



Sony Ericsson

# Troubleshooting Guide

## - mechanical -



*Sony Ericsson txt*  
*CK13i*



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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 QWERTY Keypad LEDs illuminate after the Power Key is depressed.

**Action:**

If activation of the QWERTY Keypad LEDs illuminate is detected, refer to section 1.2 'Display'.



**Check:**

Inspect the contact pads on the Battery.

**Action:**

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



**Check:**

Inspect the Battery Connector.

**Action:**

1. If the pins are dirty or oxidized – clean them.
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.

**Be careful not to bend or damage the contact pins!**

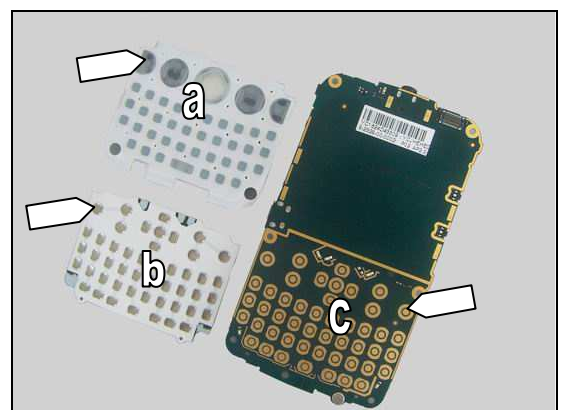


**Check:**

Inspect the Power key on the QWERTY Keypad (a), Power key Dome Sheet on the Main Keypad Dome Sheet (b) and contact pads on the Main PBA (c).

**Action:**

1. If dirty or oxidized – clean them.

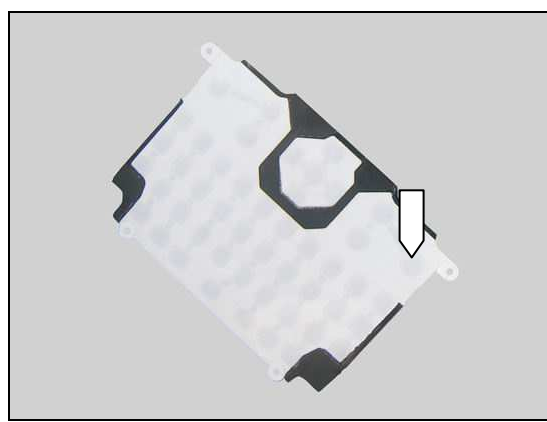


**Problem Areas: power**

2. If the Power key is damaged – replace the QWERTY Keypad.



3. If the Power key Dome Sheet is damaged – replace the Main Keypad Dome Sheet.
4. Send to higher level of repair.





## Problem Areas

### 1.2 Display

#### 1.2.1 Graphics & Illumination

**Check:**

Check whether the phone vibrates and the QWERTY Keypad LEDs illuminate after the Power Key is depressed.

**Action:**

If activation of the QWERTY Keypad LEDs illuminate is not detected, refer to section 1.1 'Power'.



**Check:**

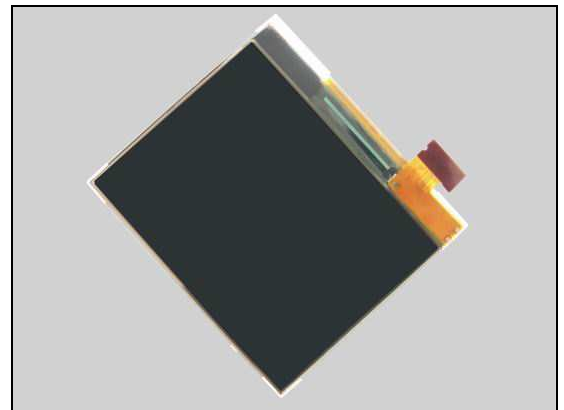
Inspect the BtB connectors on the Display FPC and the Main PBA.

