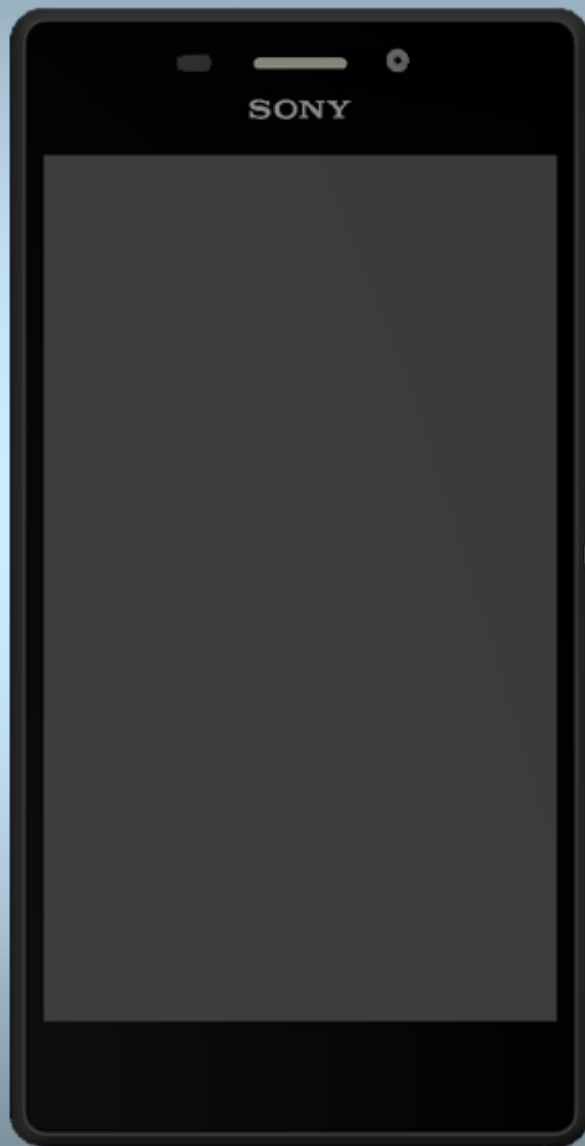


Troubleshooting Guide

- mechanical -



Xperia M2
D2302, D2303, D2305, D2306, S50h

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Always firstly disconnect the Battery FPC BtB connector to cut off power supply when the Sub Antenna Assy is disassembled.

Always finally connect the Battery FPC BtB connector before the Sub Antenna Assy is reassembled.

Note: Whenever replacing Front Cover LCM TP Assy or board swap, must do the Calibration for P-sensor, light sensor, accelerometer: 1287-2411 Trouble Shooting Application – mechanical.

Note: Whenever replacing PL Sensor FPC, must do the Calibration for P-sensor and light sensor: 1287-2411 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:

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

2. If NO activation of the Vibrator is detected, check that the battery is charging when connected to a charger.

Follow Test Instruction - mechanical chapter 2.3.7 (Charging via USB and Easy Charger), Diagnostic Battery / Charging status.

Check:

Inspect the on/off key.

Action:

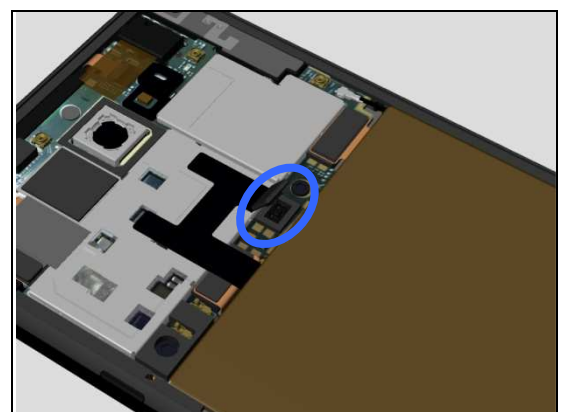
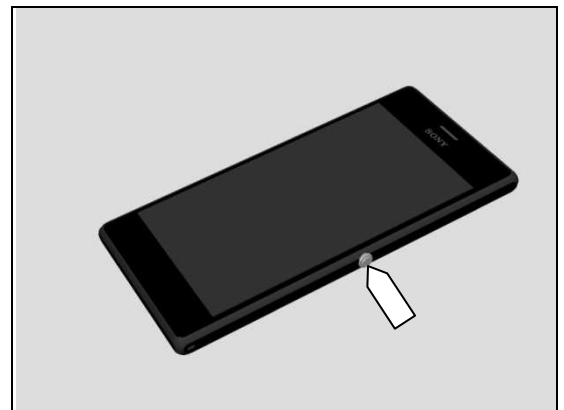
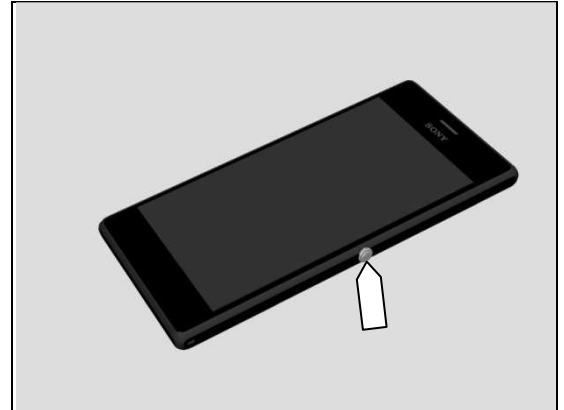
Refer to section 1.2.3 'On/Off Key'.

Check:

Inspect the BtB connector of the Embedded Battery Assy to Main PBA.

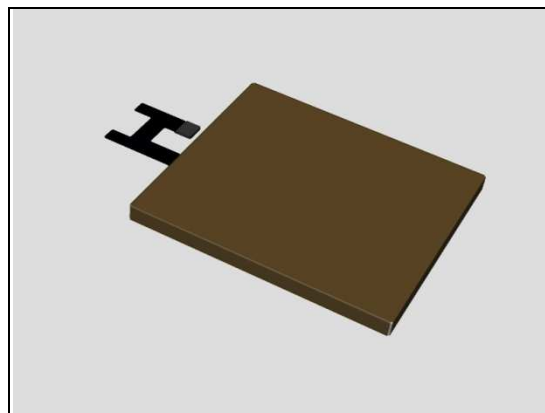
Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



Problem Areas: Power

3. If the BtB connector, the Embedded Battery Assy FPC or the Embedded Battery Assy is damaged – replace the Battery.
4. Replace Main PBA.



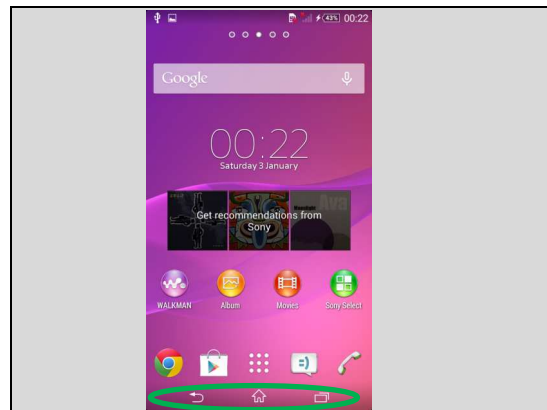
Problem Areas

1.2 Keys

1.2.1 Back, Home and Multitask Keys

Action:

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



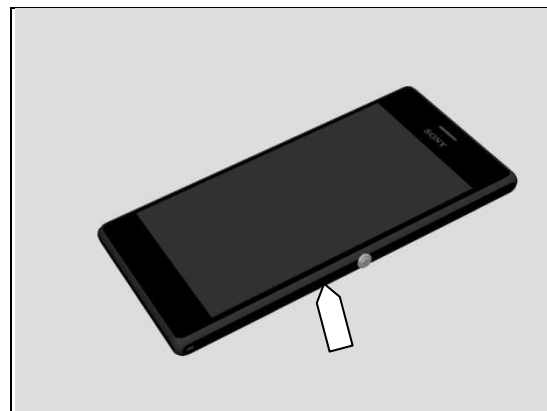
1.2.2 Volume Key

Check:

Inspect the external area of the Key Volume.

Action:

If dirty – clean it.

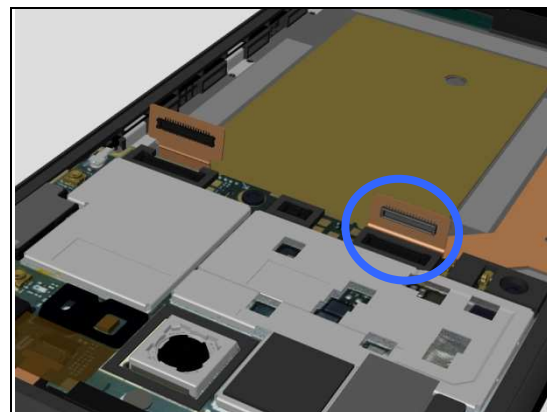


Check:

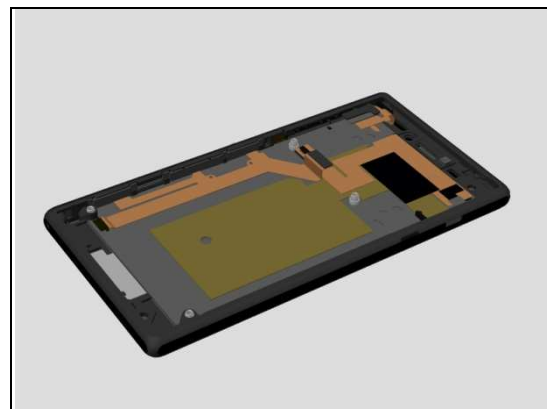
Inspect the BtB connector of Side Key FPC to Main PBA.

Action:

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



3. If the FPC of Side Key FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



Problem Areas: Keys

1.2.1 On/Off Key

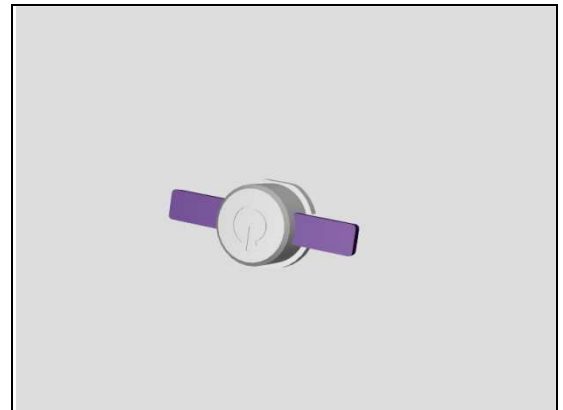
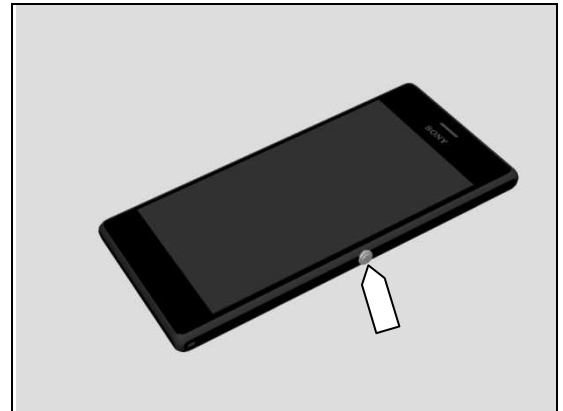
Check:

Inspect the external area of the Power Key.

Action:

1. If dirty – clean it.

2. If damaged – replace the Power Key.



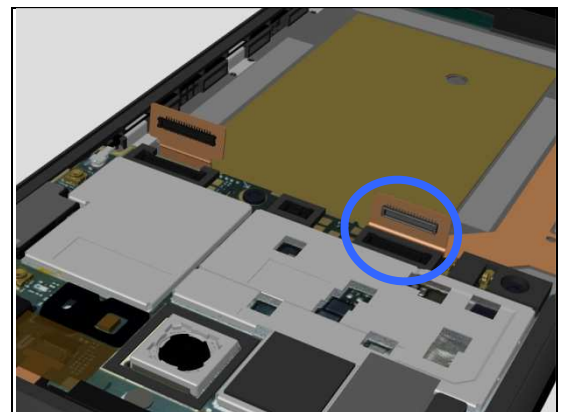
Check:

Inspect the BtB connector of Side Key FPC to Main PBA.

Action:

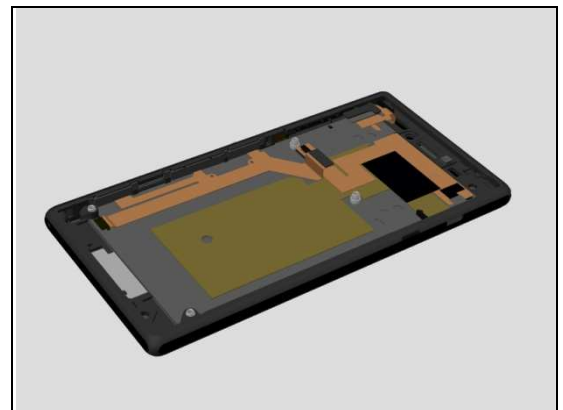
1. If not properly connected – disconnect and reconnect it.

