

Troubleshooting Guide

- mechanical -



Xperia™ Z5
E6603, E6653

Xperia™ Z5 Dual
E6633, E6683

CONTENTS

1	Problem Areas	5
1.1	Power	5
1.1.1	Will not power on or will switch off randomly.....	5
1.2	Keys	7
1.2.1	Back, Menu, Home and Multitask Keys	7
1.2.2	Volume Key	7
1.2.3	On/Off Key	8
1.2.4	Camera Key.....	10
1.3	Touch Screen	12
1.3.1	Touch Screen malfunction.....	12
1.4	Display	14
1.4.1	Graphics & Illumination	14
1.5	LED/Illumination.....	15
1.5.1	LED/Illumination	15
1.6	Speaker	16
1.6.1	Top Speaker	16
1.7	Earphone	18
1.7.1	Loudspeaker	18
1.8	Microphone.....	19
1.8.1	Primary Microphone	19
1.8.2	Secondary Microphone	21
1.9	Vibrator	22
1.9.1	Vibrator not generating alerts	22
1.10	Camera.....	23
1.10.1	Main Camera	23
1.10.2	Video Call Camera defects.....	24
1.11	Flash LED	25
1.11.1	Flash LED not flashing.....	25
1.12	Bluetooth and WLAN	26
1.12.1	Bluetooth or WLAN connection failure.....	26
1.13	NFC	27
1.13.1	NFC malfunctions	27
1.14	GPS	28
1.14.1	GPS malfunctions.....	28
1.15	Compass.....	30
1.15.1	Compass fails	30
1.16	Accelerometer	31
1.16.1	Accelerometer test fails	31
1.17	Gyroscope	32
1.17.1	Gyroscope test fails	32
1.18	Ambient Light Sensor	33
1.18.1	Light Sensor malfunctions	33

1.19 Proximity Switch	34
1.19.1 Proximity switch malfunctions.....	34
1.20 Pressure Sensor.....	35
1.20.1 Pressure Sensor test fails.....	35
1.21 Water Resistance	36
1.21.1 Water Resistance fails.....	36
1.22 Real Time Clock	42
1.22.1 Real time clock test fails	42
1.23 Total call time	43
1.23.1 Total call time fails	43
1.24 External Memory (E6603, E6653)	44
1.24.1 Memory Card not detected	44
1.25 External Memory (E6633, E6683)	45
1.25.1 Memory Card not detected	45
1.26 Security.....	46
1.26.1 Security fails	46
1.27 FM Radio.....	47
1.27.1 No/Poor FM Radio reception	47
1.28 Verify Certificates.....	48
1.28.1 Verify Certificates fails	48
1.29 IrDA Test	49
1.29.1 IrDA test fails	49
1.30 TV-Out Test.....	50
1.30.1 TV-Out test fails	50
1.31 Network & Signal.....	51
1.31.1 No/Poor signal	51
1.32 SIM (E6603, E6653).....	56
1.32.1 SIM not detected.....	56
1.32.2 Incorrect Nano SIM indicated	56
1.33 SIM (E6633, E6683).....	57
1.33.1 SIM not detected.....	57
1.33.2 Incorrect Nano SIM indicated	57
1.34 Charging	58
1.34.1 Battery will not charge by USB connector	58
1.35 Audio Jack test.....	60
1.35.1 Connection to headset fails.....	60
1.36 Finger Print Sensor test.....	61
1.36.1 Finger Print Sensor test fails.....	61
1.37 Data Communication	62
1.37.1 Data transfer via System Connector fails.....	62
2 Revision History	63

Always firstly disconnect the Embedded Battery BtB connector to cut off power supply when the Panel Rear is disassembled.

Always finally connect the Embedded Battery BtB connector before the Panel Rear is reassembled.

Note: Proximity Calibration always must be performed when Front Assy and Main PBA reassembly, or Front Assy replacement, or Board Swap, or proximity malfunctions; 1289-2983 Sony Mobile Repair Application-mechanical.

Note: Noise Cancelling Calibration always must be performed when FPC Top replacement or Board Swap; 1289-2983 Sony Mobile Repair Application-mechanical.

Note: Gyroscope and Accelerometer Calibration always must be performed when Main PBA reassembly, or Board Swap, or wrong Gyroscope or Accelerometer readouts; 1289-2983 Sony Mobile Repair Application-mechanical.

Note: Color ID Flashing always must be performed when Board Swap or Front Assy replacement; 1289-2983 Sony Mobile Repair Application-mechanical.

