized – clean it.



2. If the Camera key is damaged – replace the Battery Cover.

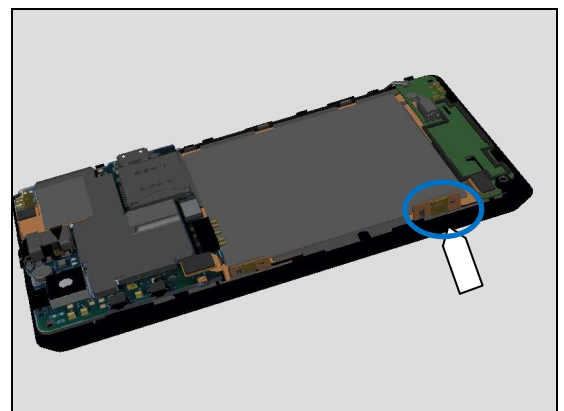


Check:

Inspect the Camera key dome on Side FPC.

Action:

1. If dirty or oxidized – clean it.



Problem Areas

Check:

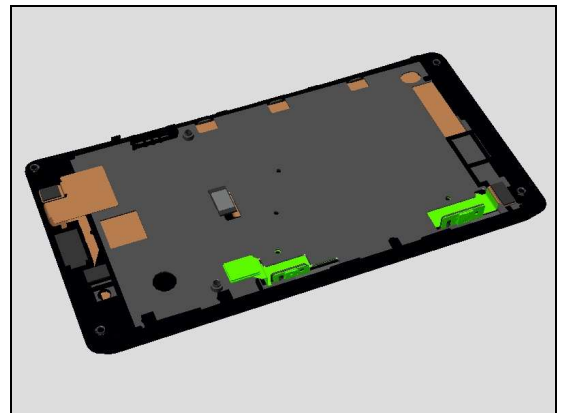
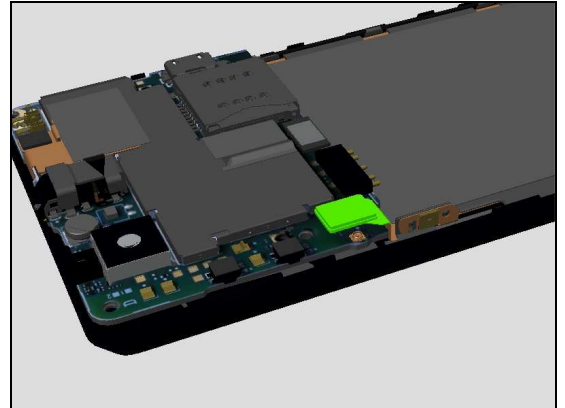
Inspect the BtB connector on Side FPC to Main PBA.

1. If not properly connected – disconnect and reconnect.

2. If the Side FPC is defective, replace the Front Housing LCM TP Assembly.

3. Replace Main PBA.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758
Trouble Shooting Application – mechanical.



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

Check:

Inspect the touch screen on the Front Housing LCM TP Assembly

Action:

If dirty – clean it.

If: The end user has complained about unexpected behavior of the touch screen or the touch keys.

Action:

Calibrate the Touch Panel 1275-0758 Trouble Shooting Application – mechanical.

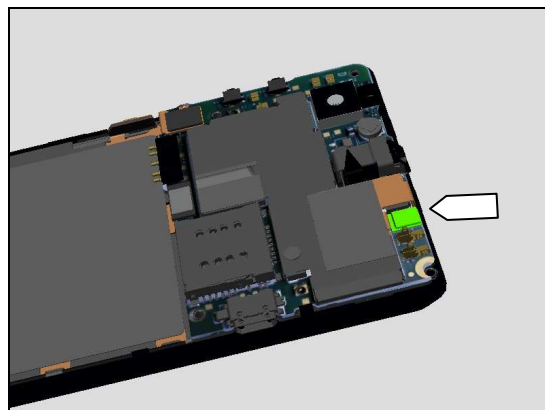


Check:

Inspect the BtB connector of the Front Cover Display Assembly to the main PBA.

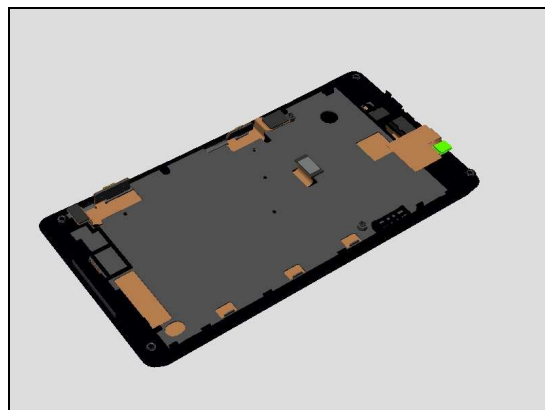
Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean it.



3. If the touch screen or the TP FPC is damaged – replace the Front Housing LCM TP Assembly.
4. Replace Main PBA.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758 Trouble Shooting Application – mechanical.



Problem Areas

1.4 Display

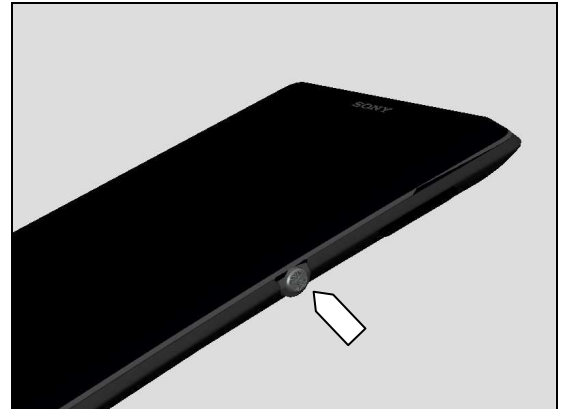
1.4.1 Graphics & Illumination

Check:

Check whether the phone vibrates after the on/off key has been pressed.

Action:

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

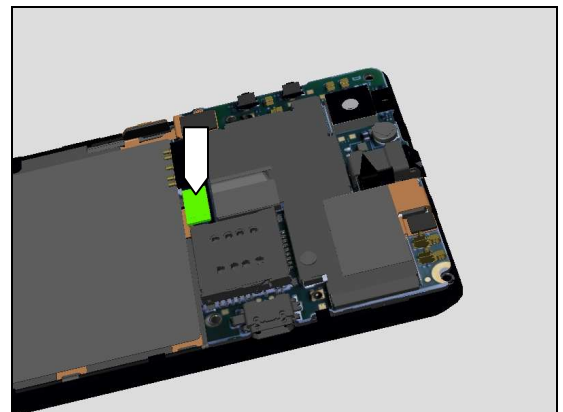


Check:

Inspect the BtB connector of the LCM to the main PBA.

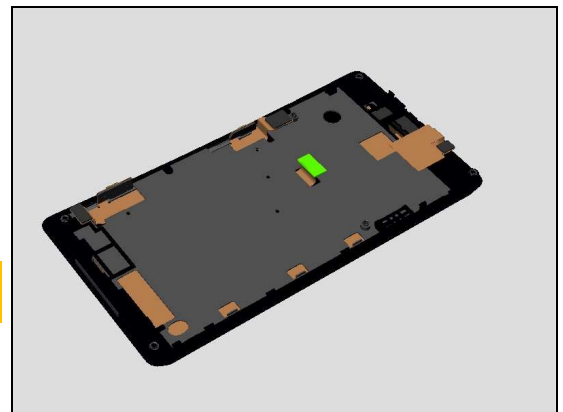
Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean it.



3. If the display or the LCM FPC is damaged – replace the Front Housing LCM TP Assembly
4. Replace Main PBA.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758 Trouble Shooting Application – mechanical.



Problem Areas

1.5 LED/Illumination

1.5.1 LED/Illumination

Check:

Inspect the external window area of the LED on the Front Housing LCM TP Assembly

Action:

1. If dirty – clean it.

2. If the external window area is damaged – replace the Front Housing LCM TP Assembly.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758 Trouble Shooting Application – mechanical.

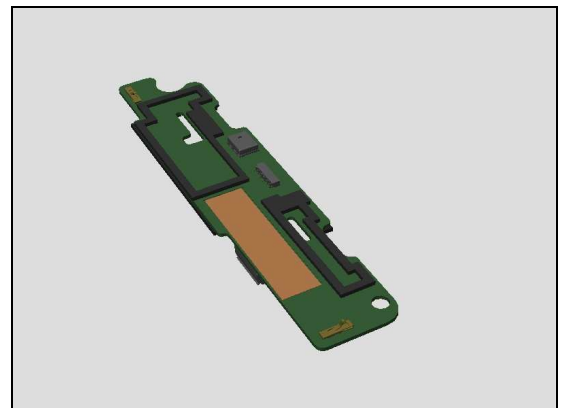
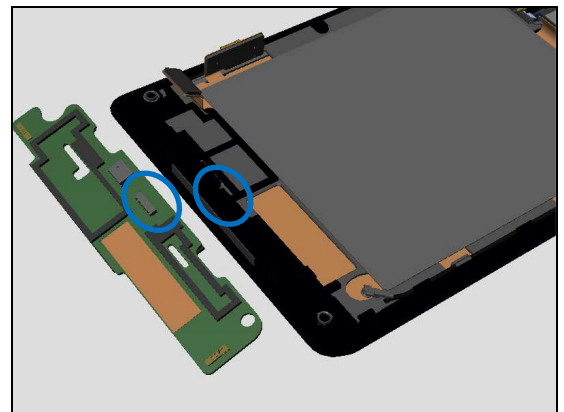
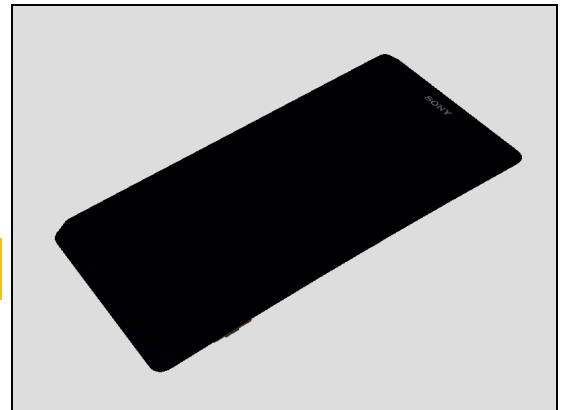
Check:

Inspect the LED on the Sub PBA Assembly and the Front Housing LCM TP Assembly

Action:

1. If dirty or clogged – clean them.

2. If the Sub PBA Assembly is damaged – replace it.



Problem Areas

Check:

Inspect the BtB connectors of Side Key FPC on both Sub PBA Assembly and Main PBA.