2. If dirty or oxidized – clean it.



3. If the FPC of Side Key FPC is damaged – replace the Front Cover LCM TP Assy.

4. Replace Main PBA.



Problem Areas: Keys

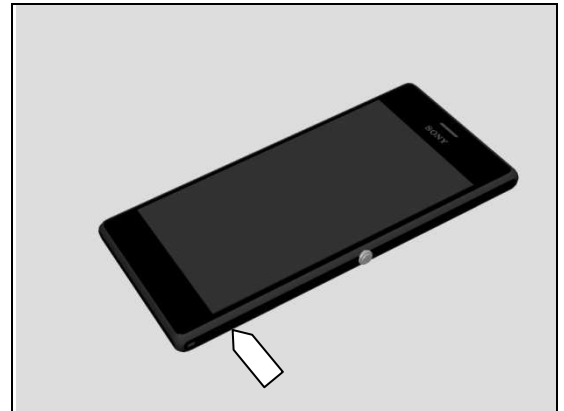
1.2.2 Camera Key

Check:

Inspect the external area of the Camera Key.

Action:

If dirty – clean it.

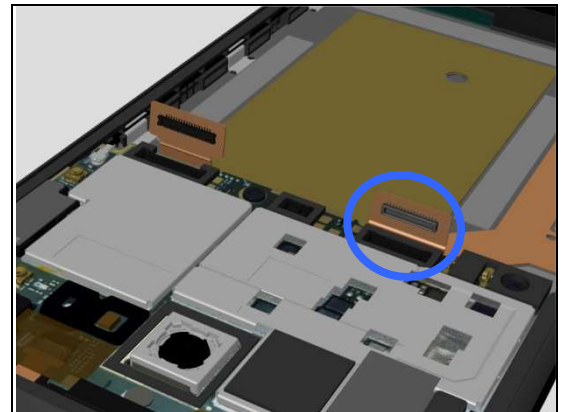


Check:

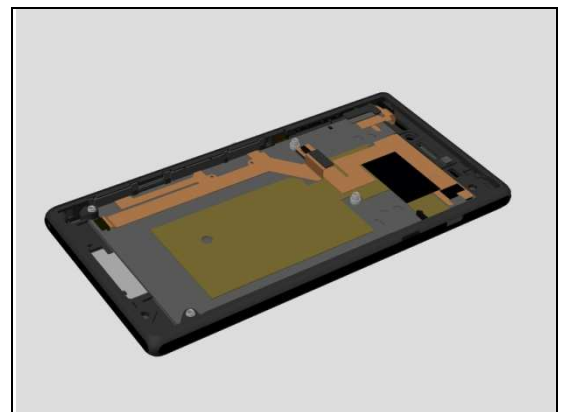
Inspect the BtB connector of Side Key FPC to Main PBA.

Action:

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



3. If the FPC of Side Key FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

Check:

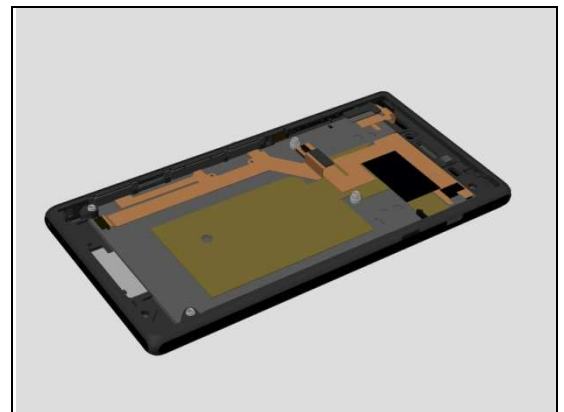
Inspect the touch screen of the Front Cover LCM TP Assy.

Action:

1. If dirty – clean it.



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

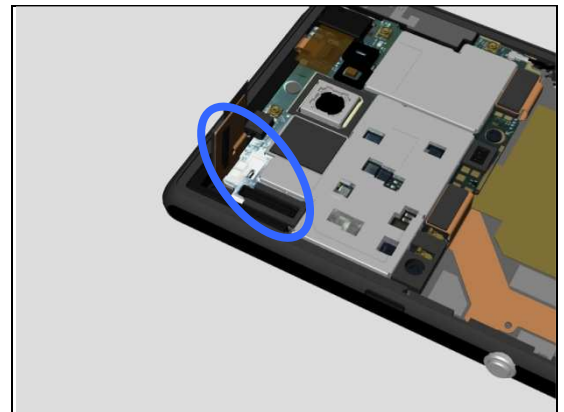


Check:

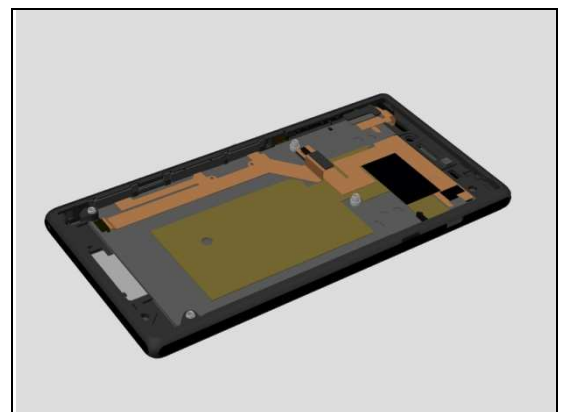
Inspect the BtB connector of Touch Panel FPC to Main PBA.

Action:

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



3. If the BtB connector of Touch Panel FPC or FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



Problem Areas

1.4 Display

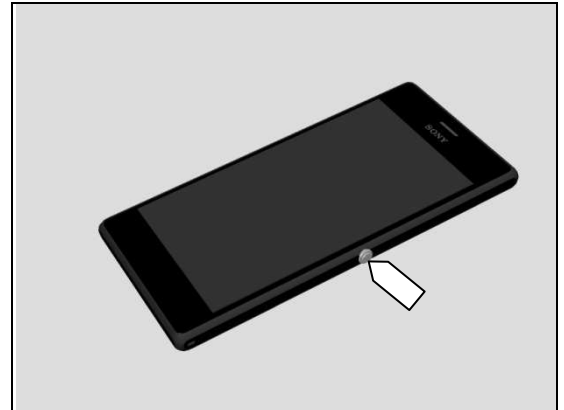
1.4.1 Graphics & Illumination

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'.

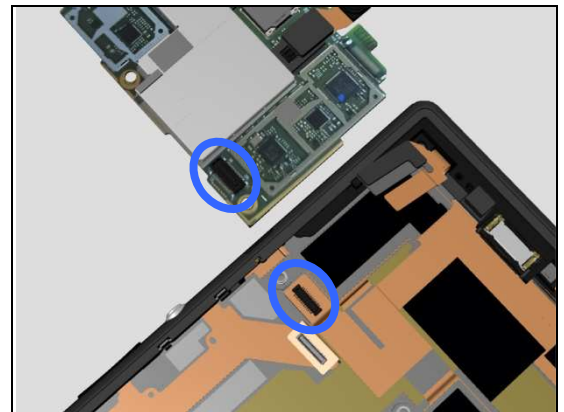


Check:

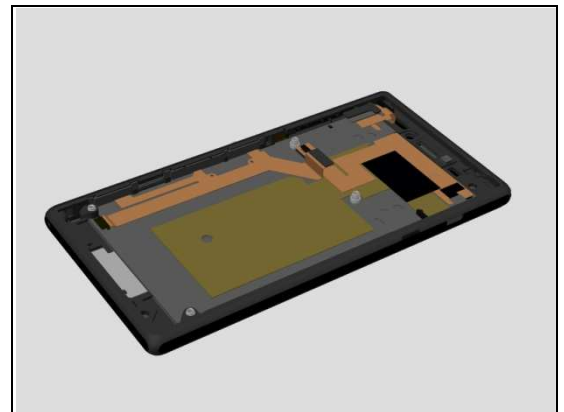
Inspect the BtB connector of LCM FPC to Main PBA.

Action:

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



3. If the BtB connector of LCM FPC or FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



Problem Areas

1.5 LED/Illumination

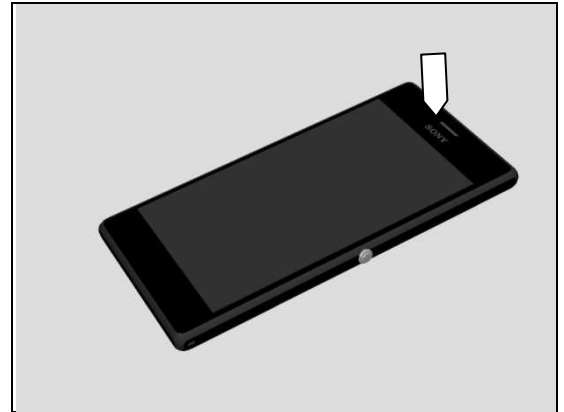
1.5.1 Charger LED

Check:

Inspect external port of LED on the Front Cover LCM TP Assy.

Action:

1. If dirty – clean it.

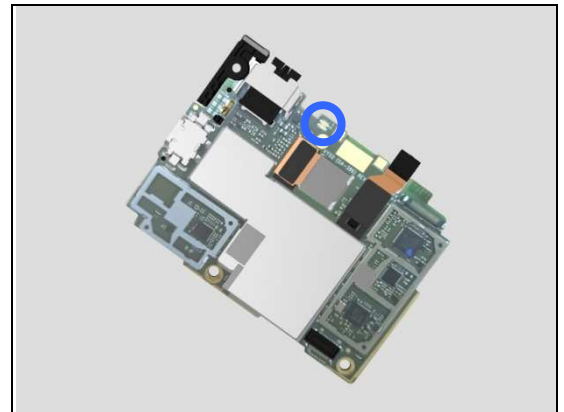


Check:

Inspect the LED on the Main PBA.

Action:

1. If dirty – clean it.
2. Replace Main PBA.



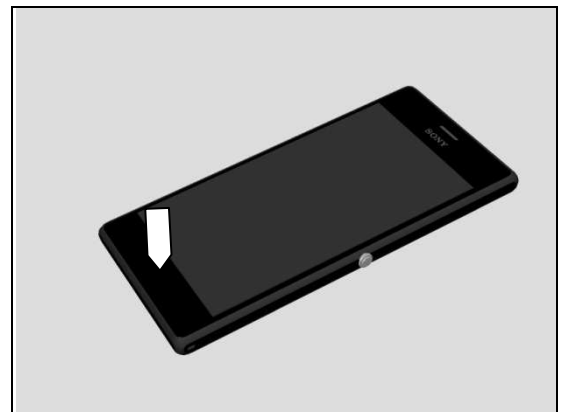
1.5.2 Notification LED

Check:

Inspect external port of LED on the Front Cover LCM TP Assy.

Action:

1. If dirty – clean it.

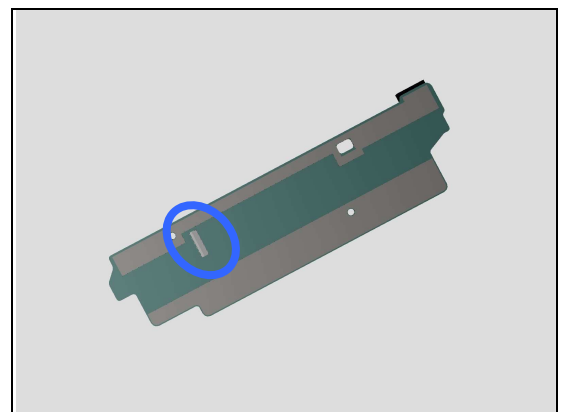


Check:

Inspect the LED on the Sub Board Assy.

Action:

1. If dirty – clean it.
2. Replace Sub Board Assy.



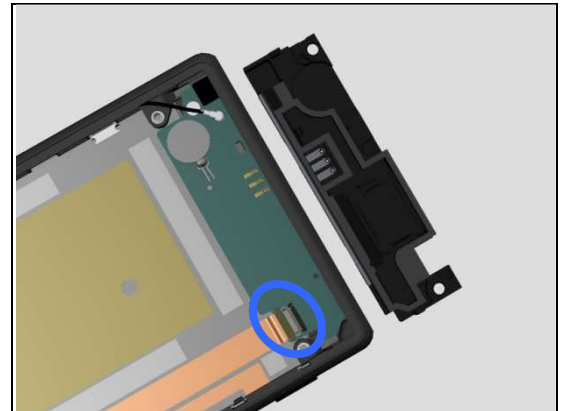
Problem Areas

Check:

Inspect the Sub Board Assy ZIF connector to the Side Key FPC.