**Action:**

1. If dirty or oxidized – clean them.
2. If improperly connected – reconnect them.



3. If the Display FPC or the Display is damaged– replace the Display.
4. Send to higher level of repair.



## Problem Areas

### 1.3 Illumination/LED

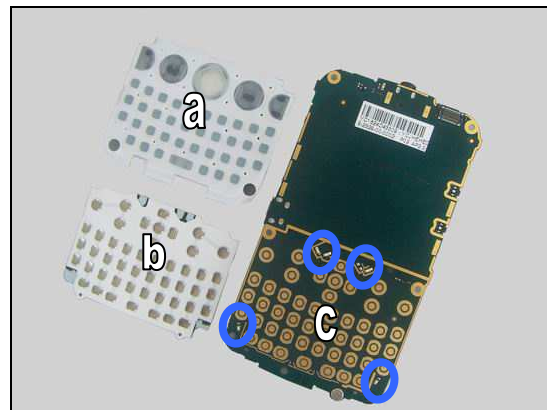
#### 1.3.1 QWERTY Keypad Illumination

**Check:**

Inspect the QWERTY Keypad (a), the Main Keypad Dome Sheet (b) and the LEDs (c) on the Main PBA.

**Action:**

1. If dirty – clean them.



2. If the QWERTY Keypad is damaged – replace it.



3. If the Main Keypad Dome Sheet is damaged– replace it.

4. Send to higher level of repair.



#### 1.3.2 Pre-Charge LED

**Check:**

Inspect the Pre-Charge LED window on the Front Cover Assy.

**Action:**

1. If dirty – clean it.



## Problem Areas: Illumination/LED

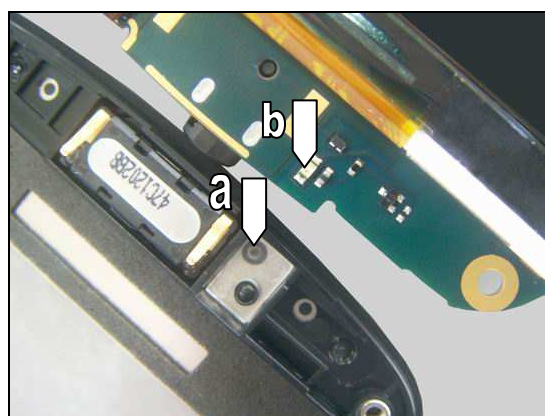
2. If scratched or damaged – replace the Front Cover Assy.

### Check:

Inspect the Pre-Charge LED window (a) from inside and Pre-Charge LED (b) on the Main PBA.

### Action:

1. If dirty or clogged – clean them.
2. If (a) is scratched or damaged – replace the Front Cover Assy.
3. Send to higher level of repair.





## Problem Areas

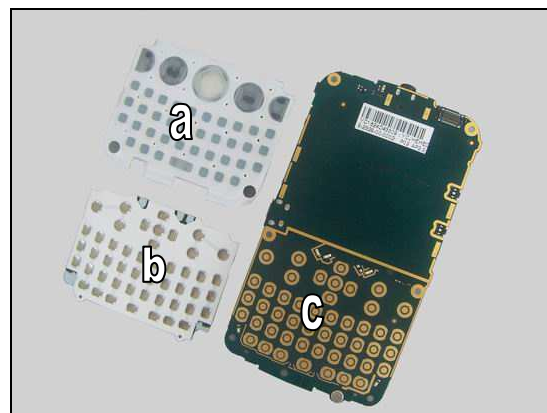
### 1.4 Keys

#### 1.4.1 QWERTY Keypad

Inspect the QWERTY Keypad (a), the Main Keypad Dome Sheet (b) and the contact pads (c) on the Main PBA.

**Action:**

1. If dirty or oxidized – clean them.



2. If the QWERTY Keypad is damaged – replace it



3. If the Main Keypad Dome Sheet is damaged– replace it.

4. Send to higher level of repair.



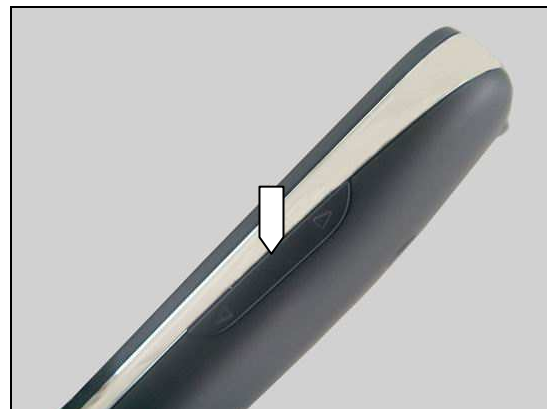
#### 1.4.2 Volume Key

**Check:**

Inspect the Volume Key from outside.