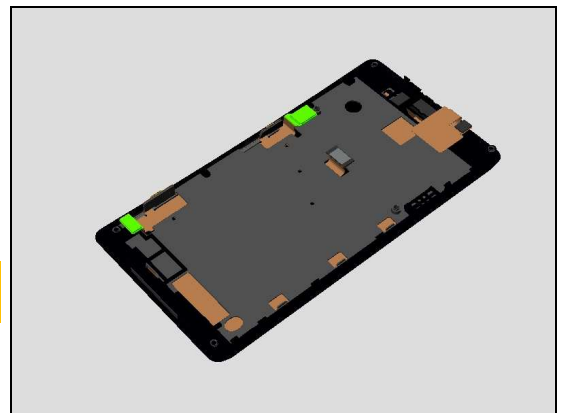
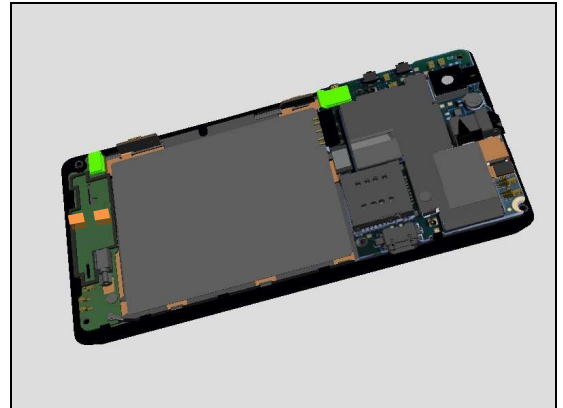
Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean it.

3. If the Side key FPC is defective, replace the Front Housing LCM TP Assembly.

4. Replace Main PBA.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758
Trouble Shooting Application – mechanical.



Problem Areas

1.6 Speaker

1.6.1 Speaker

Check:

Inspect the Loudspeaker's external port on the Battery Cover.

Action:

1. If the Loudspeaker external port is clogged – clean it.

2. If the Loudspeaker external port is damaged – replace the Battery Cover.

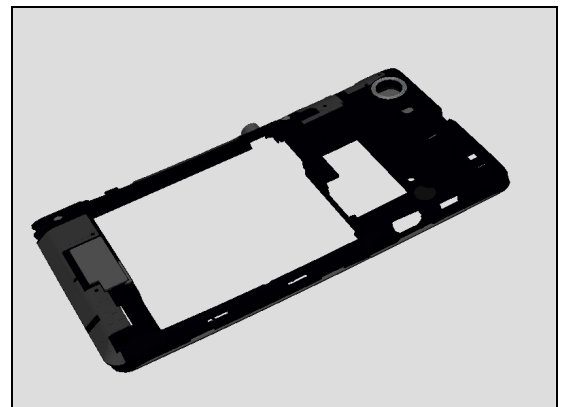
Check:

Inspect the mesh of the Loudspeaker on the Middle Frame Assembly.

Action:

1. If dirty – clean it.

2. If the mesh is damaged – replace the Middle Frame Assembly.



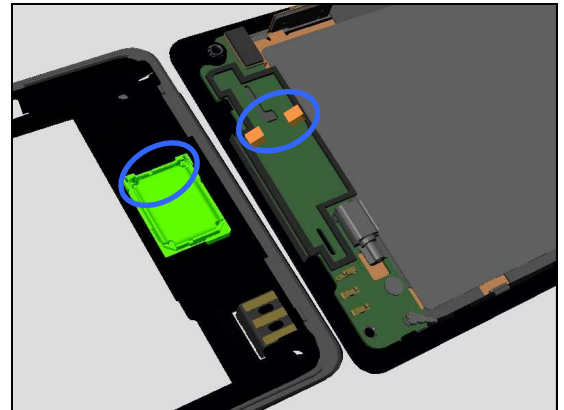
Problem Areas

Check:

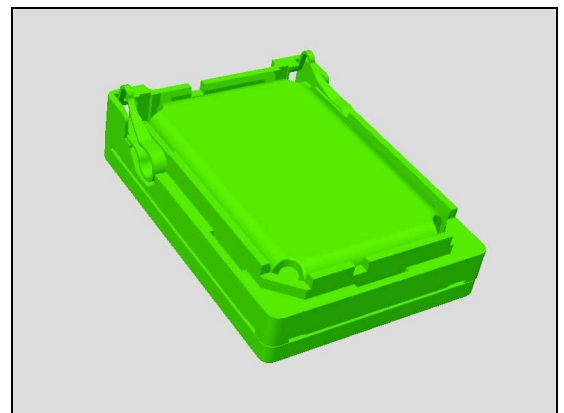
Inspect the Loudspeaker's pins and the pads on the Sub PBA Assembly.

Action:

1. If dirty – clean them.



2. If the pins of the Loudspeaker are damaged – replace the Loudspeaker.

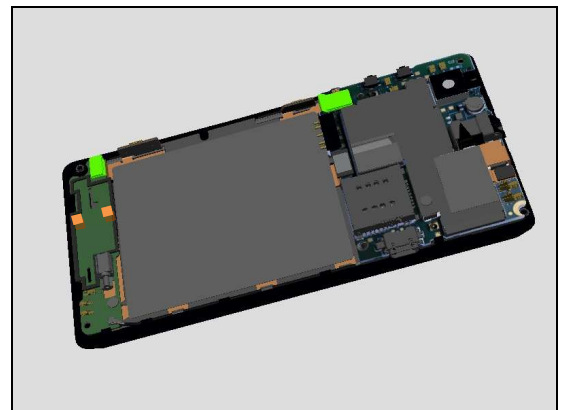


Check:

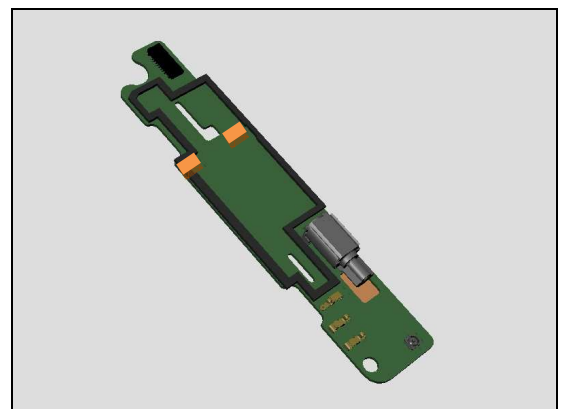
Inspect the BtB connectors of Side Key FPC on both Sub PBA Assembly and Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean it.



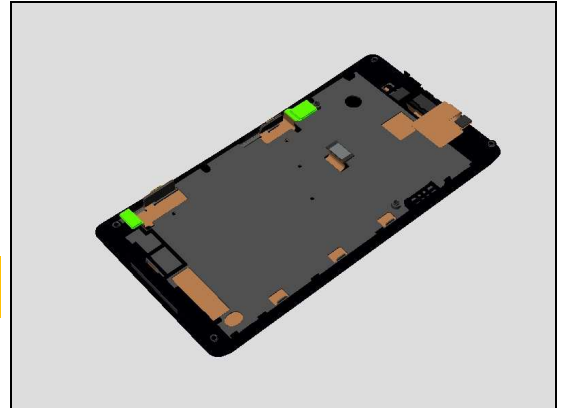
3. If the pads or the BtB connector of the Sub PBA Assembly is damaged – replace the Sub PBA Assembly.



Problem Areas

3. If the Side key FPC is defective, replace the Front Housing LCM TP Assembly.
4. Replace Main PBA.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758
Trouble Shooting Application – mechanical.



Problem Areas

1.7 Earphone

1.7.1 Earphone

Check:

Inspect the Receiver's external port on the Front Housing LCM TP Assembly

Action:

1. If clogged – clean it.

2. If the port is damaged – replace the Front Housing LCM TP Assembly.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758
Trouble Shooting Application – mechanical.

Check:

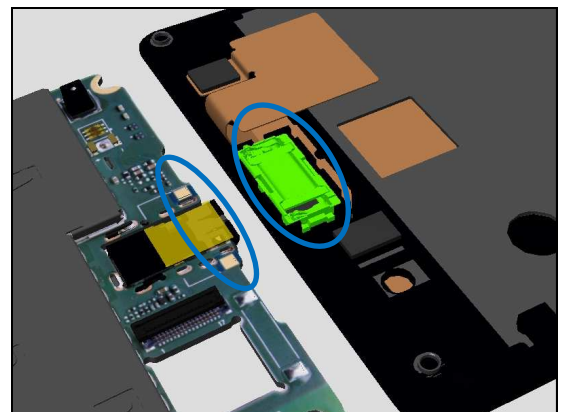
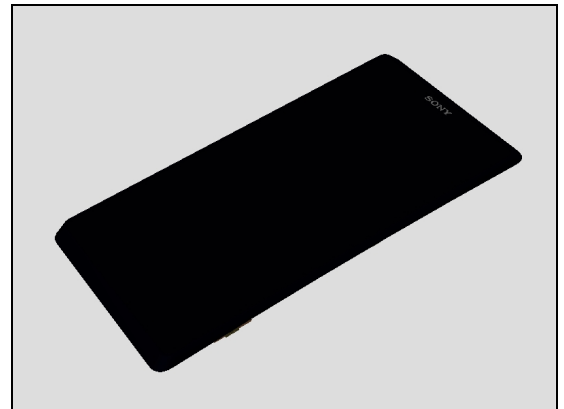
Inspect the Receiver's pins and the contact pins on the main PBA.