Action:

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

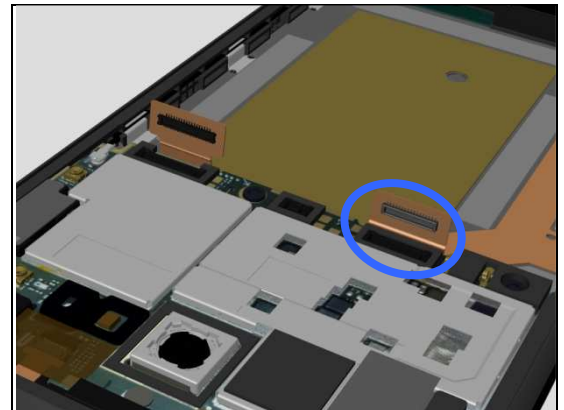


Check:

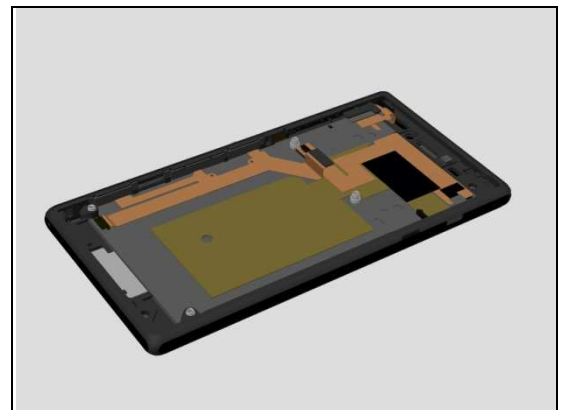
Inspect the BtB connector of Side Key FPC to Main PBA.

Action:

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



3. If damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



Problem Areas

1.6 Speaker

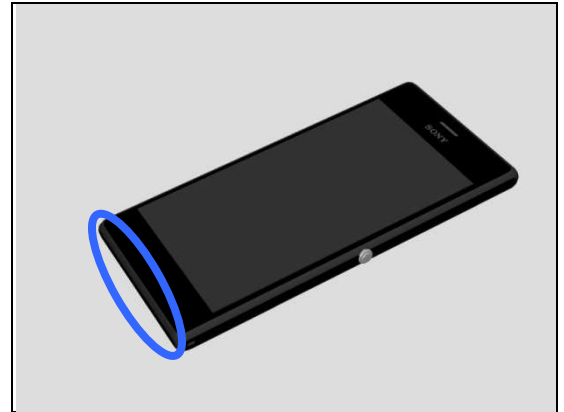
1.6.1 Loudspeaker

Check:

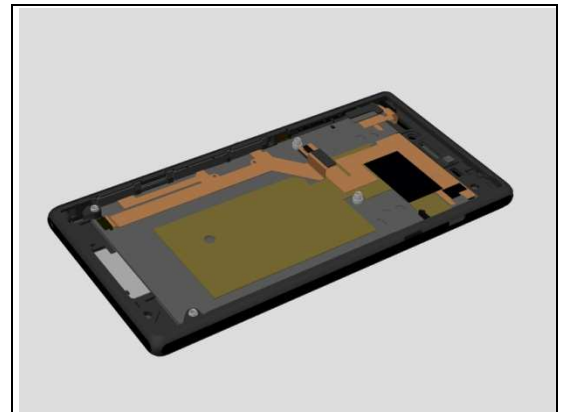
Inspect the Loudspeaker's external port on the Front Cover LCM TP Assy.

Action:

1. If clogged – clean it.

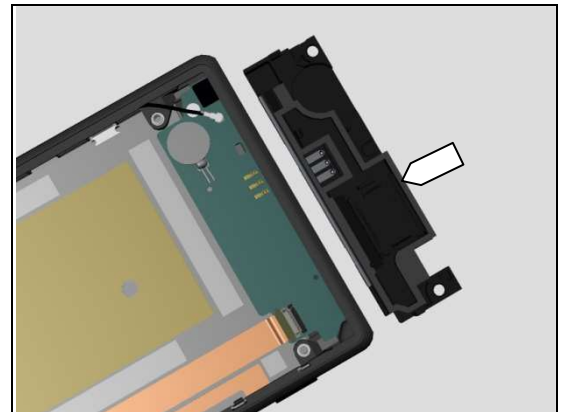


2. If damaged – replace the Front Cover LCM TP Assy.



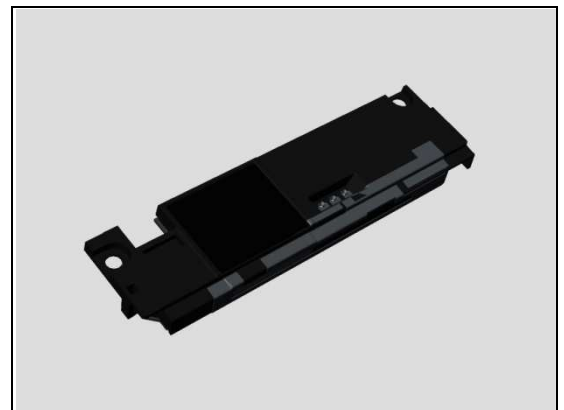
Check:

Inspect the speaker cushion on the Main ANT Assy.



Action:

1. If damaged – replace the Main ANT Assy.



Problem Areas: Speaker

Check:

Inspect contact pins of the Speaker and the contact pads on the Sub Board Assy.

Action:

1. If dirty – clean them.

2. If the Speaker contact pins are damaged – replace the Speaker.

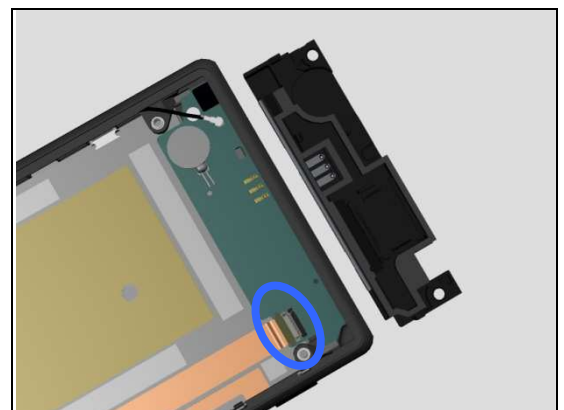
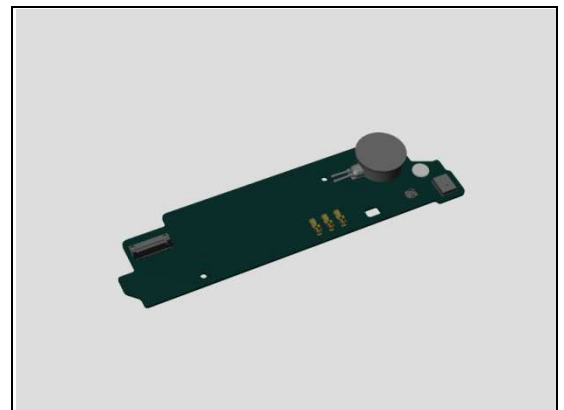
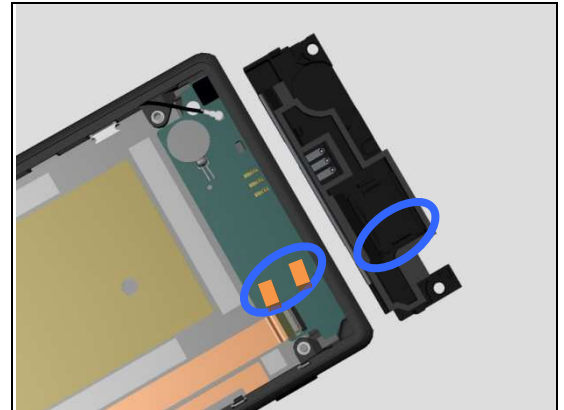
3. If the contact pads or the Sub Board Assy are damaged – replace the Sub Board Assy.

Check:

Inspect the Sub Board Assy ZIF connector to the Side Key FPC.

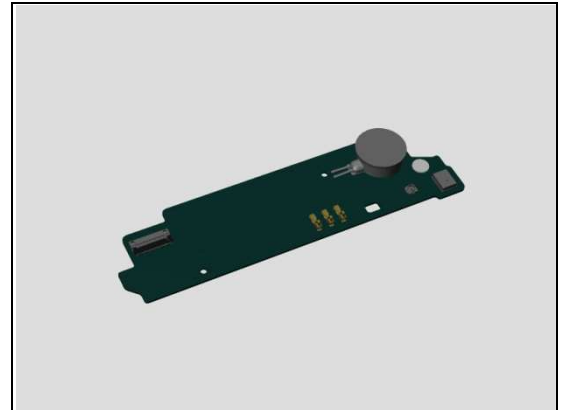
Action:

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

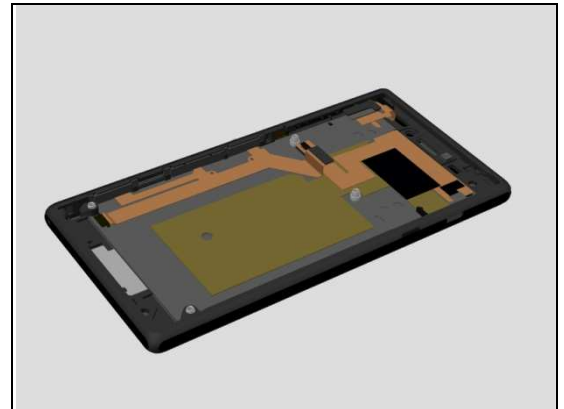


Problem Areas: Speaker

3. If the Sub Board Assy ZIF connector is damaged - replace the Sub Board Assy.



4. If the Side Key FPC is damaged – replace the Front Cover LCM TP Assy.

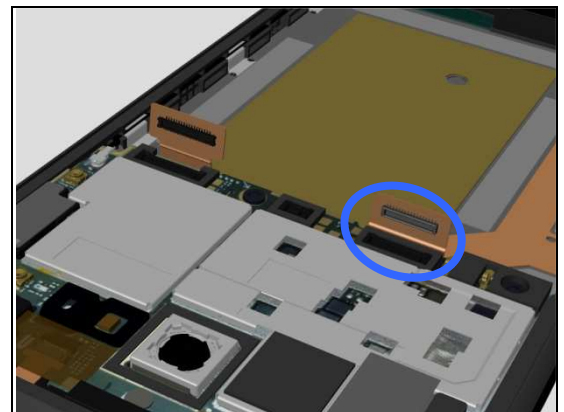


Check:

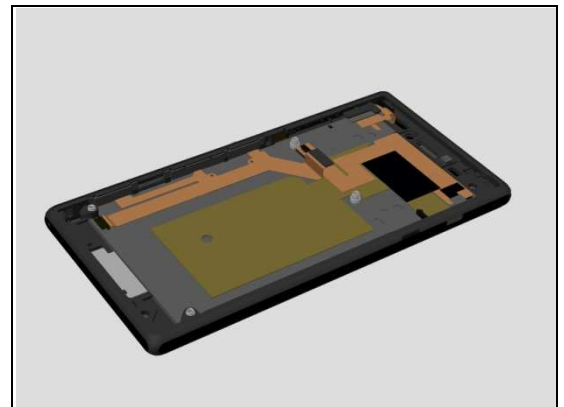
Inspect the BtB connector of Side Key FPC to Main PBA.

Action:

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



3. If the FPC of Side Key FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



Problem Areas

1.7 Earphone

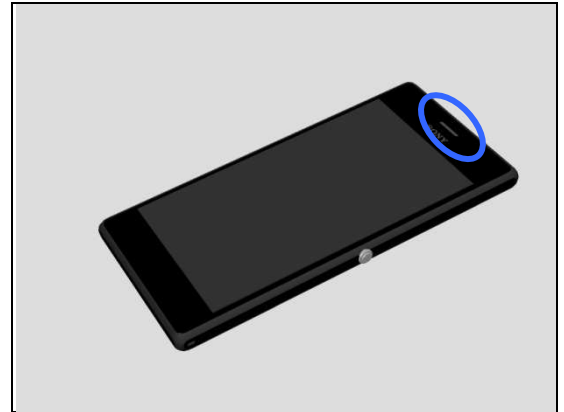
1.7.1 Ear Speaker

Check:

Inspect the external port of Receiver on the Front Cover LCM TP Assy.