**Action:**

1. If damaged – replace it.





## Problem Areas: Keys

**Check:**

Inspect the Volume Key from inside.

**Action:**

1. If improperly installed – re-install it.
2. If dirty or clogged – clean it and re-install it.



3. If damaged – replace it.

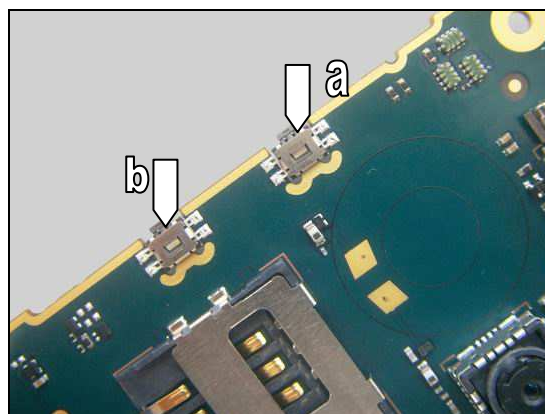


**Check:**

Inspect the Volume up Key Switch (a) and the Volume down Key Switch (b) on the Main PBA.

**Action:**

1. If dirty – clean them.
2. 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 it.



**Check:**

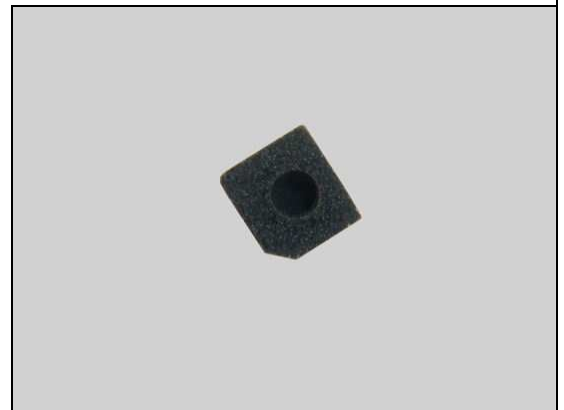
Inspect the Mic Sponge Mesh on the Front Cover Assy.

**Action:**

1. If dirty or clogged – clean it.



2. If damaged – replace it.



**Check:**

Inspect the Microphone on the Main PBA.

**Action:**

1. If dirty or clogged – clean it.
2. Send to higher level of repair.





## Problem Areas: Audio

### 1.5.2 Ear Speaker

**Check:**

Inspect the Ear Speaker's external port on the Front Cover Assy.

**Action:**

1. If clogged – clean it.

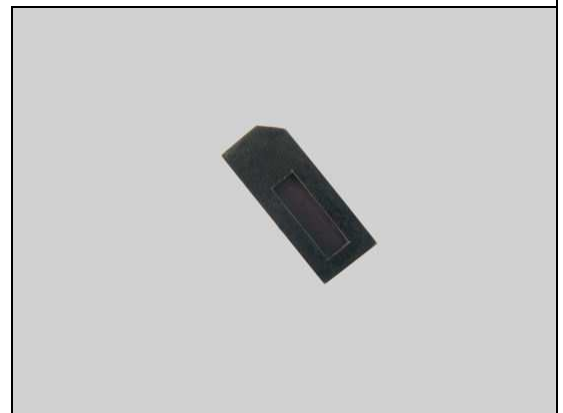


**Check:**

Inspect the Ear Speaker's Sponge Mesh on the Front Cover Assy.

**Action:**

1. If clogged or damaged – replace it.

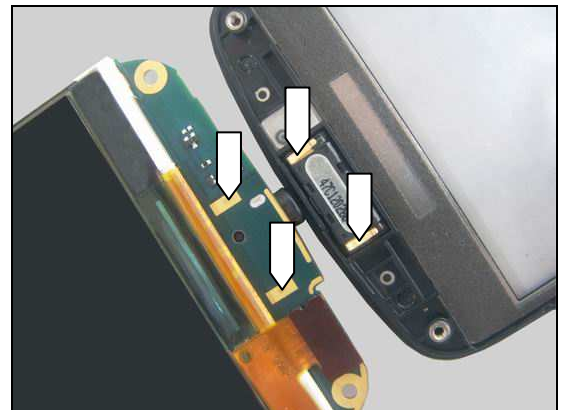


**Check:**

Inspect pins of the Ear Speaker and pads on the Main PBA..