Action:

1. If dirty – clean them.

2. If the pins of the Receiver are damaged – replace the Receiver.

3. Replace Main PBA.



Problem Areas

1.8 Microphone

1.8.1 Main Microphone

Check:

Inspect the Microphone's external port on the Front Housing LCM TP Assembly

Action:

If clogged – clean the port.

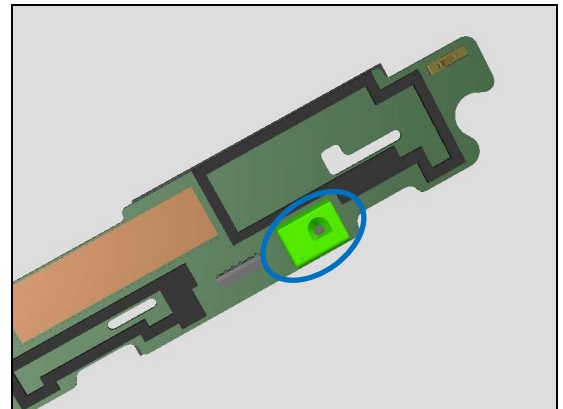


Check:

Inspect the Rubber hole locating direction for Main MIC.

Action:

1. If clogged – clean it.

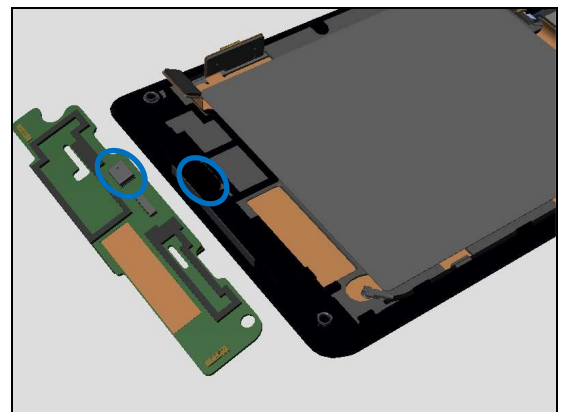


Check:

Inspect the microphone on the Sub PBA Assembly and the Mic mesh on the Front Housing LCM TP Assembly

Action:

1. If dirty – clean them.

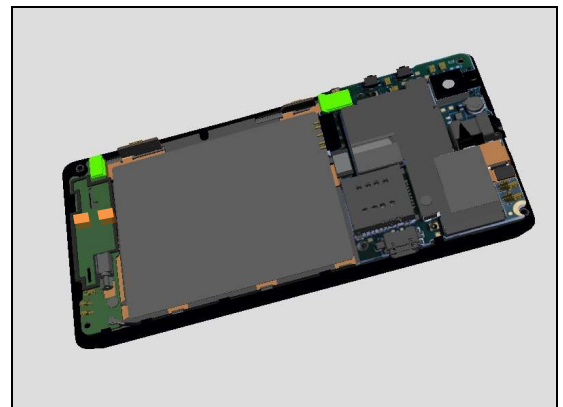


Check:

Inspect the BtB connectors of Side Key FPC on both Sub PBA Assembly and Main PBA.

Action:

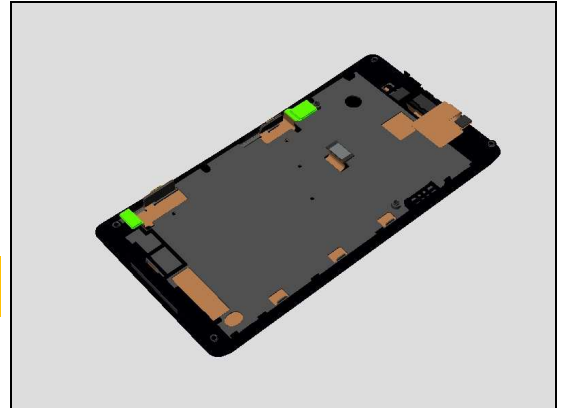
1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean it.



Problem Areas

3. If the Side key FPC is defective, replace the Front Housing LCM TP Assembly.
4. Replace Main PBA.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758
Trouble Shooting Application – mechanical.



Problem Areas

1.8.2 Secondary Microphone

Check:

Inspect the Microphone's external port on the Front Housing LCM TP Assembly

Action:

If clogged – clean the port.



Check:

Inspect the microphone hole on Middle Frame Assembly and Battery cover.

Action:

1. If dirty – clean them.

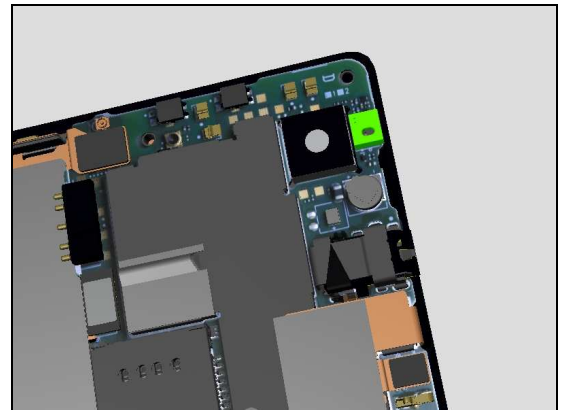


Check:

Inspect the hole of Rubber 2nd MIC and its direction.

Action:

1. If dirty or direction wrong – clean and reassemble it.
2. If the rubber is damaged – replace it.

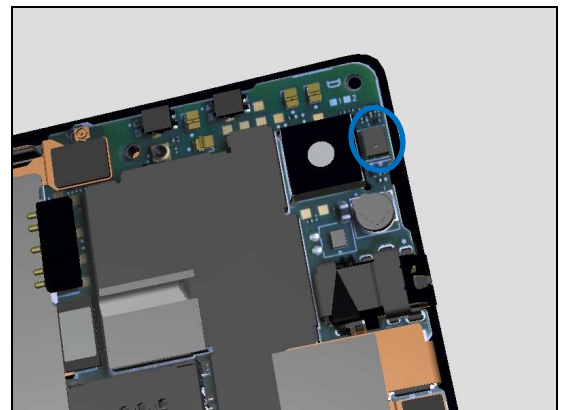


Check:

Inspect the 2nd MIC on Main PBA.

Action:

1. If defective or damaged, replace Main PBA.



Problem Areas

1.9 Vibrator

1.9.1 Vibrator not generating alerts

Check:

Inspect the ZIF connector of the Link FPC to the Sub PBA Assembly.

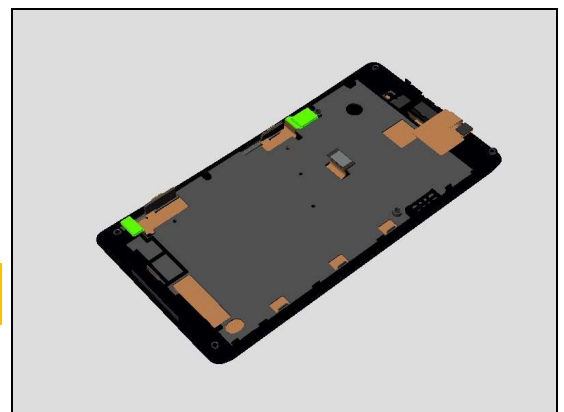
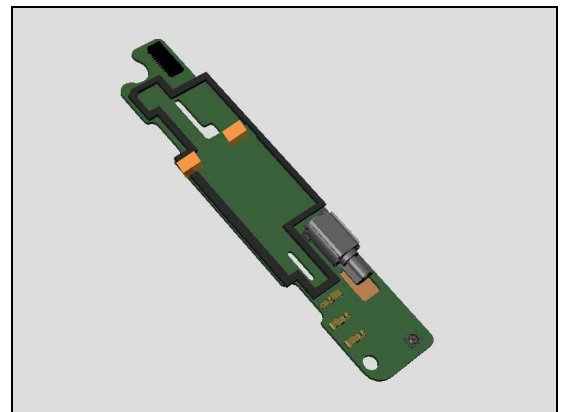
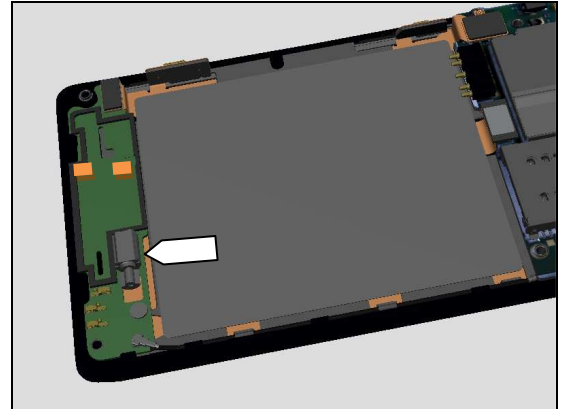
Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean it.

3. If the vibrator or the BtB connector on the Sub PBA Assembly is damaged – replace the Sub PBA Assembly.

4. If the Side key FPC is defective, replace the Front Housing LCM TP Assembly.
5. Replace Main PBA.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758
Trouble Shooting Application – mechanical.



Problem Areas

1.10 Camera

1.10.1 Camera defects

Check:

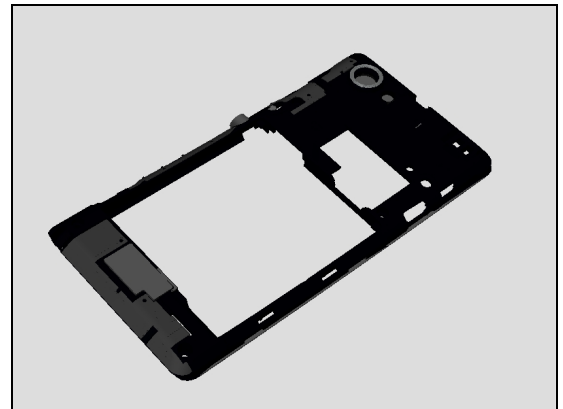
Inspect the external area of camera window.