If there are no special indications of 'E6633' or 'E6683', E6633 and E6683 share the same trouble shooting guide as common sections, whose pictures are used with E6603 and E6653. 'E6633' and 'E6683' chapters or sections use E6633 and E6683 pictures.

1 Problem Areas

1.1 Power

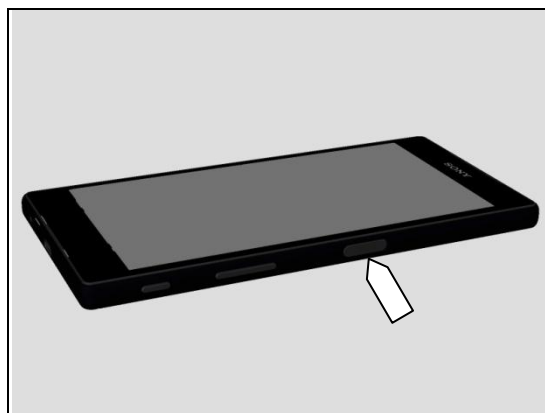
1.1.1 Will not power on or will switch off randomly

Check:

Check whether the Notification LED blinks by pressing the on/off key.

Action:

If NO Notification LED blink is detected, perform a force shut down, press power key and volume up key for 10 seconds and then power on the unit again.



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 and the Notification LED blinks by pressing the on/off key, check that the battery is charging when connected to a charger.

Follow Test Instruction - mechanical chapter 2.3.5 (Charging via Charger or Computer), Diagnostic Battery / Charging status.

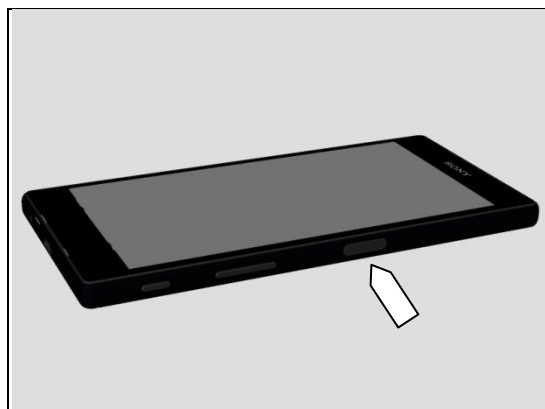


Check:

Inspect the on/off key.

Action:

Refer to section 1.2.3 'On/Off Key'.



Problem Areas: Power

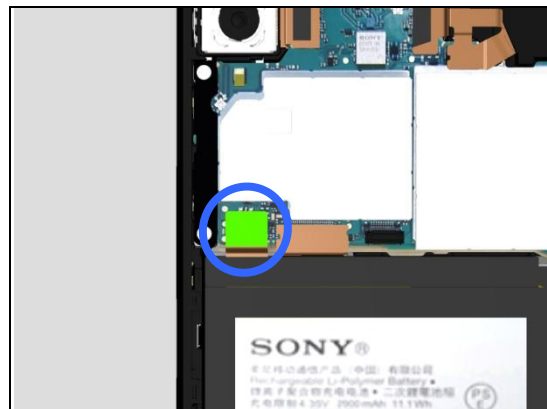
Check:

Inspect the BtB connector of the Battery 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 FPC or the Battery is damaged – replace the Battery.
4. Replace Main PBA.



Problem Areas

1.2 Keys

1.2.1 Back, Menu, Home and Multitask Keys

Action:

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



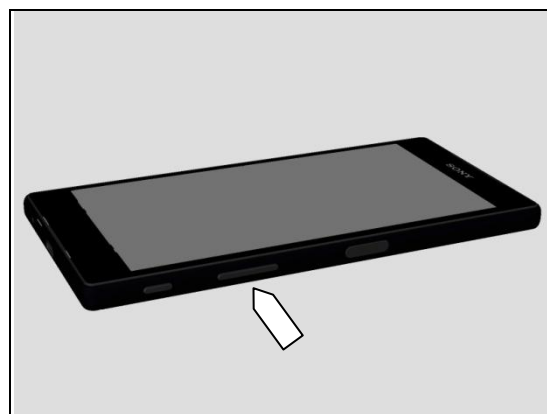
1.2.2 Volume Key

Check:

Inspect the external area of the Volume Key.