**Action:**

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



2. If the Ear Speaker is damaged – replace it.
3. Send to higher level of repair.



## Problem Areas: Audio

### 1.5.3 Loudspeaker

**Check:**

Inspect the Speaker Mesh on the Rear Cover Assy.

**Action:**

1. If clogged –clean it.

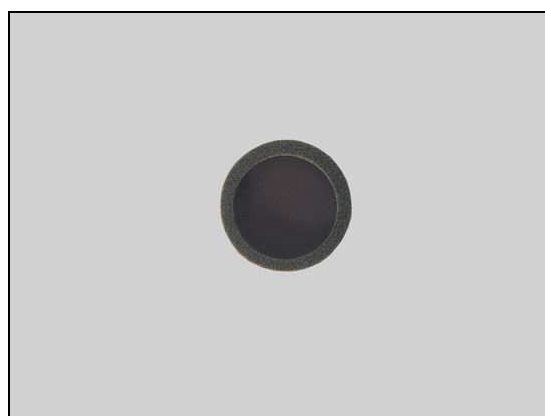
2. If damaged – replace it.

**Check:**

Inspect the Speaker box sponge on the Rear Cover Assy.

**Action:**

1. If damaged – replace the Rear Cover Assy.



## Problem Areas: Audio

**Check:**

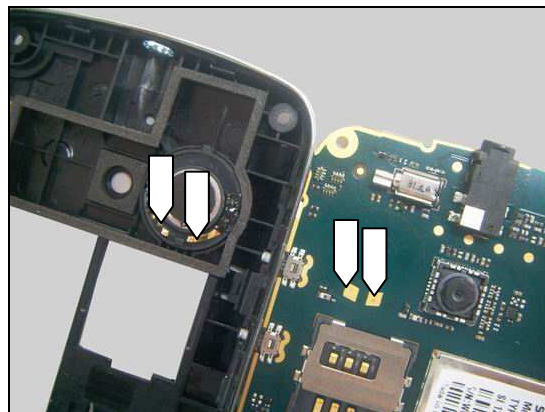
Inspect pins of the Loudspeaker and pads on the Main PBA.

**Action:**

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

2. If the Loudspeaker is damaged – replace it.

3. Send to higher level of repair.



## Problem Areas

### 1.6 Vibrator

#### 1.6.1 Vibrator not generating alerts

**Action:**

Send to higher level of repair.





## Problem Areas

### 1.7 Camera

#### 1.7.1 Camera defects

**Check:**

Inspect the Camera Window on the Rear Cover Assy.

**Action:**

1. If dirty – clean it.

2. If scratched or damaged – replace the Camera Window.

**Check:**

Inspect the Camera and its socket on the Main PBA.

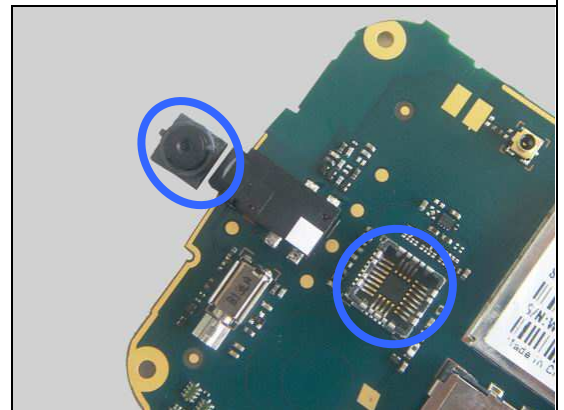
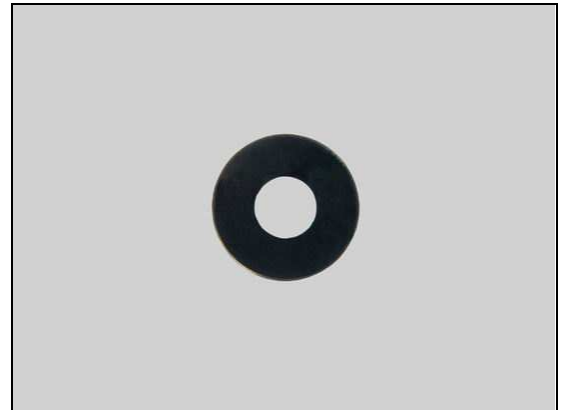
**Action:**