Action:

1. If dirty – clean it.



2. If the camera window scratched or damaged – replace the Middle Frame Assembly.

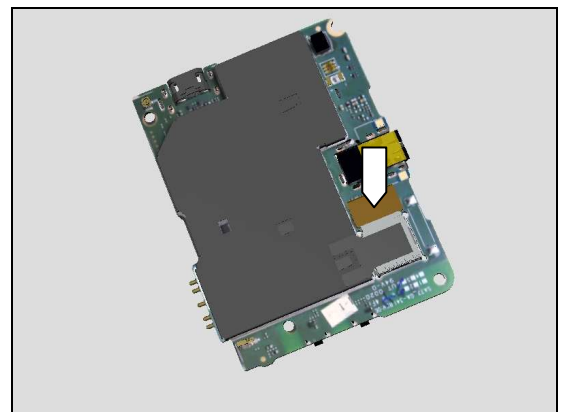


Check:

Inspect the BtB connector of the Main Camera to the main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean it.

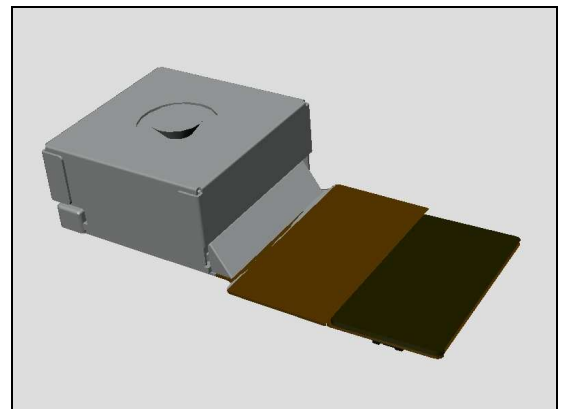


Check:

Inspect the Main Camera.

Action:

1. If the Main Camera is damaged – replace it.
2. Replace Main PBA.



Problem Areas

1.10.2 Secondary Camera

Check:

Inspect the external area of the video camera window.

Action:

1. If dirty – clean it.

2. If the external window area is damaged – replace the Front Housing LCM TP Assembly.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758
Trouble Shooting Application – mechanical.

Check:

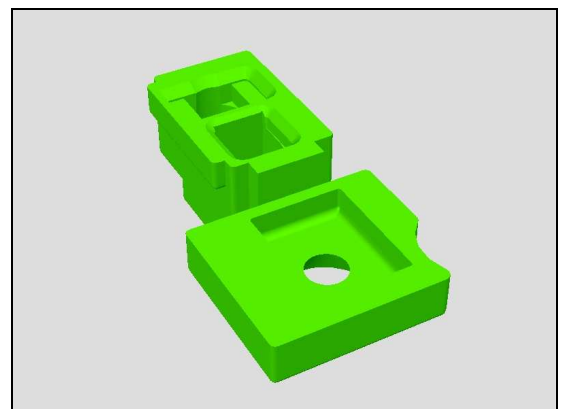
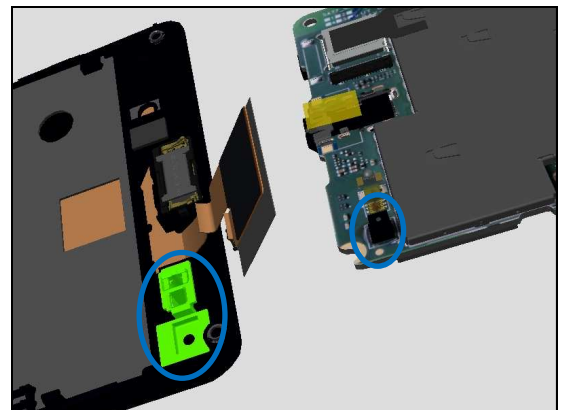
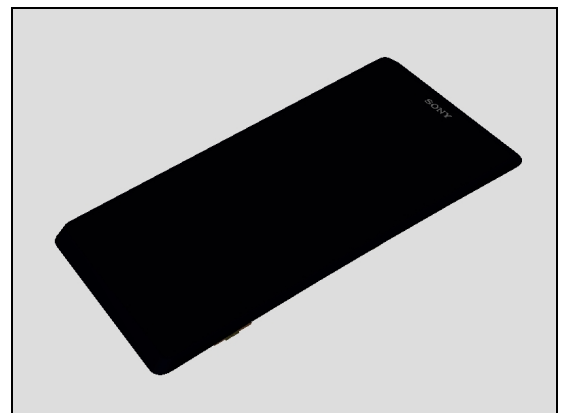
Inspect the video camera on the main PBA and the Rubber PL Sensor on the Front Housing LCM TP Assembly

Action:

1. If dirty or clogged – clean them.

2. If the Rubber PL Sensor is damaged – replace it.

3. Replace Main PBA.



Problem Areas

1.11 Flash LED

1.11.1 Flash LED not flashing

Check:

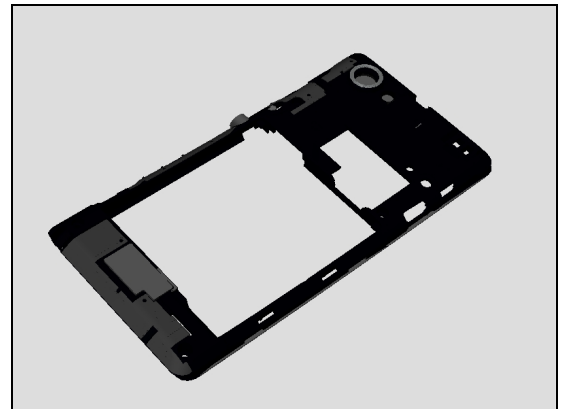
Inspect the external area of the flash LED window.

Action:

1. If the flash LED window is dirty – clean it.



2. If the flash LED window scratched or damaged – replace the Middle Frame Assembly.



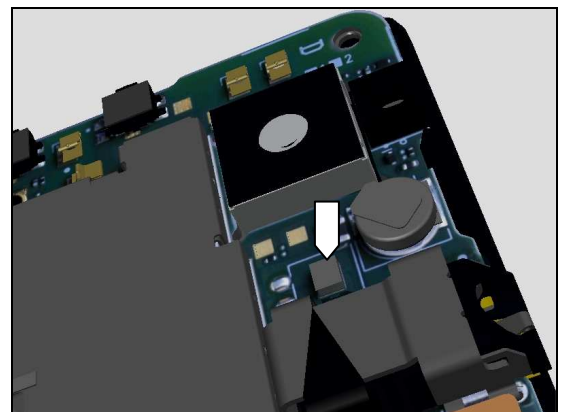
Check:

Inspect the flash LED on the main PBA.

Action:

1. If dirty or clogged – clean it.

2. Replace Main PBA.



Problem Areas

1.12 Bluetooth and WLAN

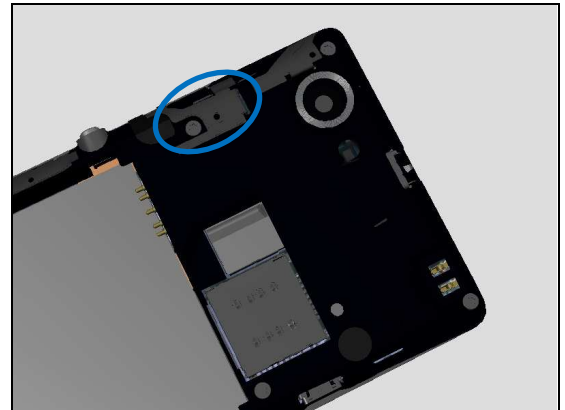
1.12.1 Bluetooth or WLAN connection failure

Check:

Inspect the Antenna BT WIFI on the Middle Frame Assembly.

Action:

1. If dirty – clean it.

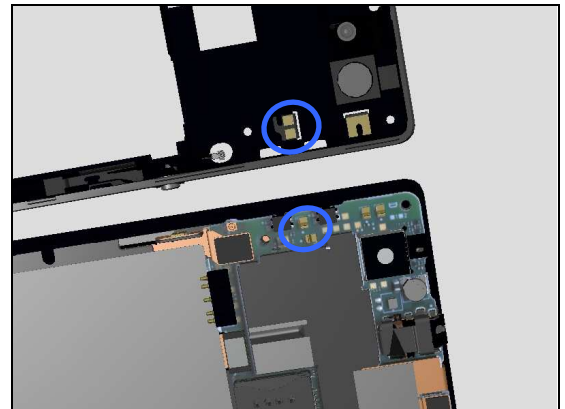


Check:

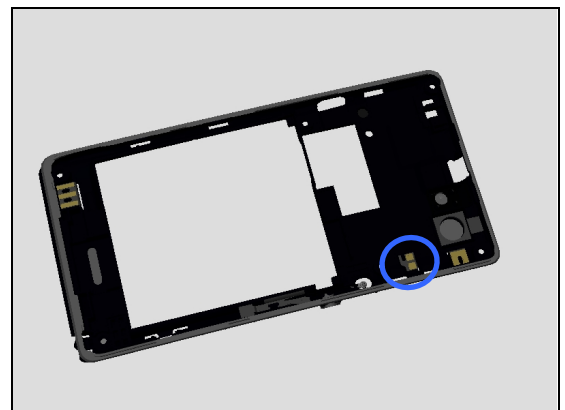
Inspect the contact pads on the Antenna BT WIFI and the contact pins on the main PBA.