Action:

1. If clogged – clean it.

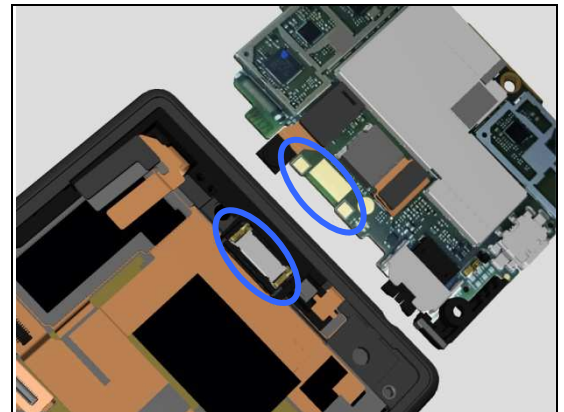


Check:

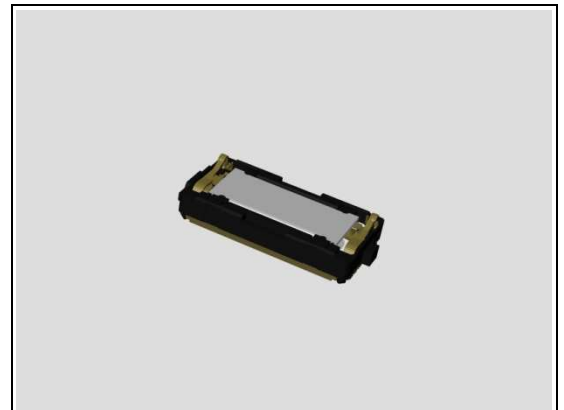
Inspect the contact pins of Receiver and the contact pads on the Main PBA.

Action:

1. If dirty – clean them.



2. If the contact pins of the Receiver or the Receiver are damaged – replace the Receiver.
3. Replace Main PBA.



Problem Areas

1.8 Microphone

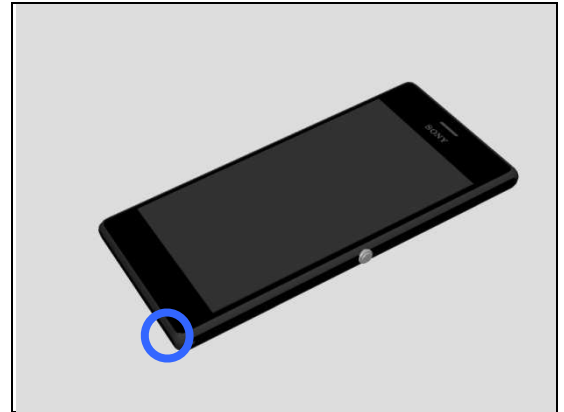
1.8.1 Primary Microphone

Check:

Inspect the Primary Microphone's external port on the Front Cover LCM TP Assy.

Action:

1. If clogged – clean it.

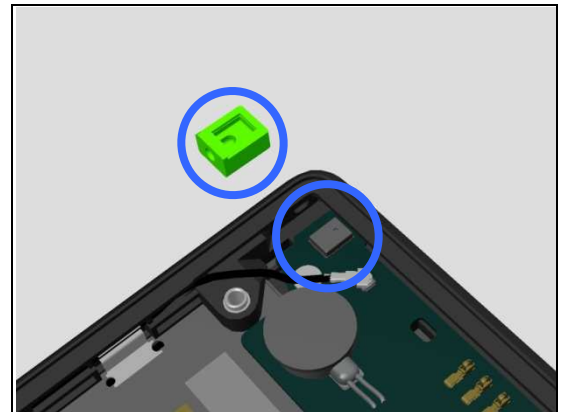


Check:

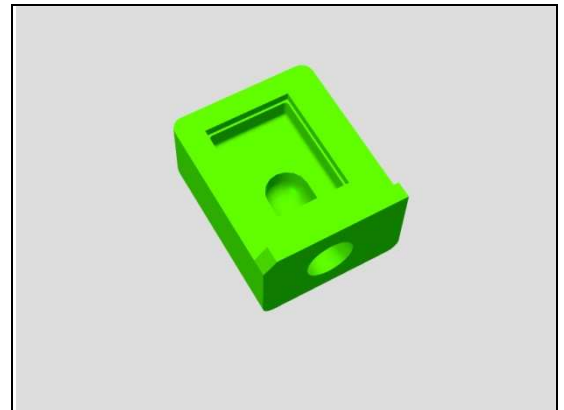
Inspect the Rubber MIC1 and the primary microphone on the Sub Board Assy.

Action:

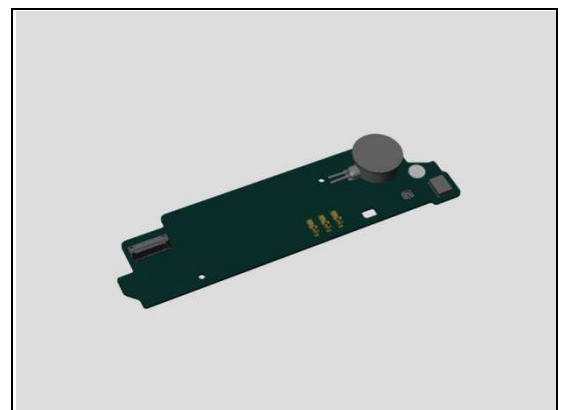
1. If dirty or clogged – clean them.



2. If the Rubber MIC1 is damaged– replace it.



3. If the primary microphone is damaged– replace the Sub Board Assy.



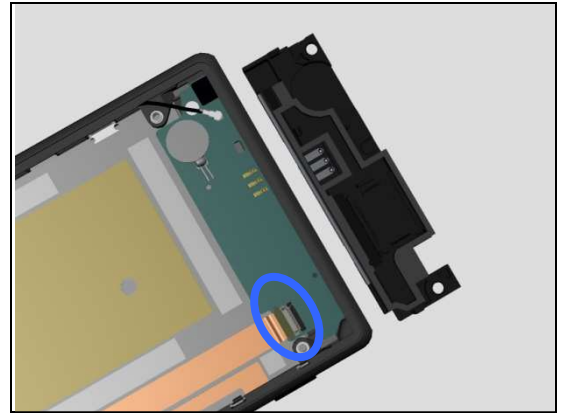
Problem Areas: Microphone

Check:

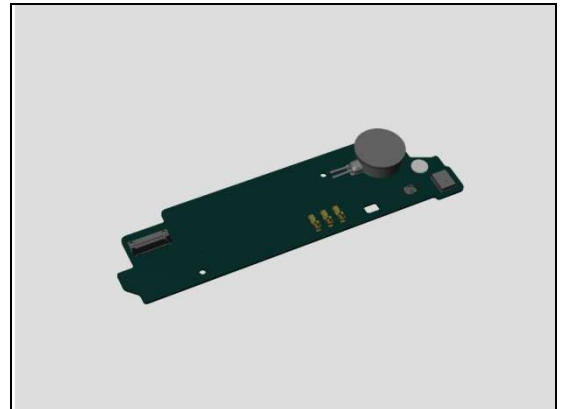
Inspect the Sub Board Assy ZIF connector to the Side Key FPC.

Action:

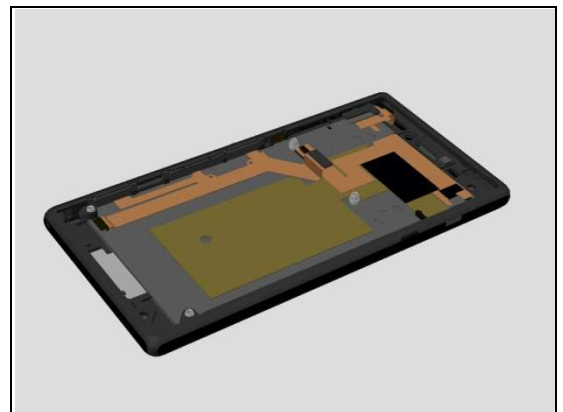
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the Sub Board Assy ZIF connector is damaged - replace the Sub Board Assy.



4. If the Side Key FPC is damaged – replace the Front Cover LCM TP Assy.

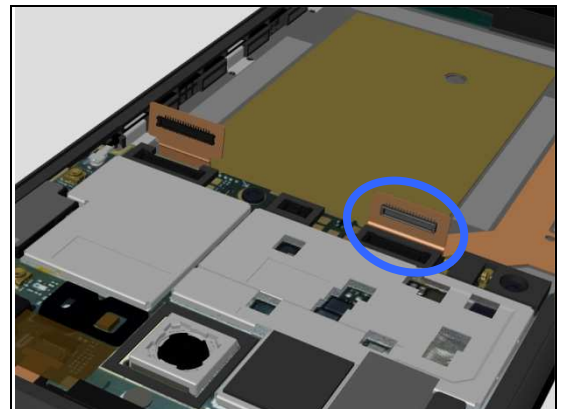


Check:

Inspect the BtB connector of Side Key FPC to Main PBA.

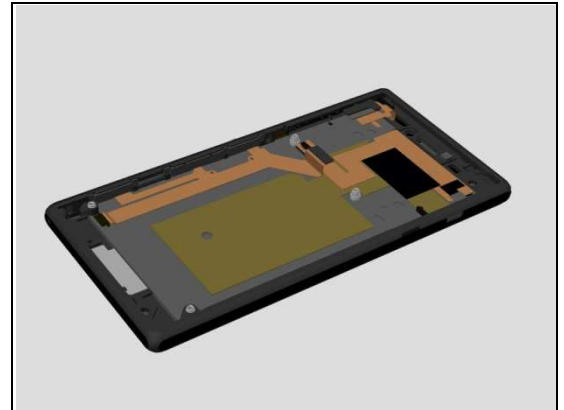
Action:

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



Problem Areas: Microphone

3. If the FPC of Side Key FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



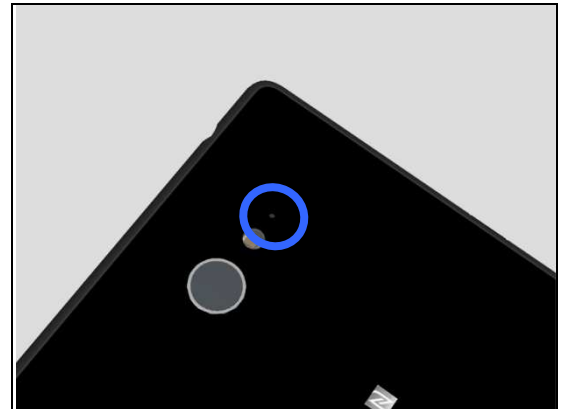
1.8.1 Secondary Microphone

Check:

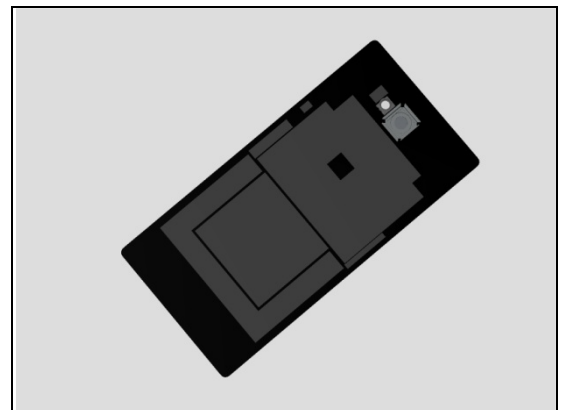
Inspect the external port of secondary microphone on the Battery Cover Assy.

Action:

1. If clogged – clean it.



2. If the Secondary Microphone mesh is damaged – replace the Battery Cover Assy.

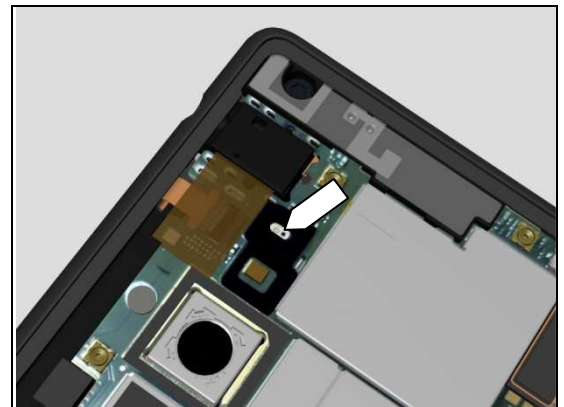


Check:

Inspect the Rubber MIC2 and the Secondary Microphone.

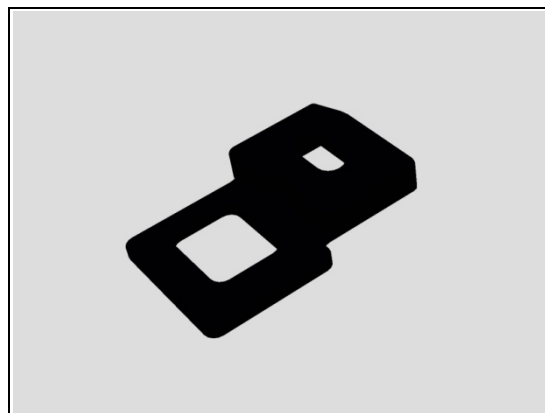
Action:

1. If dirty or clogged – clean them.



Problem Areas: Microphone

2. If Rubber MIC2 is damaged – replace it.



2. If Secondary Microphone is damaged – replace Main PBA.



Problem Areas

1.9 Vibrator

1.9.1 Vibrator not generating alerts

Check:

Inspect the Vibrator on the Sub Board Assy.