1. If dirty or oxidized – clean them.

2. If improperly connected – re-install the camera.

3. If the Camera is damaged – replace it.

4. Send to higher level of repair.





## Problem Areas

### 1.8 Memory Card

#### 1.8.1 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

### 1.9 FM Radio

#### 1.9.1 No/Poor FM Radio reception

**Check:**

Inspect the Audio Jack.

**Action:**

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





## **Problem Areas**

### **1.10 Real Time Clock**

#### **1.10.1 Real Time Clock test fails**

**Action:**

Send to higher level of repair.

## Problem Areas

### 1.11 SIM

#### 1.11.1 SIM not detected

**Check:**

Inspect the SIM holder.

**Action:**

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



#### 1.11.2 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

### 1.12 Charging

#### 1.12.1 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.
3. If damaged – send to higher level of repair.

**Be careful not to bend or damage the contact pins!**



**Check:**

Inspect the Micro USB Connector.

**Action:**

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



## Problem Areas

### 1.13 Bluetooth & WLAN

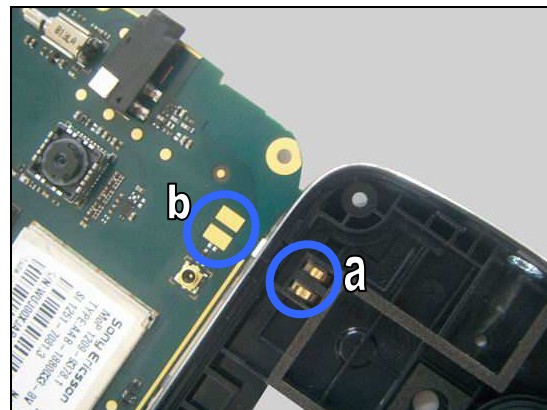
#### 1.13.1 Bluetooth or WLAN connection failure

**Check:**

Inspect the Bluetooth & WLAN antenna contact pins (a) on the Rear Cover Assy and contact pads (b) on the Main PBA.

**Action:**

1. If dirty or oxidized – clean them.
2. If contact pins (a) are damaged – replace the Rear Cover Assy.
3. Send to higher level of repair.





## Problem Areas

### 1.14 Network & Signal

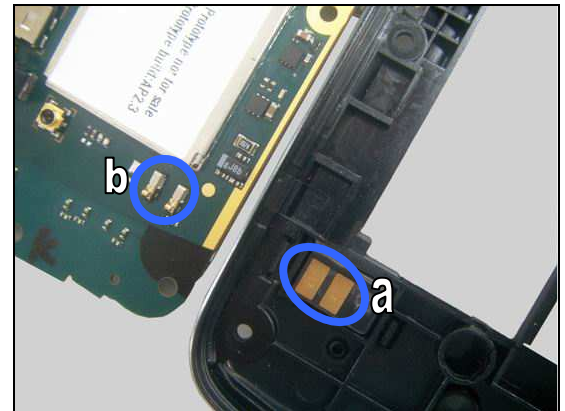
#### 1.14.1 No/Poor signal

**Check:**

Inspect the main antenna contact pads (a) on the Main Antenna Assy and contact pins (b) on the Main PBA.

**Action:**

1. If dirty or oxidized – clean them.
2. If contact pads (a) are damaged – replace the Main Antenna Assy.
3. Send to higher level of repair.





## Problem Areas

### 1.15 HandsFree by Wire

#### 1.15.1 Connection to Portable HandsFree fails

**Check:**

Inspect the Audio Jack.

**Action:**

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



## Problem Areas

### 1.16 Data Communication

#### 1.16.1 Data transfer via System Connector fails

**Check:**

Inspect the Micro USB connector.

**Action:**

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





## 2 Revision History

Rev.	Date	Changes / Comments
1	2011-Sept-09	Initial release