Action:

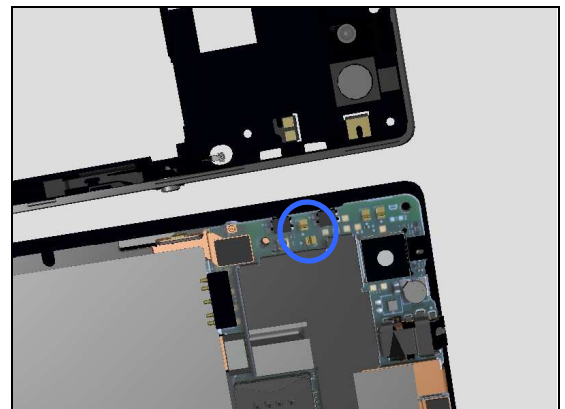
1. If dirty or oxidized – clean the pads and pins.



2. If defective or damaged – replace the Middle Frame Assembly.



3. If the pins are damaged – replace Main PBA



Problem Areas

1.13 GPS

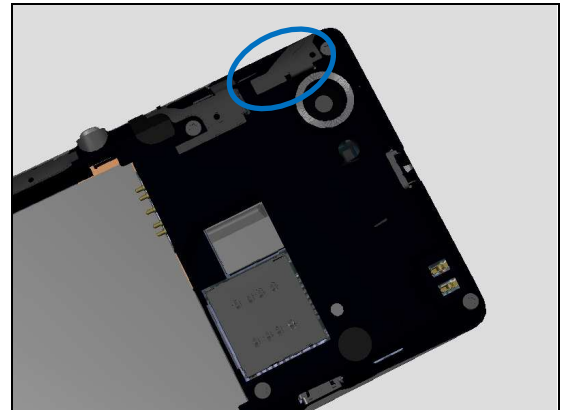
1.13.1 GPS malfunctions

Check:

Inspect the Antenna GPS on the Middle Frame Assembly.

Action:

1. If dirty – clean it.

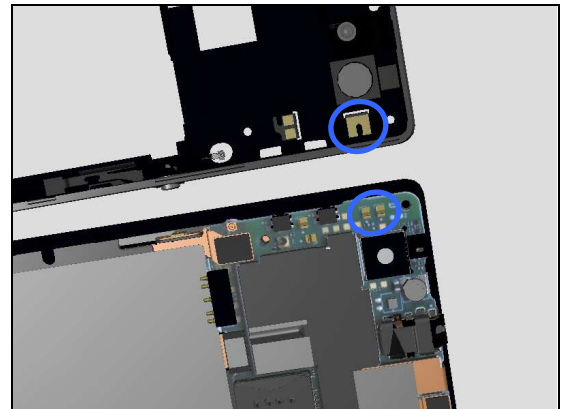


Check:

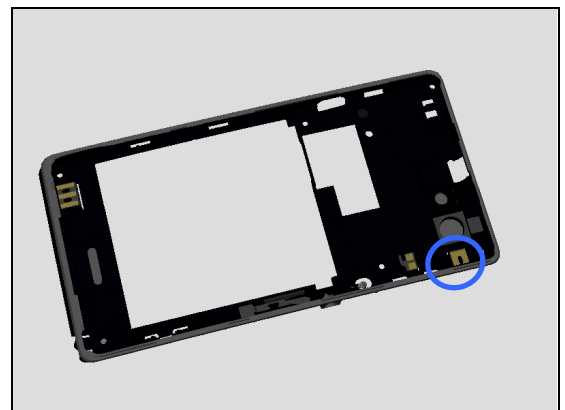
Inspect the contact pads on the Antenna BT WIFI and the contact pins on the main PBA.

Action:

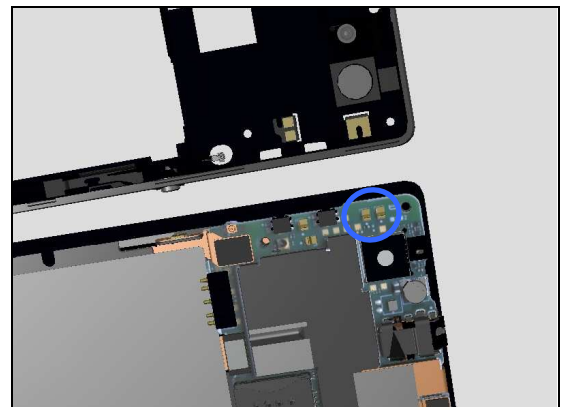
1. If dirty or oxidized – clean the pads and pins.



2. If defective or damaged – replace the Middle Frame Assembly.



3. If the pins are damaged – replace Main PBA



Problem Areas

1.14 Compass

1.14.1 Compass fails

Action:

Replace Main PBA.

Problem Areas

1.15 Accelerometer

1.15.1 Accelerometer test fails

Action:

Replace Main PBA.

Problem Areas

1.16 Ambient Light Sensor

1.16.1 Ambient Light Sensor

Check:

Inspect the external area of the Ambient Light Sensor window.

Action:

1. If dirty – clean it.

2. If the external window area is damaged – replace the Front Housing LCM TP Assembly.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758
Trouble Shooting Application – mechanical.

Check:

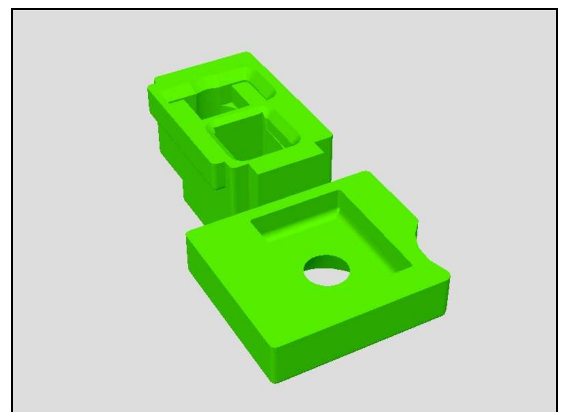
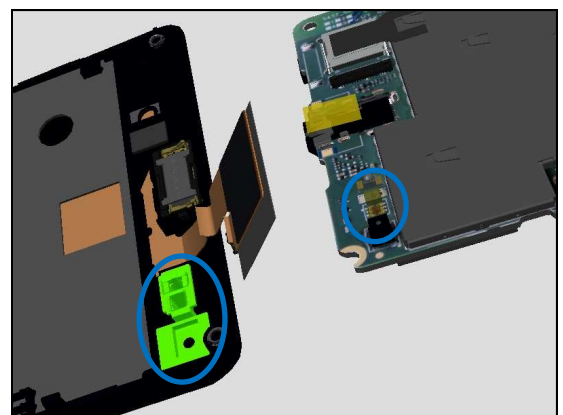
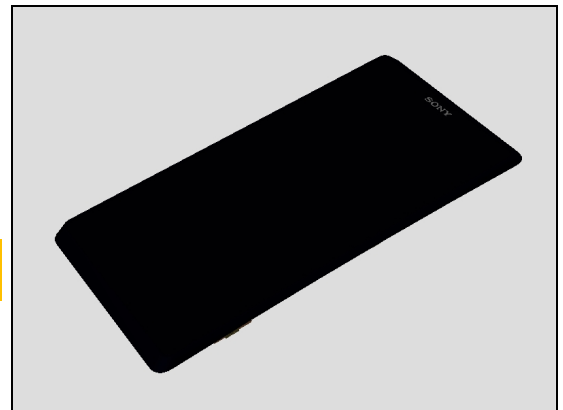
Inspect the ambient light sensor on the main PBA and the Rubber PL Sensor on the Front Housing LCM TP Assembly

Action:

1. If dirty or clogged – clean them.

2. If the Rubber PL Sensor is damaged – replace it.

3. Replace Main PBA.



Problem Areas

1.17 Proximity Switch

1.17.1 Proximity Switch

Check:

Inspect the external area of the proximity switch window.

Action:

1. If dirty – clean it.

2. If the external window area is damaged – replace the Front Housing LCM TP Assembly.

Note: Calibrate the Touch Panel/P-sensor/L-sensor 1275-0758 Trouble Shooting Application – mechanical.

Check:

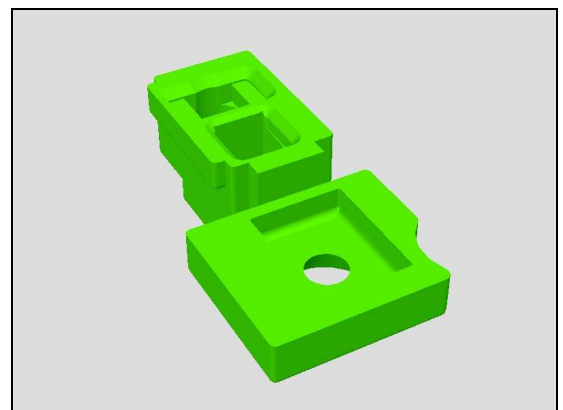
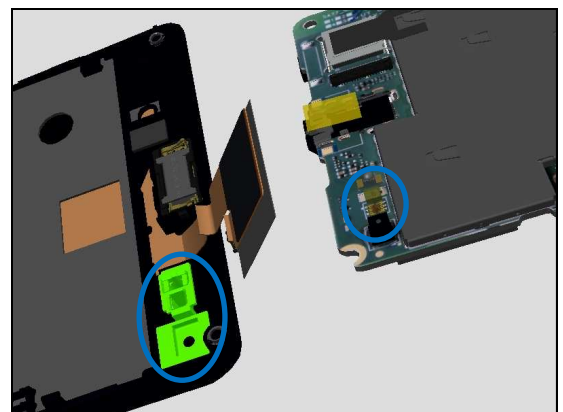
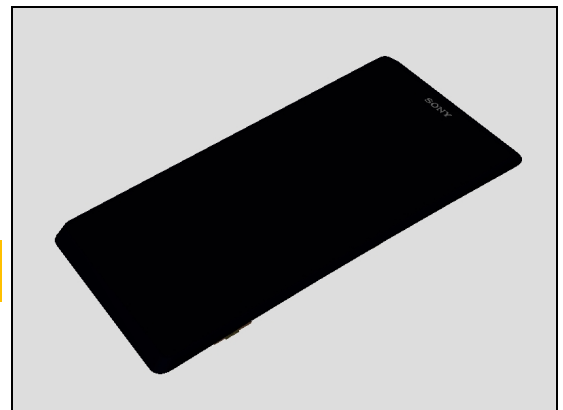
Inspect the proximity switch sensor on the main PBA and the Rubber PL Sensor on the Front Housing LCM TP Assembly

Action:

1. If dirty or clogged – clean them.

2. If the Rubber PL Sensor is damaged – replace it.

3. Replace Main PBA.



Problem Areas

1.18 Real Time Clock

1.18.1 Real Time Clock test fails

Action:

Replace Main PBA.