Action:

1. If damaged – replace the Sub Board Assy.

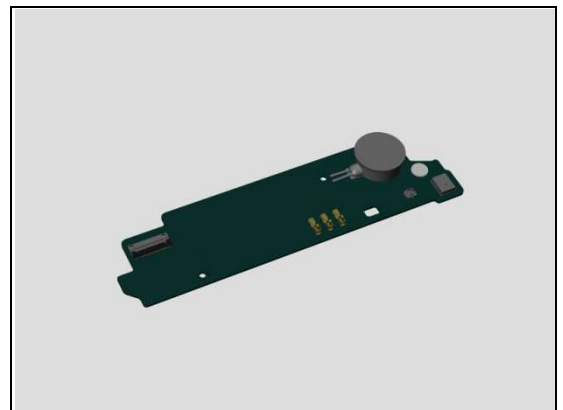
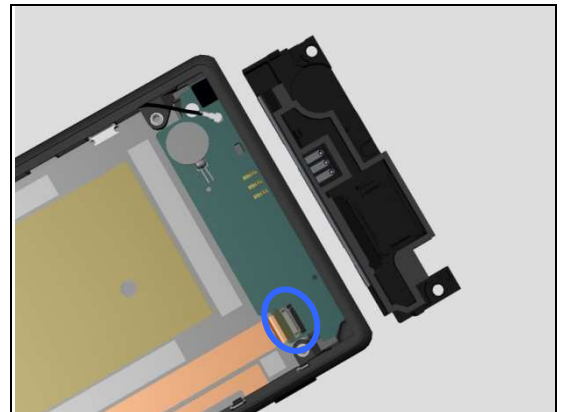
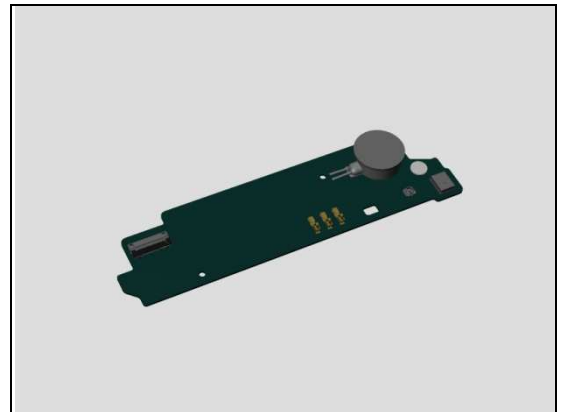
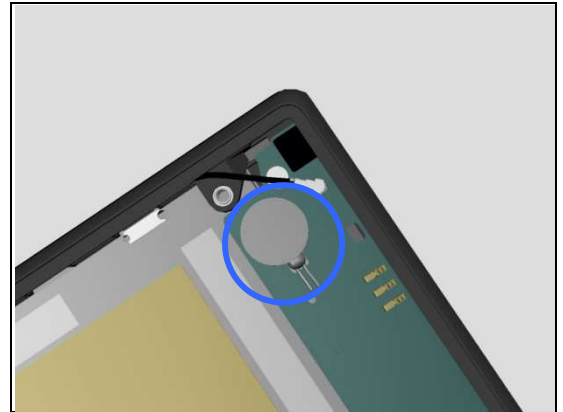
Check:

Inspect the Sub Board Assy ZIF connector to the Side Key FPC.

Action:

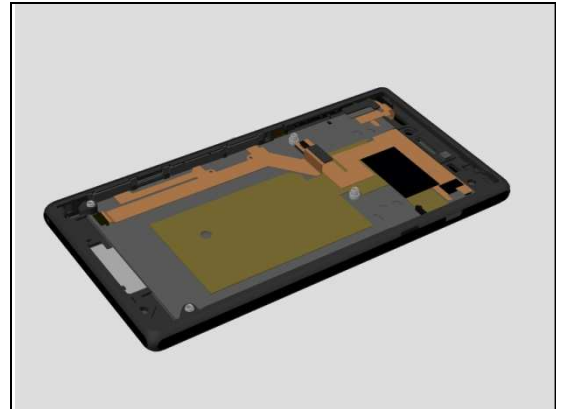
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.

3. If the Sub Board Assy ZIF connector is damaged - replace the Sub Board Assy.



Problem Areas: Vibrator

4. If the Side Key FPC is damaged – replace the Front Cover LCM TP Assy.

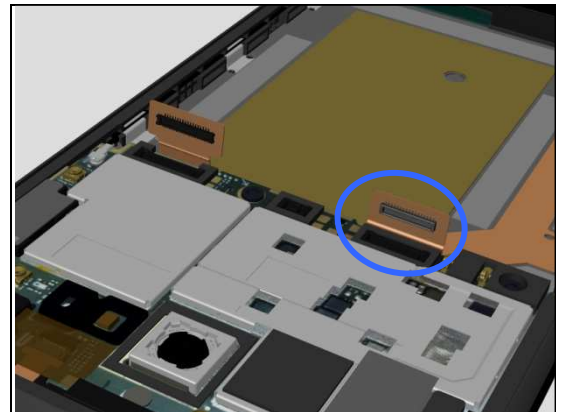


Check:

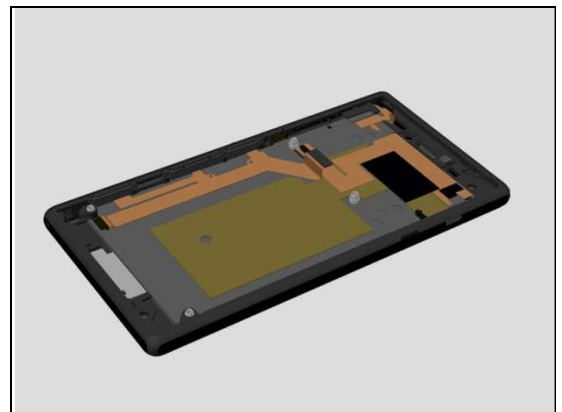
Inspect the BtB connector of Side Key FPC to Main PBA.

Action:

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



3. If the FPC of Side Key FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



Problem Areas

1.10 Camera

1.10.1 Main Camera

Check:

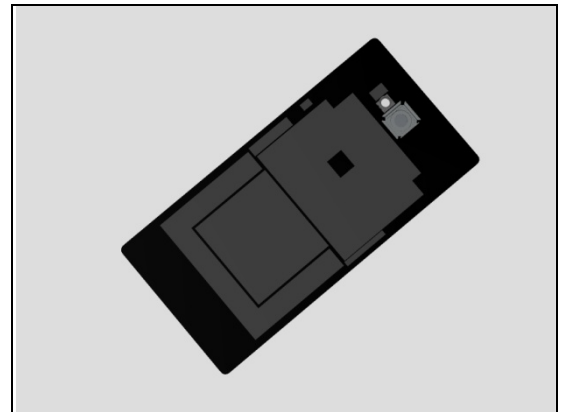
Inspect the external area of camera window.

Action:

1. If dirty – clean it.



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

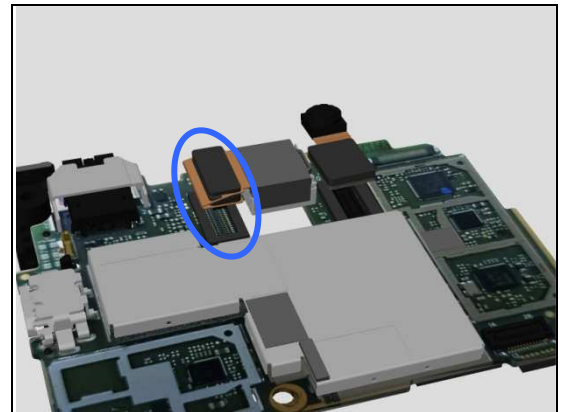


Check:

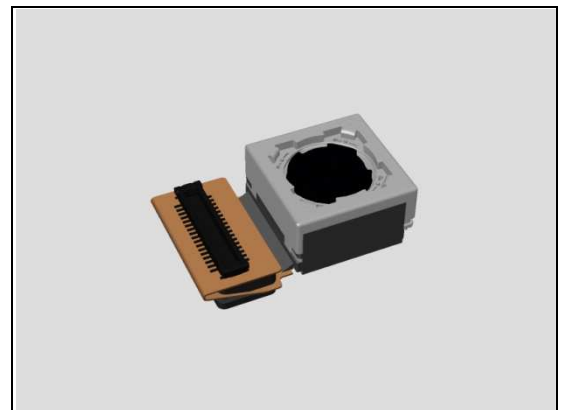
Inspect the BtB connector of Camera to Main PBA.

Action:

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



3. If the BtB connector or the Camera is damaged – replace the Camera.
4. Replace Main PBA.



Problem Areas: Camera

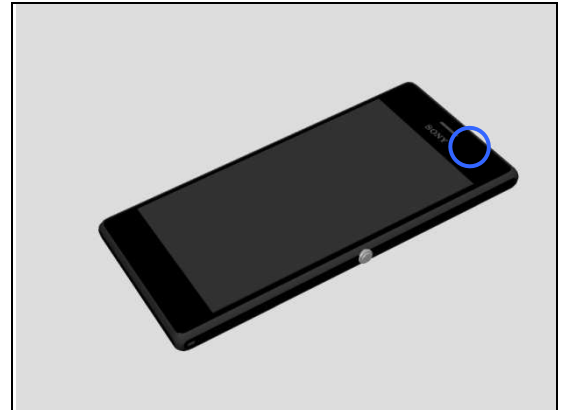
1.10.2 Video Call Camera defects

Check:

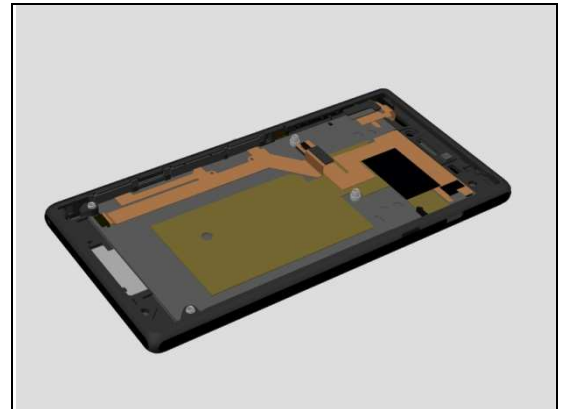
Inspect the external area of the video camera window.

Action:

1. If dirty – clean it.



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

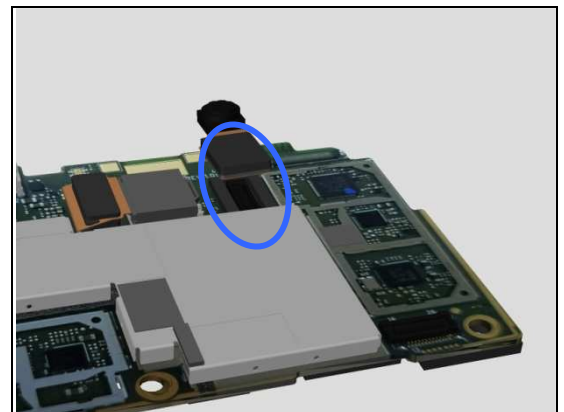


Check:

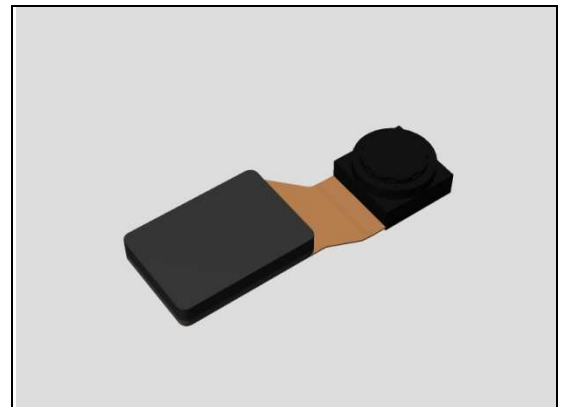
Inspect the BtB connector of Front Camera Assy to the Main PBA.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



3. If the Front Camera Assy is damaged – replace it.
4. Replace Main PBA.



Problem Areas

1.11 Flash LED

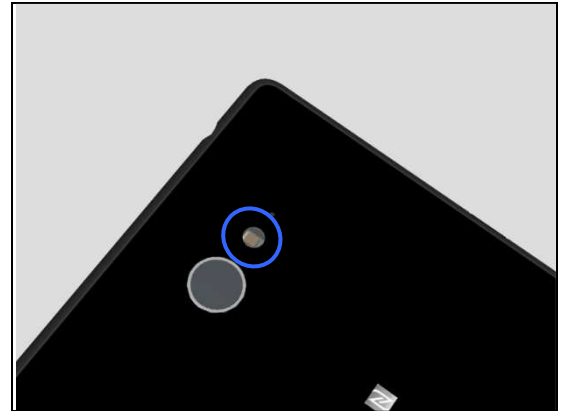
1.11.1 Flash LED not flashing

Check:

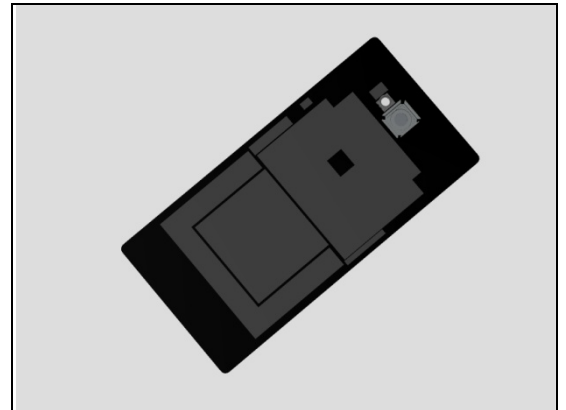
Inspect the external area of the flash LED Light Guide.