Action:

1. If dirty – clean it.
2. If damaged – replace the Front Assy.



Check:

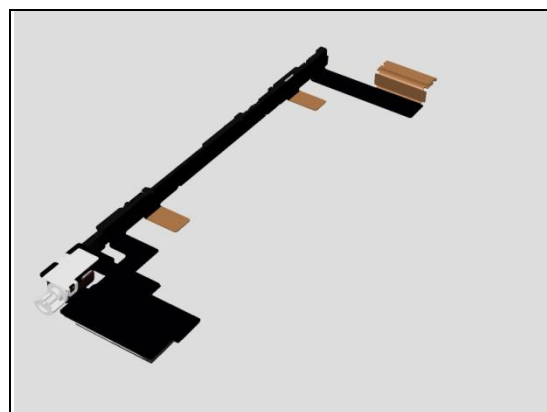
Inspect the BtB connector of FPC Key to Main PBA.

Action:

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



3. If the FPC Key is damaged – replace it.
4. Replace Main PBA.



Problem Areas: Keys

Check:

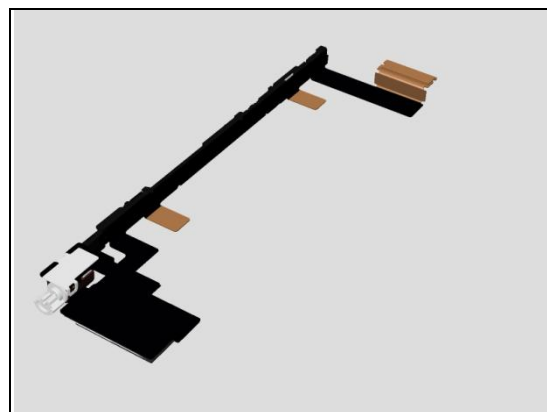
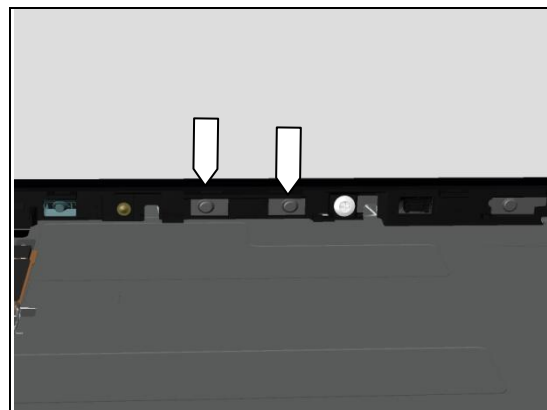
Inspect the condition of Volume Key rubber and switch.

Action:

1. If dirty – clean them.

2. If the Volume Key or its rubber is damaged – replace the Front Assy.

3. If the volume key switch is damaged – replace the FPC Key.



1.2.3 On/Off Key

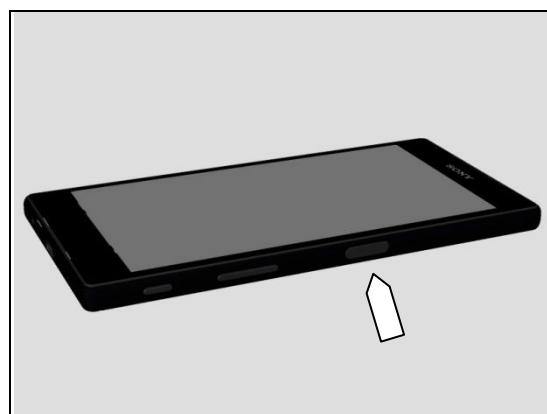
Check:

Inspect the external area of the On/Off Key.

Action:

1. If dirty – clean it.

2. If damaged – replace the Front Assy.



Problem Areas: Keys

Check:

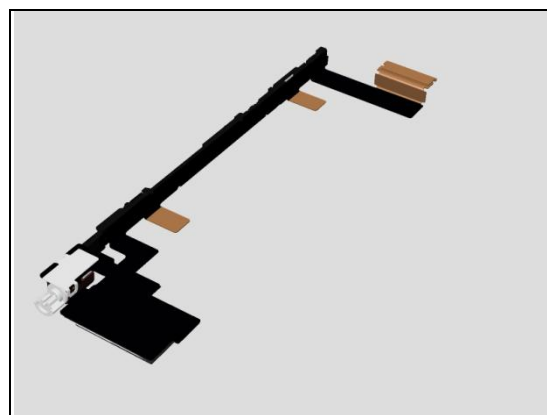
Inspect the BtB connector of FPC Key to Main PBA.