Problem Areas

1.19 Total call time

1.19.1 Total call time fails

Action:

Replace Main PBA.

Problem Areas

1.20 External Memory

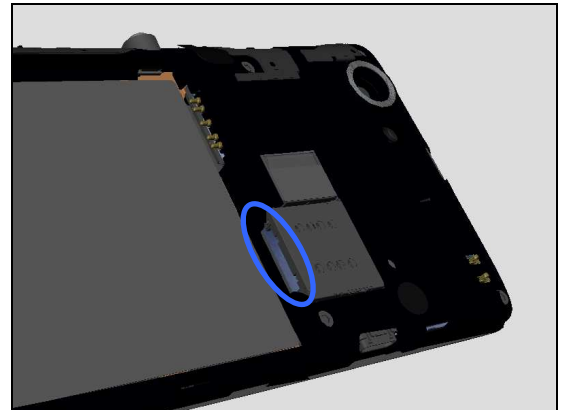
1.20.1 Memory Card not detected

Check:

Inspect the external port of the memory card holder and check if a memory card can be properly inserted.

Action:

If dirty or clogged – clean the external port.

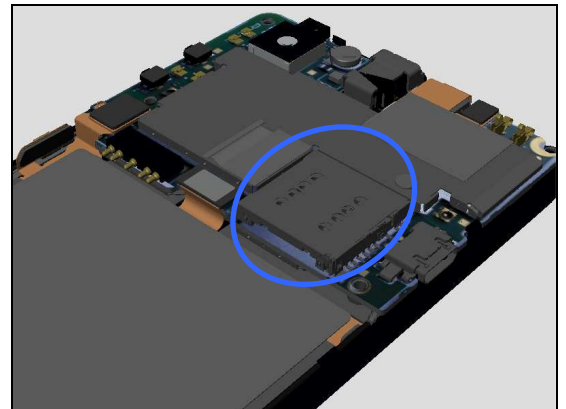


Check:

Inspect the memory card holder on Main PBA.

Action:

1. If dirty or clogged – clean the holder.
2. Replace Main PBA.



Problem Areas

1.21 Security

1.21.1 Security fails

Action:

Replace Main PBA.

Problem Areas

1.22 FM Radio

1.22.1 No/Poor FM Radio reception

Check:

Inspect the external port of the audio jack.

Action:

If dirty or oxidized – clean it.

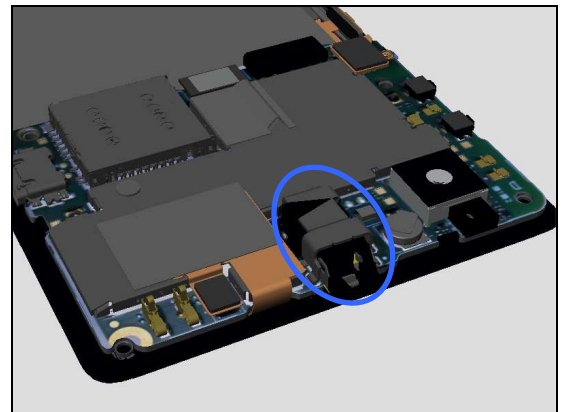


Check:

Inspect the audio jack on the main PBA.

Action:

1. If dirty or oxidized – clean it.
2. If damaged – Replace Main PBA.



Problem Areas

1.23 Battery Test

1.23.1 Battery Test Fails

Check:

Inspect the contact pads on the battery.

Action:

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

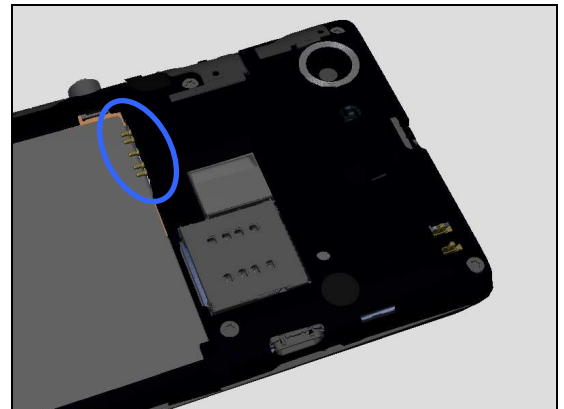


Check:

Inspect the battery contact pins.

Action:

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



Problem Areas

1.24 Verify Certificates

1.24.1 Verify certificates fails

Action:

Replace Main PBA.

Problem Areas

1.25 NFC Test

1.25.1 NFC Test fails

Check:

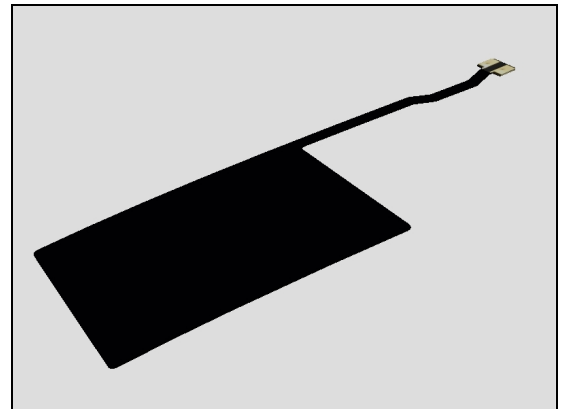
Inspect the pads of NFC Antenna on Battery Cover.

Action:

1. If dirty or oxidized – clean the contact pins.



2. If damaged – Replace the NFC Antenna.

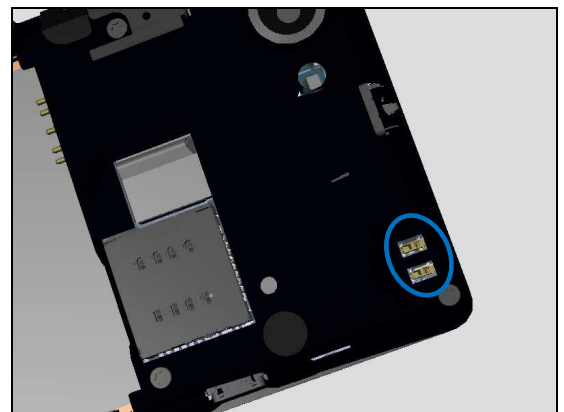


Check:

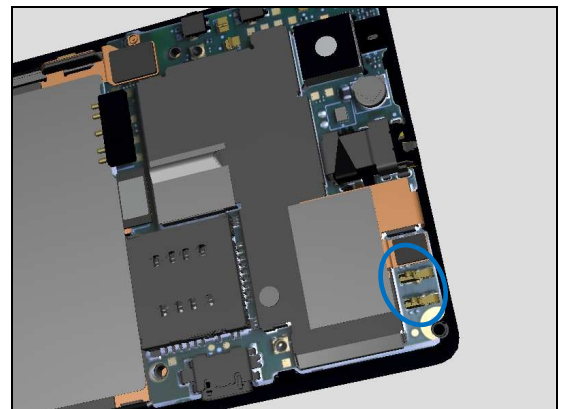
Inspect the pins of NFC Antenna through Middle Frame Assembly.

Action:

1. If dirty or oxidized – clean the contact pins.



2. If damaged – Replace Main PBA.



Problem Areas

1.26 RX Diversity Test

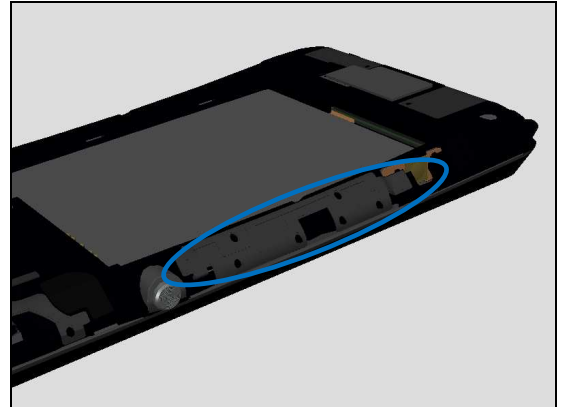
1.26.1 RX Diversity Test fails

Check:

Inspect the RX Diversity antenna on Middle Frame Assembly.

Action:

1. If dirty, clean it.
2. If damaged, replace the Middle Frame Assembly.

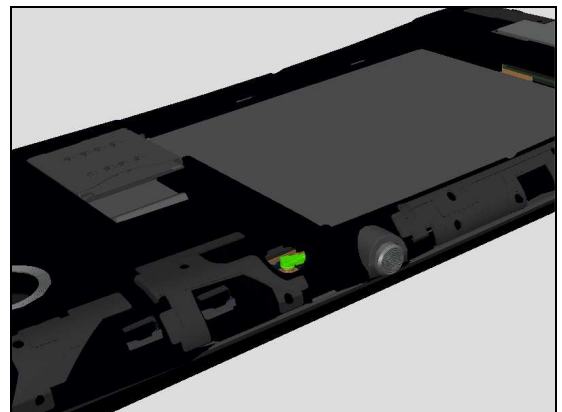


Check:

Inspect the RX Diversity Cable connector through Middle Frame Assembly.