Action:

1. If dirty – clean it.



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



Check:

Inspect the Flash LED on the Main PBA.

Action:

1. If dirty – clean it.

2. Replace Main PBA.



Problem Areas

1.12 Bluetooth WLAN and GPS

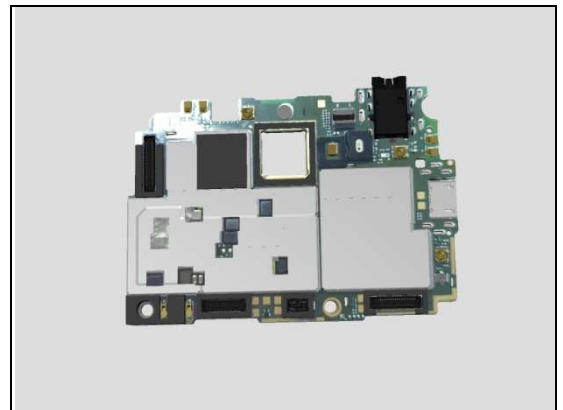
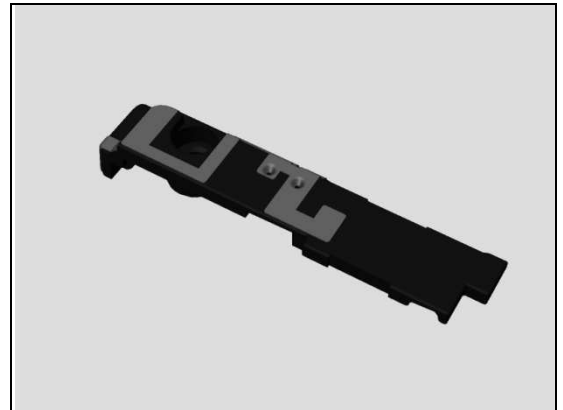
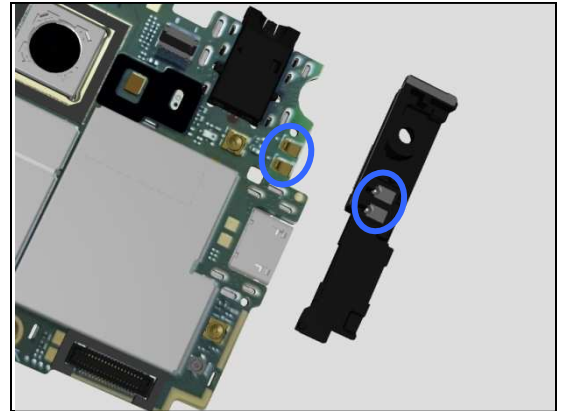
1.12.1 Bluetooth, WLAN or GPS connection failure

Check:

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

Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the contact pads on Antenna BT WIFI GPS or Antenna BT WIFI GPS is damaged – replace the Antenna BT WIFI GPS.
3. If the contact pins on main PBA is damaged – replace Main PBA.



Problem Areas

1.13 NFC

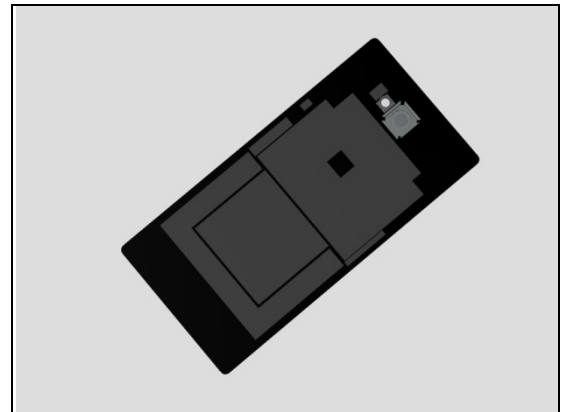
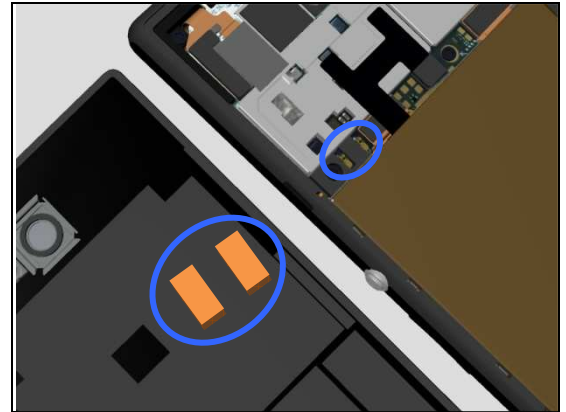
1.13.1 NFC malfunctions

Check:

Inspect the NFC antenna contact pads on Battery Cover Assy and the contact pins on Main PBA.

Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the NFC antenna contact pads is damaged – replace the Battery Cover Assy.
3. If the contact pins on main PBA is 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:

1. Calibrate the Accelerometer.
2. Replace Main PBA.

Accelerometer Calibration: 1287-2411 Troubleshooting
Application – mechanical.

Problem Areas

1.16 Ambient Light Sensor

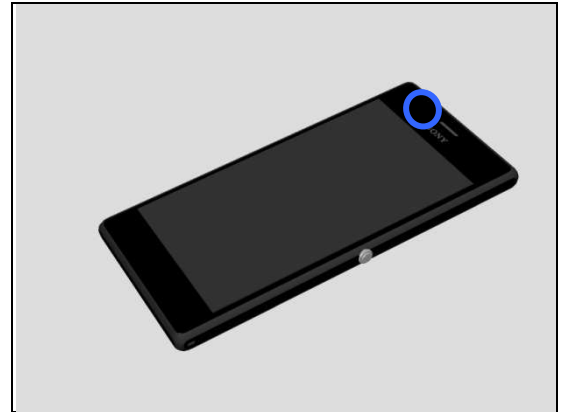
1.16.1 Light Sensor malfunctions

Check:

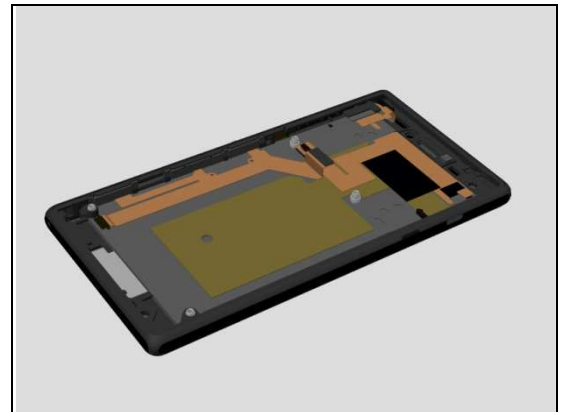
Inspect the external window area of light sensor on the Front Cover LCM TP Assy.

Action:

1. If dirty – clean it.



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



Check:

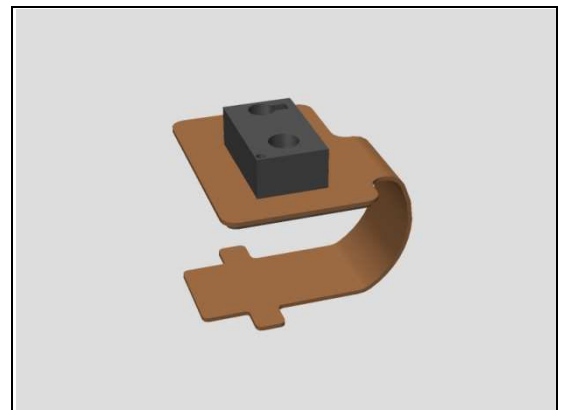
Inspect the ZIF connector of PL Sensor FPC to Main PBA.

Action:

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



3. If the ZIF connector or PL Sensor FPC is damaged – replace the PL Sensor FPC.



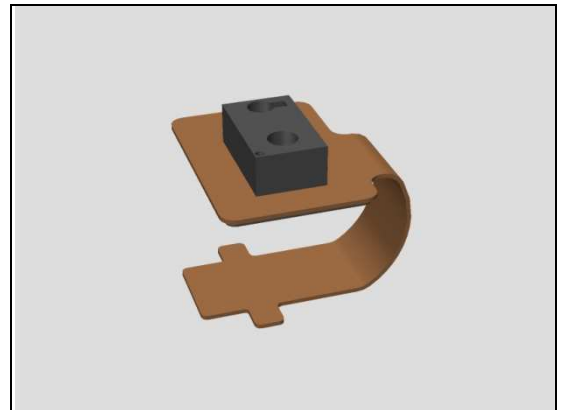
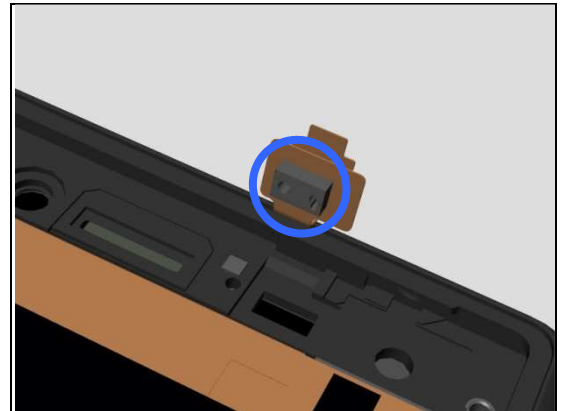
Problem Areas: Ambient Light Sensor

Check:

Inspect the sensor on the PL Sensor FPC.

Action:

1. If dirty or clogged – clean it.
2. If damaged – replace the PL Sensor FPC.
3. Replace Main PBA.



Problem Areas

1.17 Proximity Switch

1.17.1 Proximity Switch malfunctions

Check:

Inspect the external window area of proximity switch and the proximity sensor on the Front Cover LCM TP Assy.

Action:

1. If dirty – clean it.

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

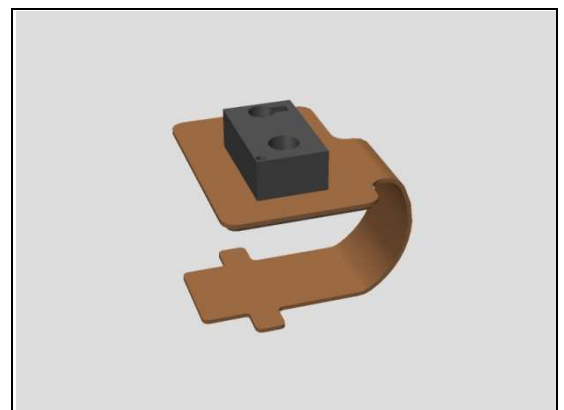
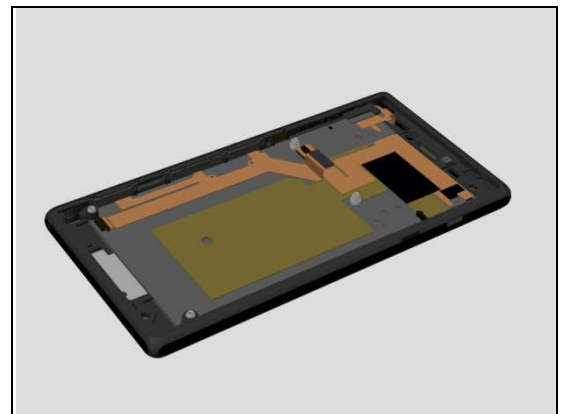
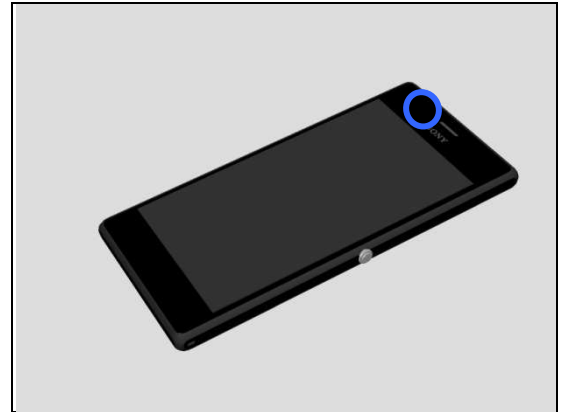
Check:

Inspect the ZIF connector of PL Sensor FPC to Main PBA.