Action:

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



3. If the FPC Key is damaged – replace it.
4. Replace Main PBA.

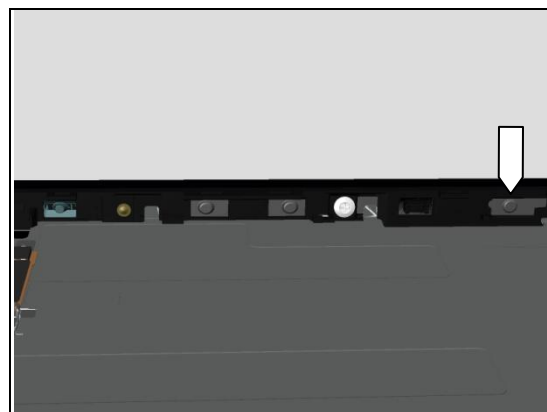


Check:

Inspect the condition of the On/Off Key rubber and switch.

Action:

1. If dirty – clean them.

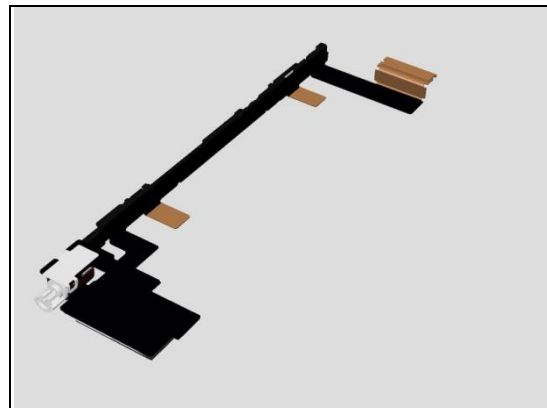


2. If the On/Off Key or its rubber is damaged – replace the Front Assy.



Problem Areas: Keys

3. If the On/Off key switch is damaged – replace the FPC Key.



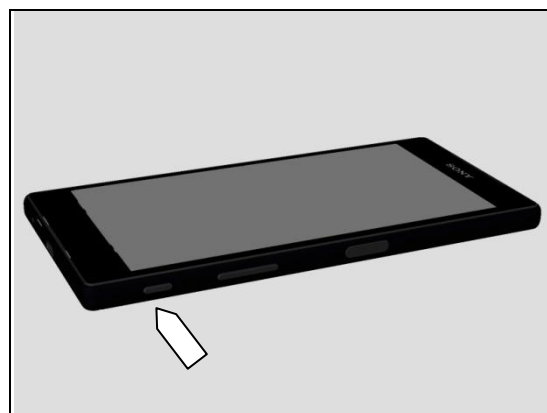
1.2.4 Camera Key

Check:

Inspect the external area of the Camera Key.

Action:

1. If dirty – clean it.
2. If damaged – replace the Front Assy.



Check:

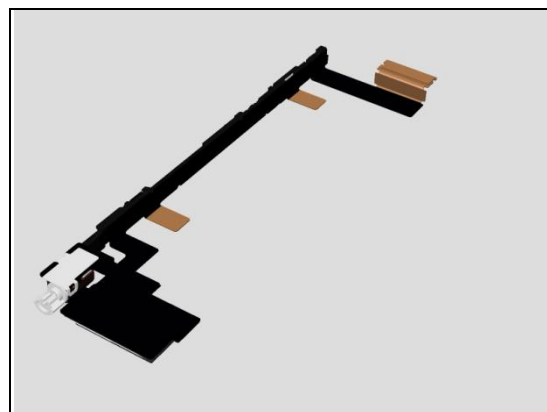
Inspect the BtB connector of FPC Key to Main PBA.

Action:

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



3. If the FPC Key is damaged – replace it.
4. Replace Main PBA.



Problem Areas: Keys

Check:

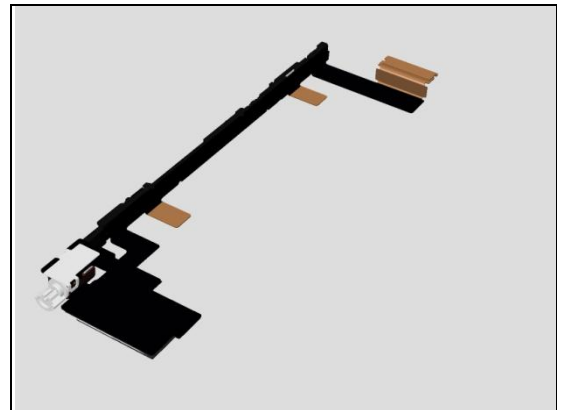
Inspect the condition of the Camera Key rubber and switch.