Action:

1. If loosen or open, reassemble it.

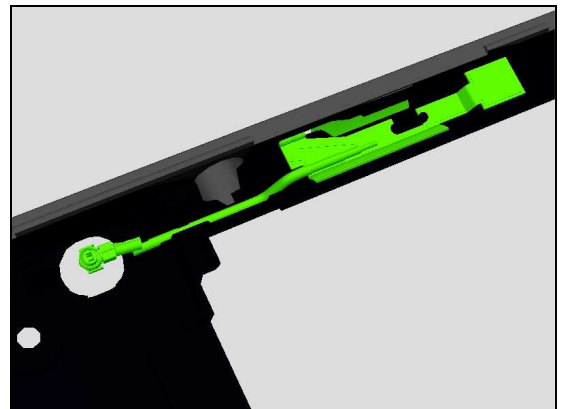


Check:

Inspect the RX Diversity Cable on Middle Frame Assembly.

Action:

1. If damaged, replace the Middle Frame Assembly.

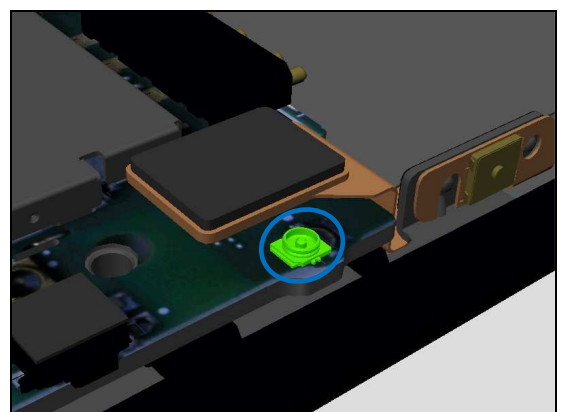


Check:

Inspect the RX Diversity Connector on Main PBA.

Action:

1. If damaged, replace the Main PBA.



Problem Areas

1.27 Network & Signal

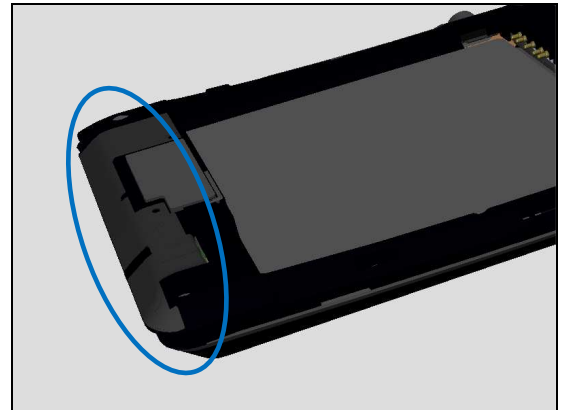
1.27.1 No/Poor signal

Check:

Inspect the Antenna Main on the Middle Frame Assembly.

Action:

If dirty – clean it.

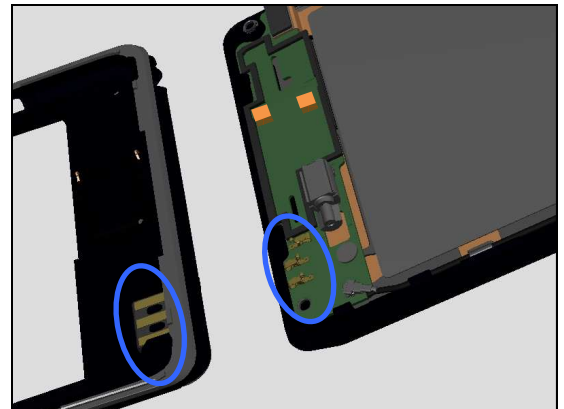


Check:

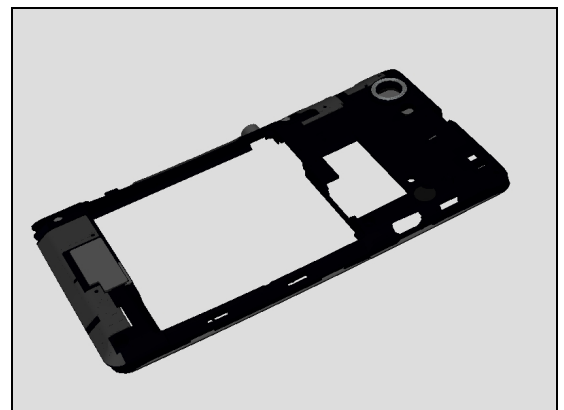
Inspect the contact pads on the Antenna Main and the contact pins on the Sub PBA Assembly.

Action:

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

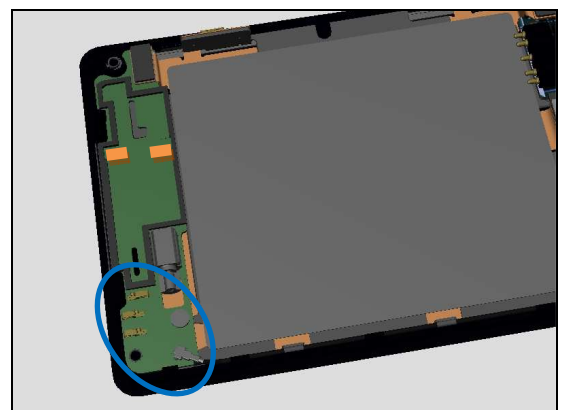


2. If damaged, replace the Middle Frame Assembly.



Check:

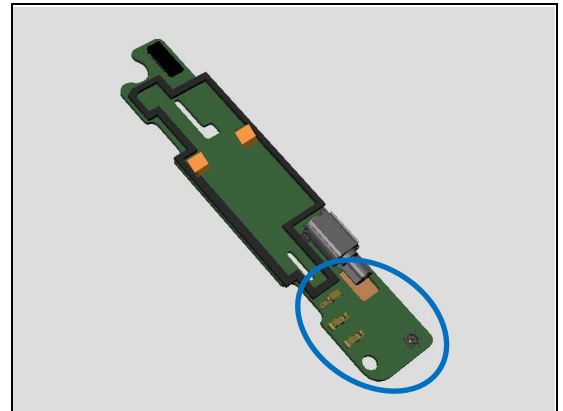
Inspect the pins and connector on Sub PBA Assembly.



Problem Areas

Action:

1. If the pins or the connector on the Sub PBA Assembly is damaged – replace the Sub PBA Assembly.

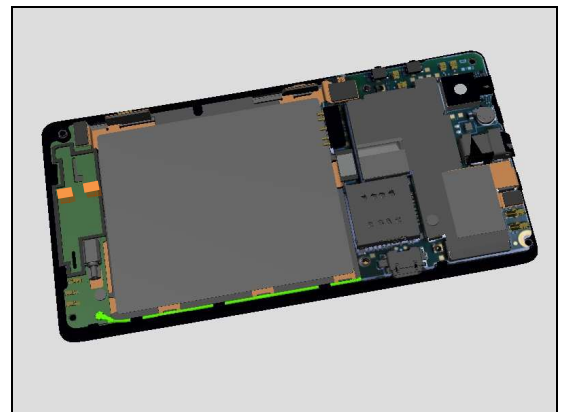


Check:

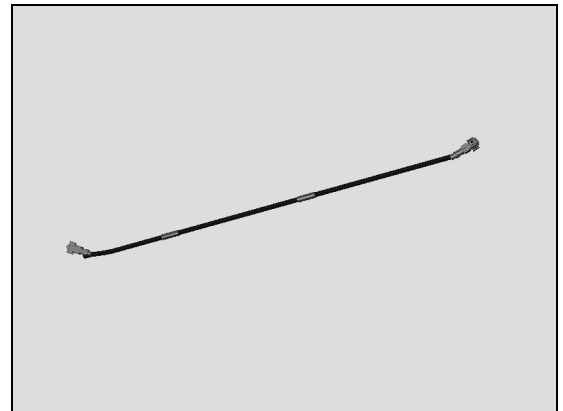
Inspect the RF Cable between Sub PBA Assembly and Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.



2. If damaged, replace the RF Cable.

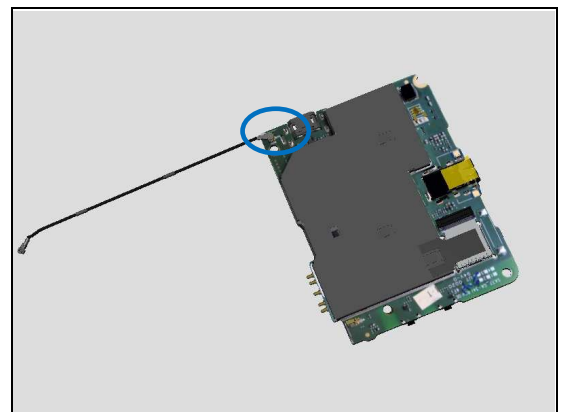


Check:

Inspect the connector on Main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If damaged, Replace Main PBA.



Problem Areas

1.28 SIM

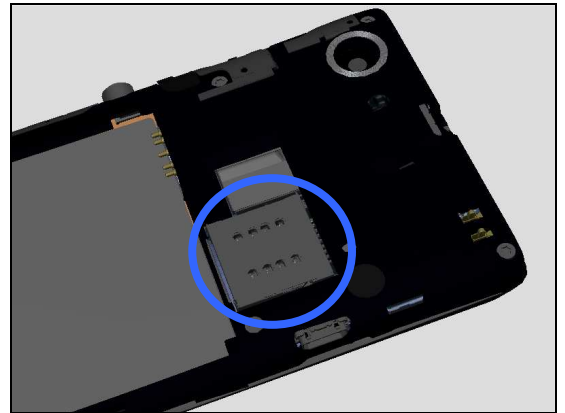
1.28.1 SIM not detected

Check:

Inspect the external port of the SIM card holder and check if a SIM card can be properly inserted.

Action:

If dirty or clogged – clean the external port.