Action:

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

3. If the ZIF connector or PL Sensor FPC is damaged – replace the PL Sensor FPC.



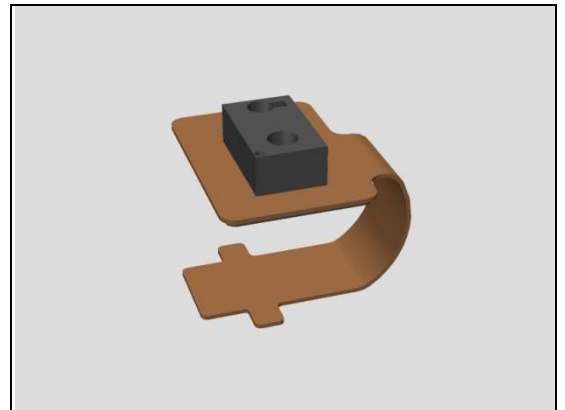
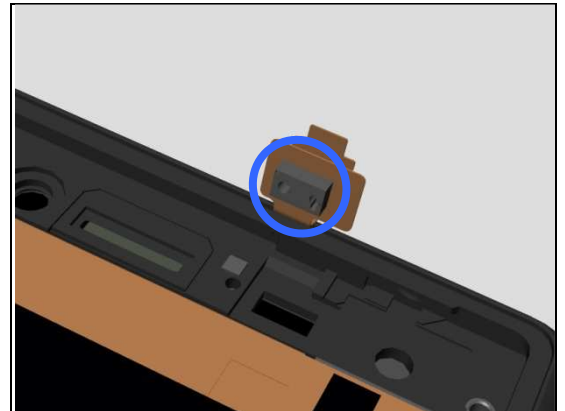
Problem Areas: Proximity Switch

Check:

Inspect the sensor on the PL Sensor FPC.

Action:

1. If dirty or clogged – clean it.
2. If damaged – replace the PL Sensor FPC.
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

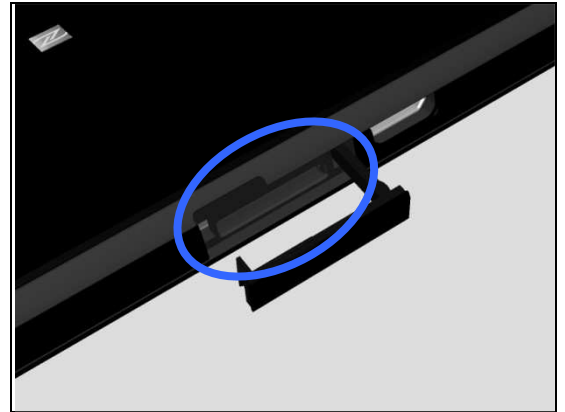
1.20.1 Memory Card not detected(D2302, S50h)

Check:

Inspect that if a memory card is properly inserted.

Action:

If not properly inserted – insert the memory card correctly.

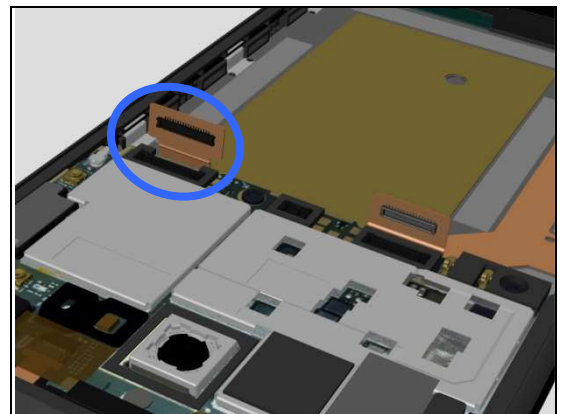


Check:

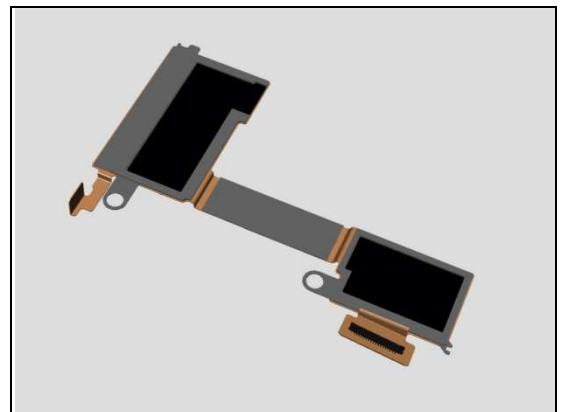
Inspect the BtB connector of the SIM FPC Assy to Main PBA.

Action:

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



3. If the FPC of SIM FPC Assy is damaged – replace the SIM FPC Assy.

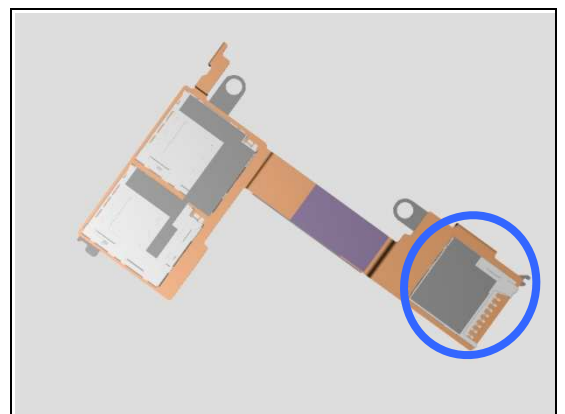


Check:

Inspect the memory card holder on the SIM FPC Assy.

Action:

1. If damaged – replace the SIM FPC Assy.
2. Replace Main PBA.



Problem Areas: External Memory

1.20.2 Memory Card not detected(D2303, D2305, D2306)

Check:

Inspect that if a memory card is properly inserted.

Action:

If not properly inserted – insert the memory card correctly.

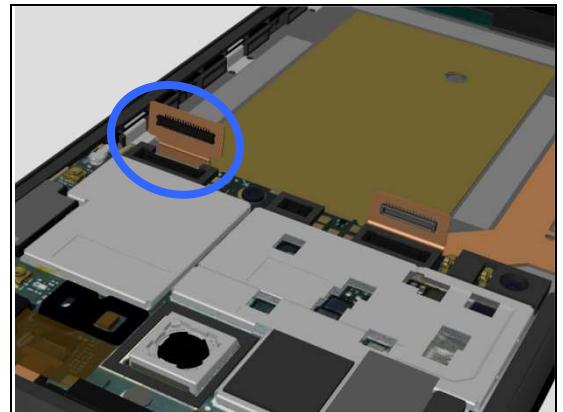


Check:

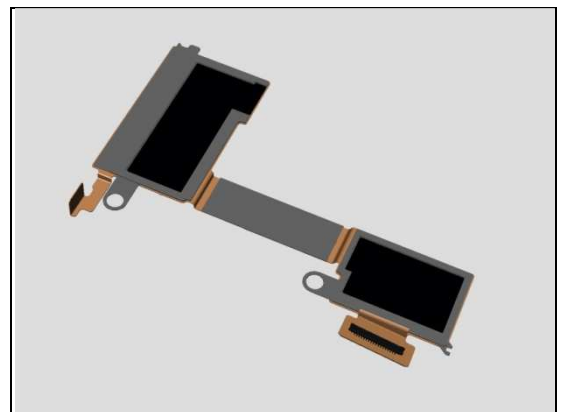
Inspect the BtB connector of the SIM FPC Assy to Main PBA.

Action:

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



3. If the FPC of SIM FPC Assy is damaged – replace the SIM FPC Assy.

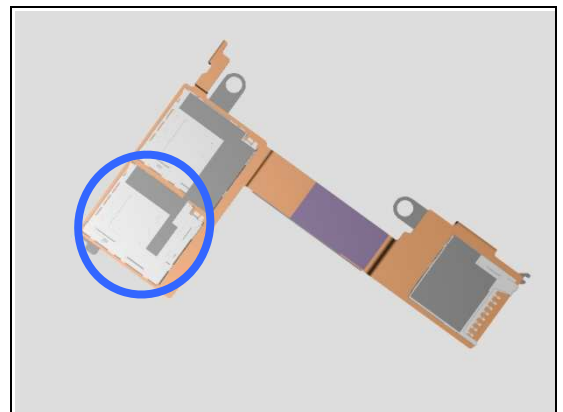


Check:

Inspect the memory card holder on the SIM FPC Assy.

Action:

1. If damaged – replace the SIM FPC Assy.
2. Replace Main PBA.



Problem Areas

1.21 FM Radio

1.21.1 No/Poor FM Radio reception

Check:

Inspect the external port of the Top FPC Assy.

Action:

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



Problem Areas

1.22 Network & Signal

1.22.1 No/Poor signal

Check:

Inspect the contact pads on the Main ANT Assy and contact pins on the Sub Board Assy.

Action:

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

2. If the contact pads are damaged – replace the Main ANT Assy.

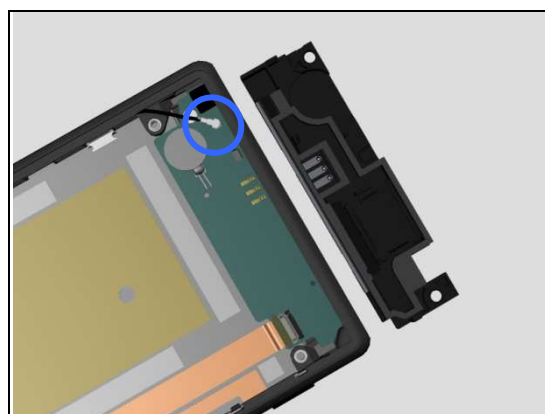
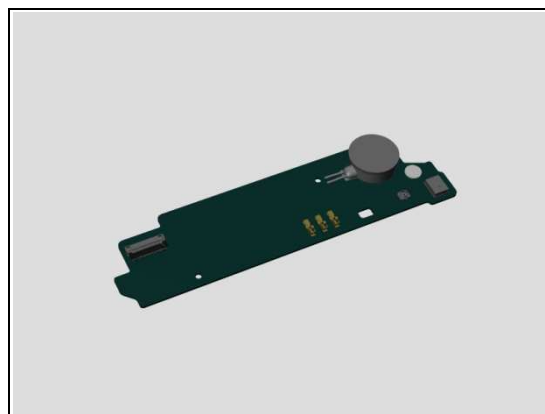
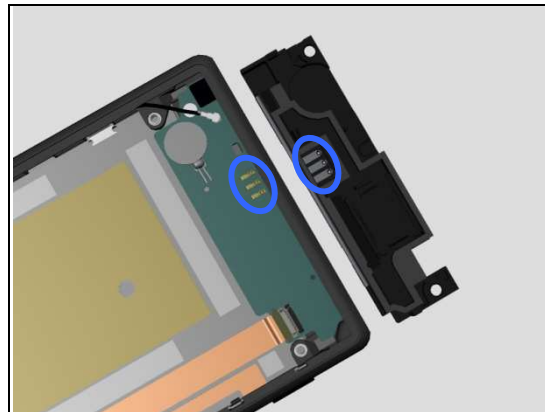
3. If the contact pins are damaged – replace the Sub Board Assy.

Check:

Inspect the RF connector of RF Cable to the Sub Board Assy.