Action:

1. If dirty – clean them.

2. If the Camera Key or its rubber is damaged – replace the Front Assy.

3. If the Camera key switch is damaged – replace the FPC Key



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

Check:

Inspect the touch screen of the Front Assy.

Action:

1. If dirty – clean it.



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



Check:

Inspect the BtB connector of FPC LCD (not service part) to Main PBA.

Action:

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



3. If the FPC LCD is damaged – replace Front Assy.



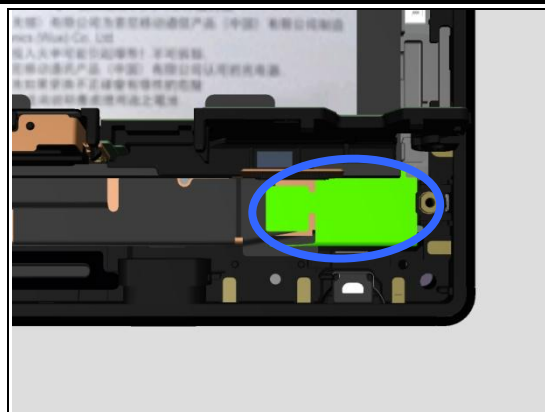
Problem Areas: Touch Screen

Check:

Inspect the BtB connector of FPC Touch Screen (not service part) to FPC LCD.

Action:

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



3. If the FPC Touch Screen is damaged – replace Front Assy.



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:

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

2. If the Front Assy is damaged – replace it.

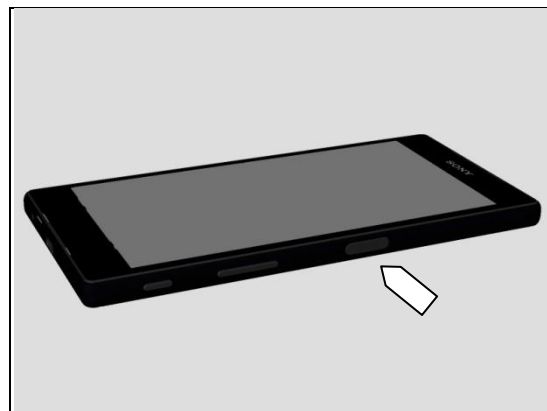
Check:

Inspect the BtB connector of FPC LCD to Main PBA.

Action:

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

3. If the FPC LCD is damaged – replace Front Assy.



Problem Areas

1.5 LED/Illumination

1.5.1 LED/Illumination

Check:

Inspect external window area of Notification LED on the Front Assy.

Action:

1. If dirty – clean it.

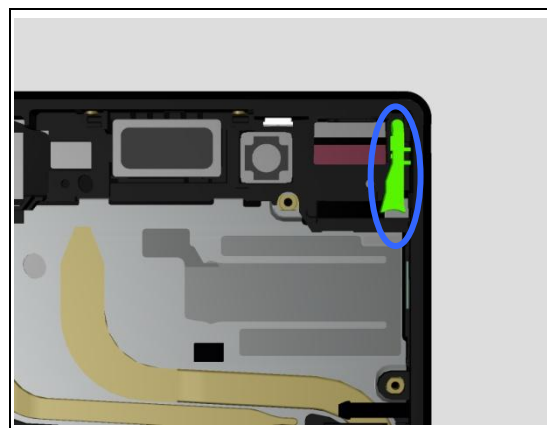


Check:

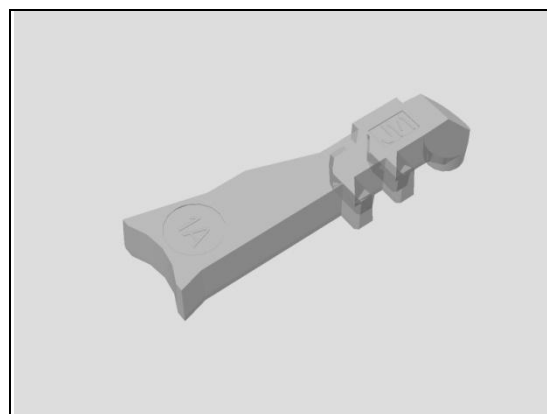
Inspect the Light Guide 3LED.