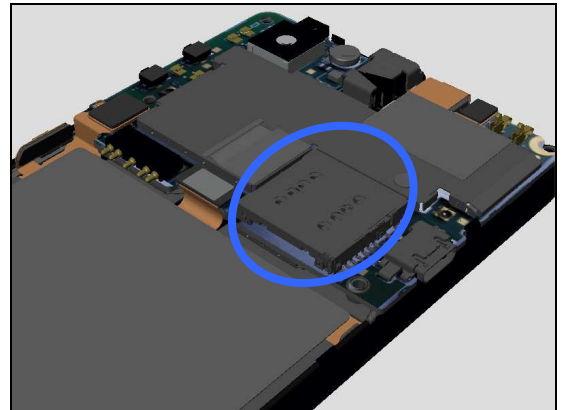


Check:

Inspect the SIM card holder on Main PBA.

Action:

If damaged, Replace Main PBA.



Problem Areas

1.28.2 Incorrect SIM-Card adapter

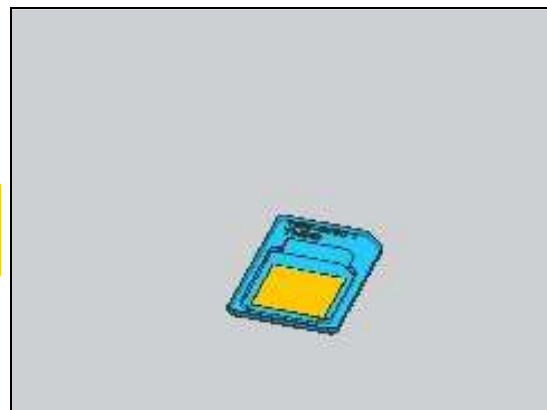
Check:

Check the SIM-Card adapter is from THIS or not if the Micro SIM card is used.

Note: Only micro-SIM adapter (1257-9796) can be used in this Phone. Other supplier's SIM-Card adapter or incompatible SIM-Card adapter will damage the SIM Card connector!

Action:

1. Use a proper this micro-SIM adapter (1257-9796).
2. If SIM Card connector is damaged, deal with it according to local directive.

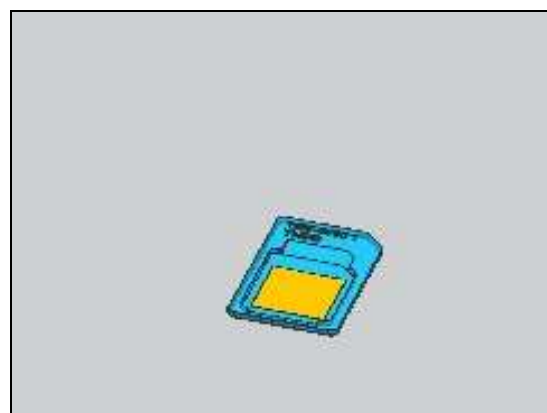


Check:

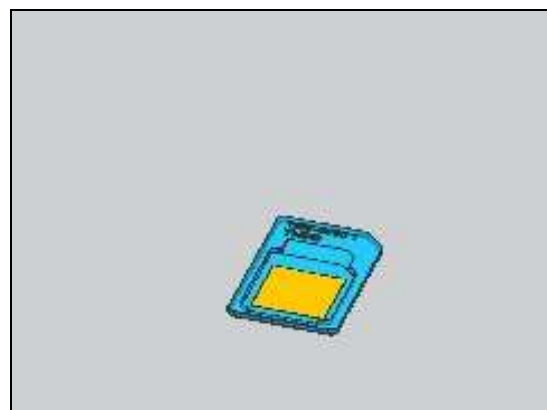
Check whether the SIM-Card adapter is used correctly.

Action:

1. Peel off the protection tape from SIM-Card adapter.



2. Assemble the Micro SIM card onto SIM-Card adapter.
3. Replace Main PBA.



1.28.3 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. Replace Main PBA.



Problem Areas

1.29 Charging

1.29.1 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.

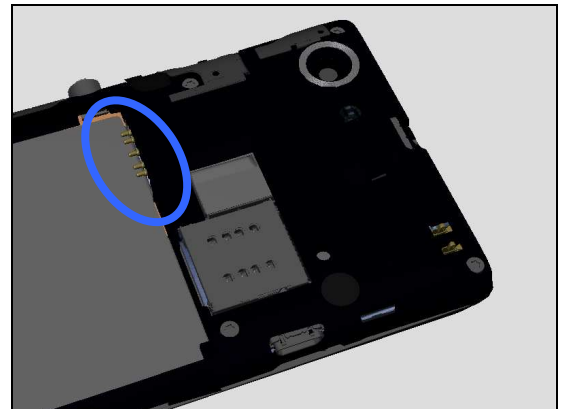


Check:

Inspect the battery contact pins.

Action:

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



Check:

Inspect the USB connector.

Action:

If dirty or oxidized – clean the connector.

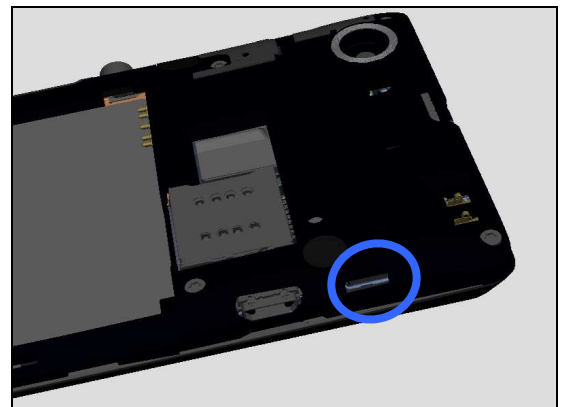


Check:

Inspect the USB connector.

Action:

If dirty or oxidized – clean the connector.



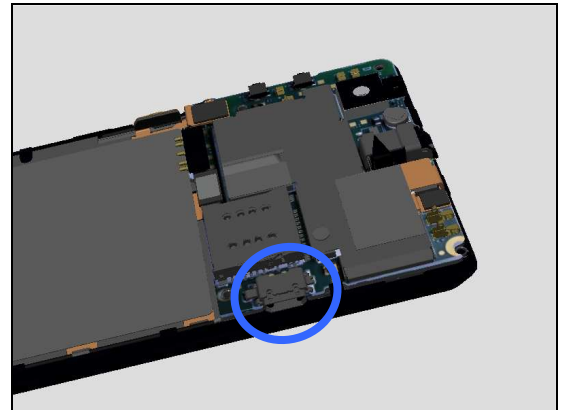
Problem Areas

Check:

Inspect the USB connector on the main PBA.

Action:

1. If dirty or oxidized – clean the connector.
2. Replace Main PBA.



Problem Areas

1.30 HandsFree by Wire

1.30.1 Connection to Portable HandsFree fails

Check:

Inspect the external port of the audio jack.

Action:

If dirty or oxidized – clean the connector.

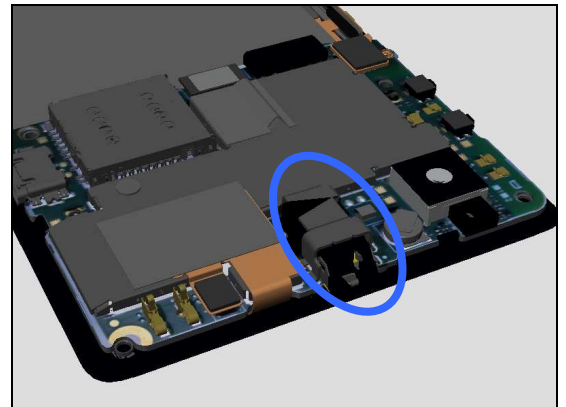


Check:

Inspect the audio jack on the main PBA.

Action:

1. If dirty or oxidized – clean it.
2. If damaged – Replace Main PBA.



Problem Areas

1.31 Data Communication

1.31.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

If dirty or oxidized – clean the connector.

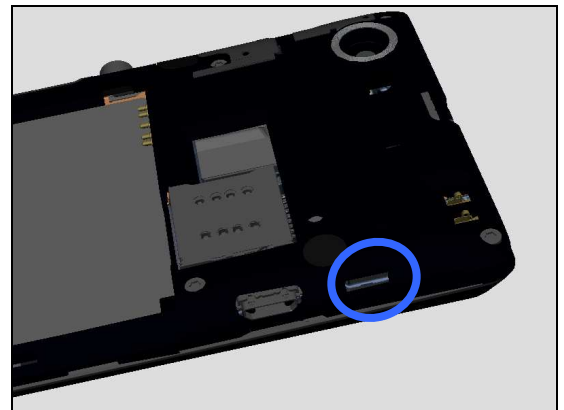


Check:

Inspect the USB connector after removing Battery Cover.

Action:

If dirty or oxidized – clean the connector.

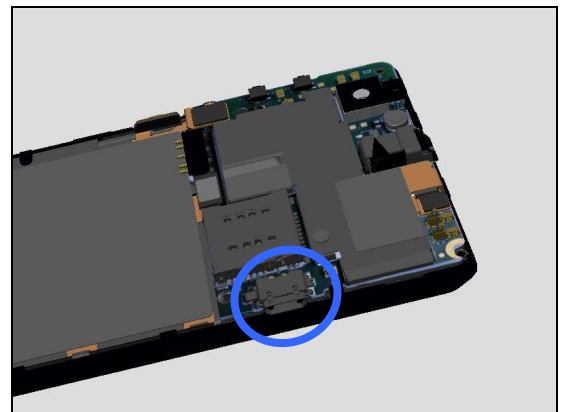


Check:

Inspect the USB connector on the main PBA.

Action:

1. If dirty or oxidized – clean the connector.
2. Replace Main PBA.



2 Revision History

Rev.	Date	Changes / Comments
1	2013-04-16	Initial release
2	2013-04-24	Update document footer and chapter 1.27