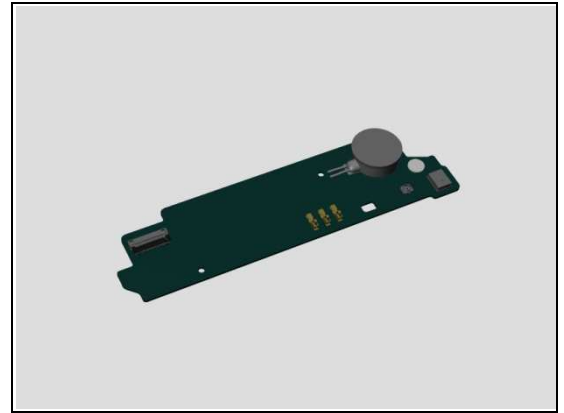
Action:

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

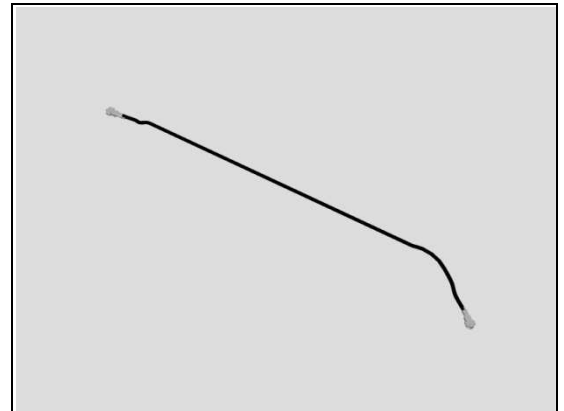


Problem Areas: Network & Signal

3. If the connector on the Sub Board Assy is damaged – replace Sub Board Assy.



4. If the RF cable is damaged – replace the RF cable.

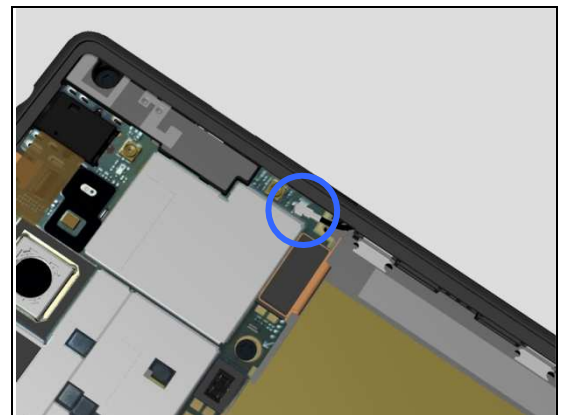


Check:

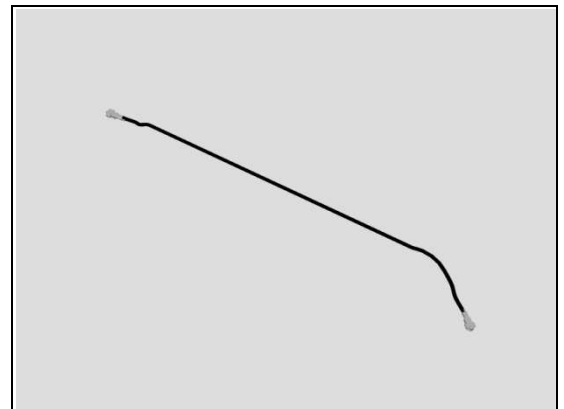
Inspect the RF connector of RF Cable to the Main PBA.

Action:

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

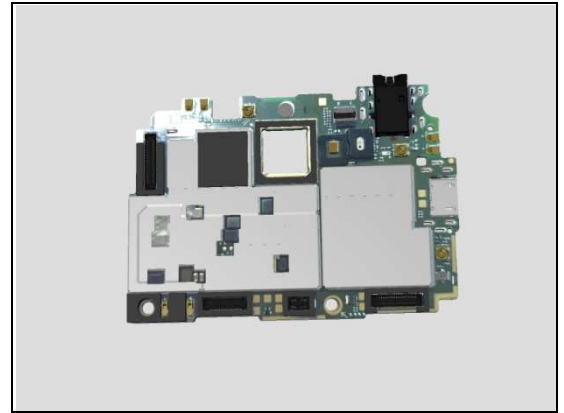


3. If the RF cable is damaged – replace the RF cable.



Problem Areas: Network & Signal

4. If the connector on the main PBA is damaged – replace Main PBA.

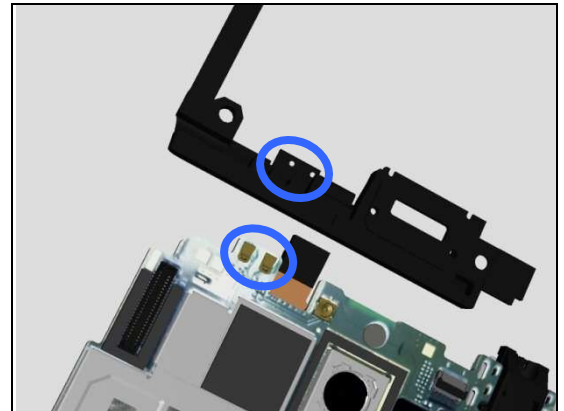


Check:

Inspect the Diversity antenna contact pads on Antenna DIV and the contact pins on Main PBA.

Action:

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



2. If the Diversity antenna contact pads are damaged – replace the Antenna DIV.



3. If the contact pins on main PBA is damaged – replace Main PBA.



Problem Areas

1.23 SIM

1.23.1 SIM not detected(D2302, S50h)

Check:

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

Action:

If dirty or clogged – clean the external ports.

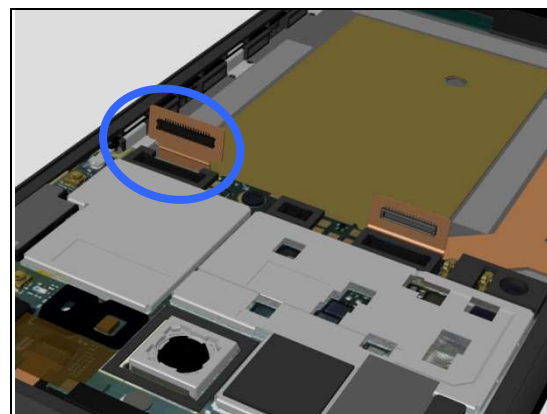


Check:

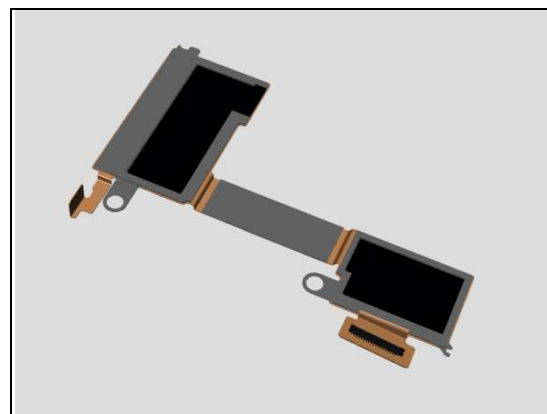
Inspect the BtB connector of the SIM FPC Assy to Main PBA.

Action:

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



3. If the FPC of SIM FPC Assy is damaged – replace the SIM FPC Assy.

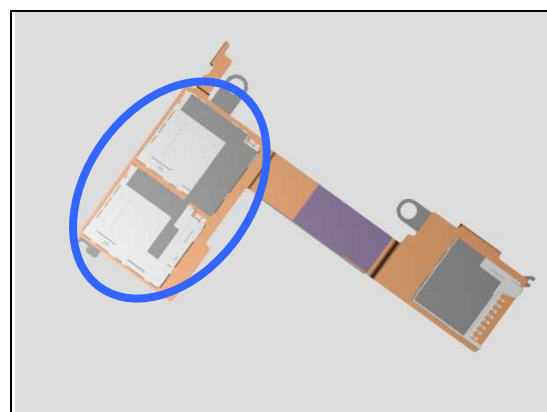


Check:

Inspect the two SIM card holders on the SIM FPC Assy.

Action:

1. If damaged – replace the SIM FPC Assy.
2. Replace Main PBA.



Problem Areas: SIM

1.23.2 SIM not detected(D2303, D2305, D2306)

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 ports.

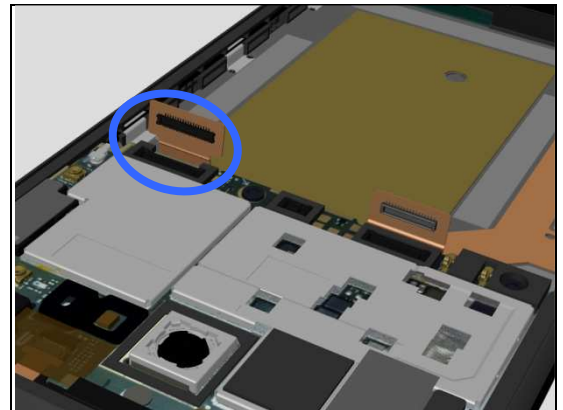


Check:

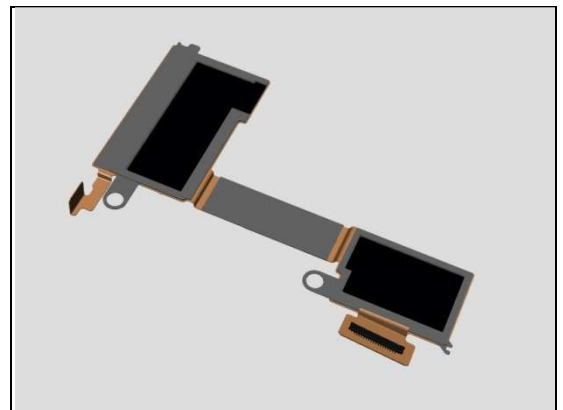
Inspect the BtB connector of the SIM FPC Assy to Main PBA.

Action:

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



3. If the FPC of SIM FPC Assy is damaged – replace the SIM FPC Assy.

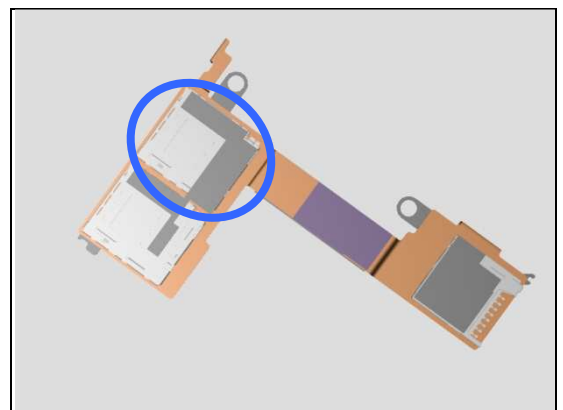


Check:

Inspect the SIM card holder on the SIM FPC Assy.

Action:

1. If damaged – replace the SIM FPC Assy.
2. Replace Main PBA.



Problem Areas: SIM

1.23.3 Incorrect UIM or SIM indicated

Check:

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

Action:

1. Use a proper operator UIM/SIM or test UIM/SIM.
2. Replace Main PBA.



Problem Areas

1.24 Charging

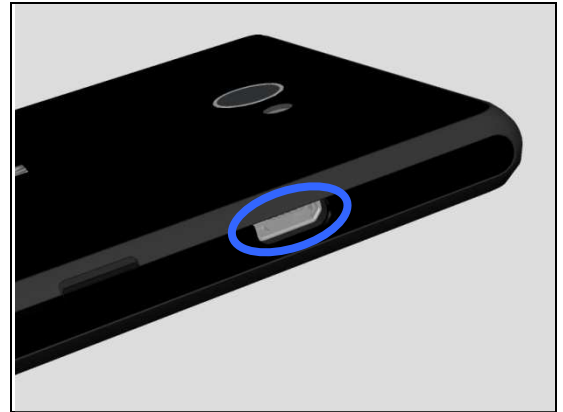
1.24.1 Battery will not charge by USB connector

Check:

Inspect the USB connector.

Action:

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

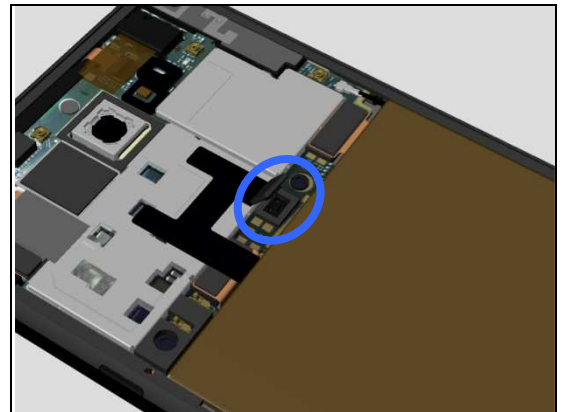


Check:

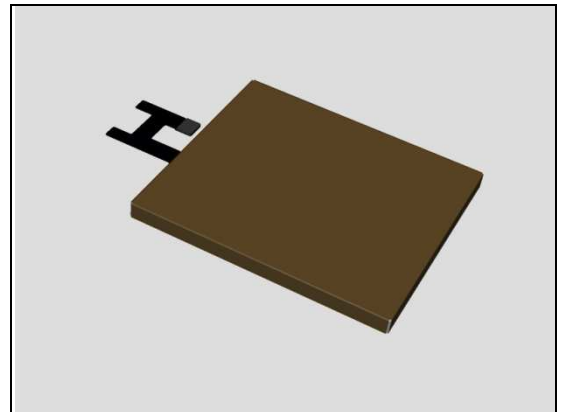
Inspect the BtB Connector of the Embedded Battery Assy to Main PBA.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



3. If the BtB connector, the Embedded Battery Assy FPC or Embedded Battery Assy is damaged – replace the Embedded Battery Assy.
4. Replace Main PBA.



Problem Areas

1.25 HandsFree by Wire

1.25.1 Connection to portable Handsfree fails

Check:

Inspect the external port of the Top FPC Assy.

Action:

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



Problem Areas

1.26 Data Communication

1.26.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

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



2 Revision History

Rev.	Date	Changes / Comments
1	2014-Apr-16	Initial release