Action:

1. If not properly assembled – reassemble it.
2. If dirty – clean it.



3. If damaged – replace it.

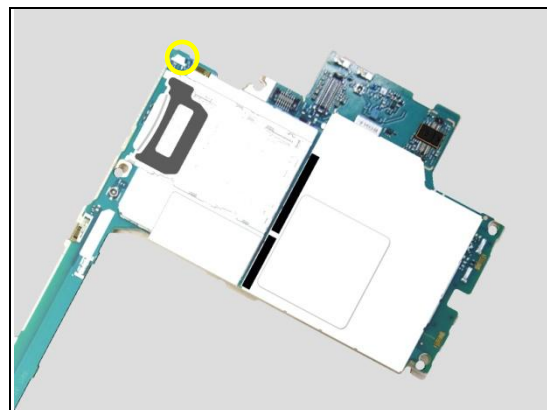


Check:

Inspect the LED on Main PBA.

Action:

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



Problem Areas

1.6 Speaker

1.6.1 Top Speaker

Check:

Inspect the Top Speaker external port on the Front Assy.

Action:

1. If clogged – clean it.

Note! Part name comes from the naming in the past model. This part is for lower speaker in this model.

2. If damaged – replace the Front Assy.

Check:

Inspect the Top Speaker is assembled well into its cavity.

Action:

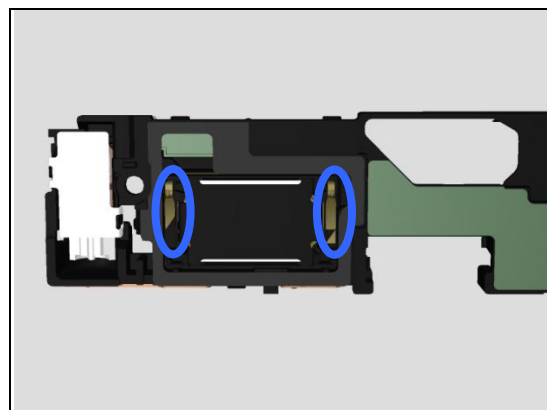
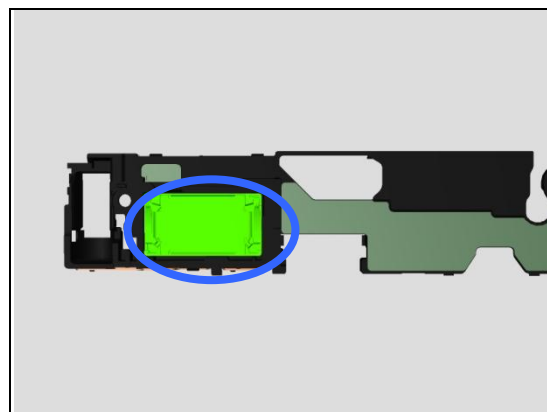
1. If not assembled well – reassemble it.

Check:

Inspect the contact pins on the Top Speaker.

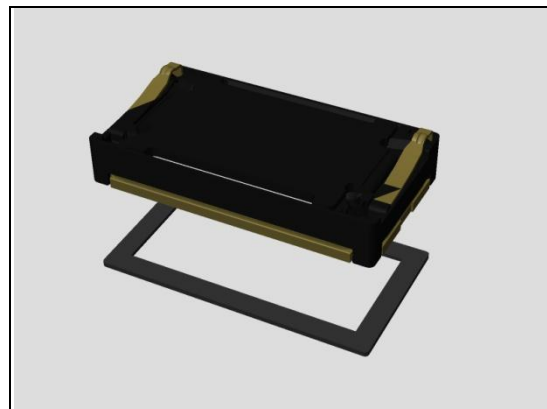
Action:

1. If dirty – clean them.



Problem Areas: Speaker

2. If contact pins on the Top Speaker are damaged – replace the Adhesive Speaker Bottom and Top Speaker.



Check:

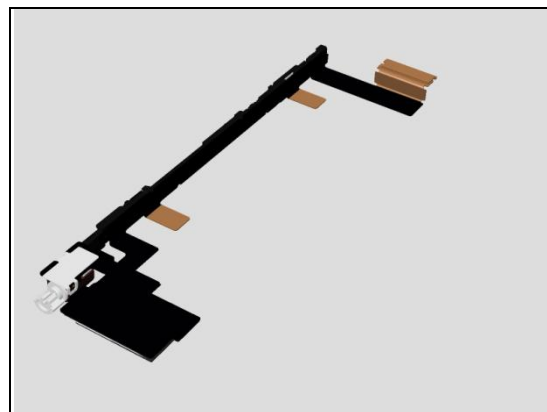
Inspect the BtB connector of FPC Key to Main PBA.

Action:

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



3. If the FPC Key is damaged – replace it.
4. Replace Main PBA.



Problem Areas

1.7 Earphone

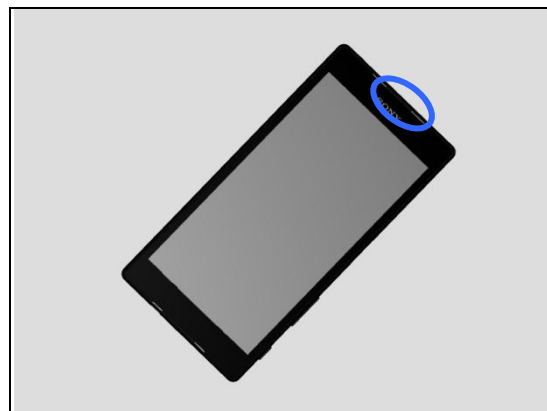
1.7.1 Loudspeaker

Check:

Inspect the external port of Loudspeaker on the Front Assy.

Action:

1. If clogged – clean it.

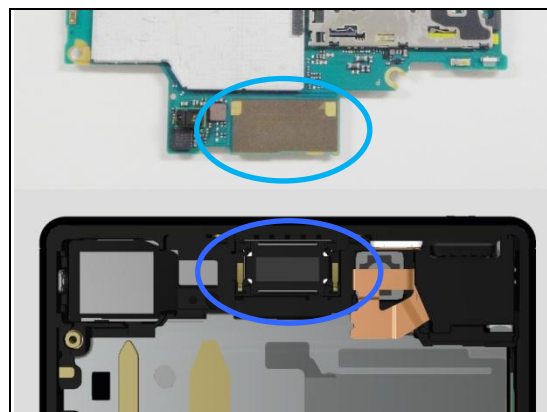


Check:

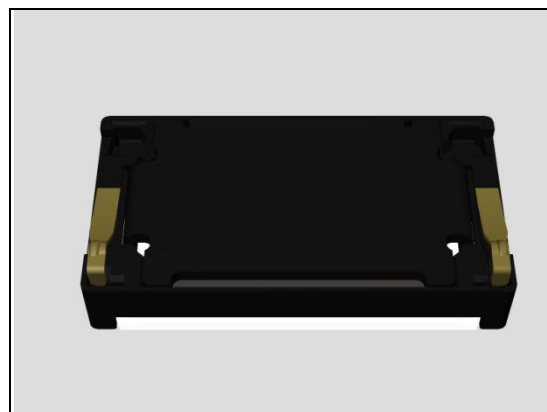
Inspect the contact pads on the Main PBA and the contact pins on the Loudspeaker.

Action:

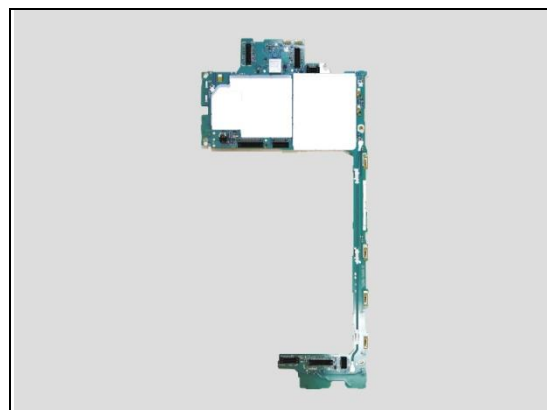
1. If dirty – clean them.



2. If the contact pins of the Top Speaker or the Top Speaker are damaged – replace it.



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 Assy.

Action:

1. If clogged – clean it.



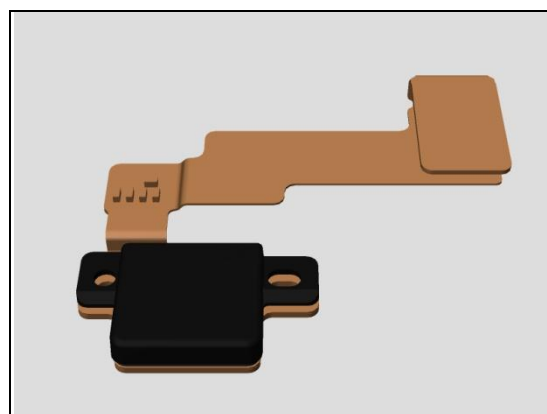
Check:

Inspect if the FPC 1st Mic and the Adhesive FPC 1st Mic is assembled well.



Action:

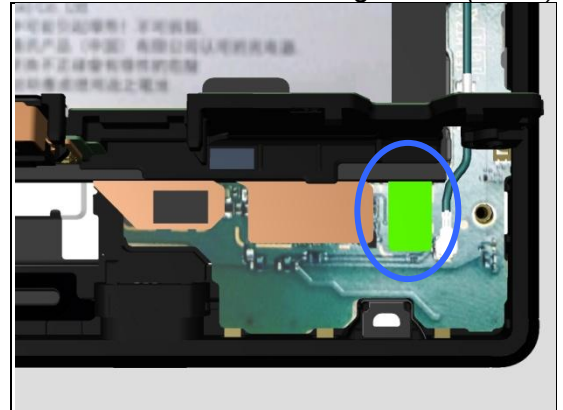
1. If not assembled well or damaged – replace the FPC 1st Mic.



Problem Areas: Microphone

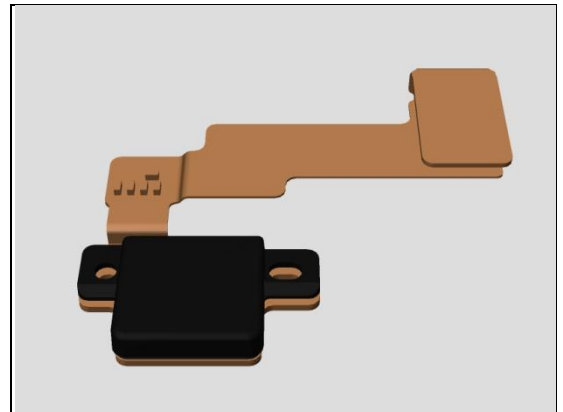
Check:

Inspect the FPC 1st Mic connector.



Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.
3. If the FPC 1st Mic is damaged – replace FPC 1st Mic.



Problem Areas: Microphone

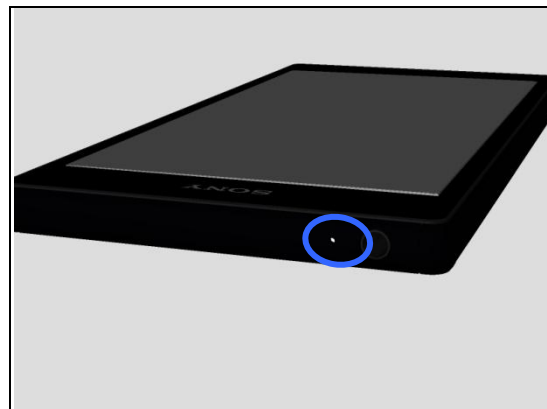
1.8.2 Secondary Microphone

Check:

Inspect the external port of secondary microphone on the Front Assy.

Action:

1. If clogged – clean it.



Check:

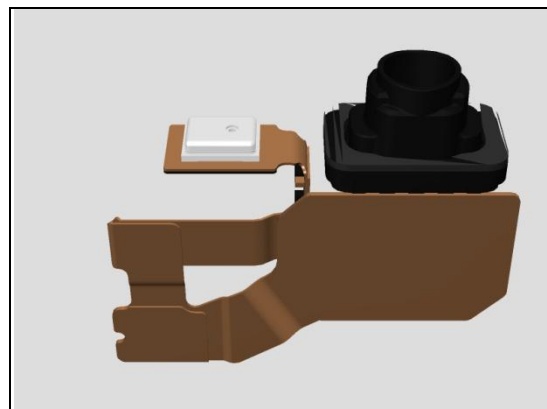
Inspect the BtB connector of FPC Top to Main PBA.

Action:

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



3. If the FPC Top is damaged – replace it.
4. Replace Main PBA.



Problem Areas

1.9 Vibrator

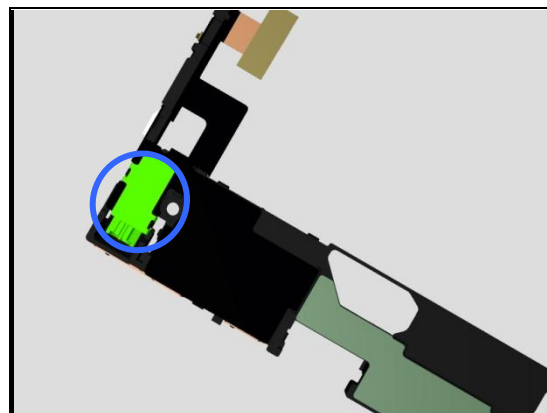
1.9.1 Vibrator not generating alerts

Check:

Inspect assembly of Vibrator.

Action:

1. If the Vibrator is not assembled well – reassemble it
2. If the connector is not properly connected – disconnect and reconnect it.
3. If the connector is dirty or oxidized – clean it.



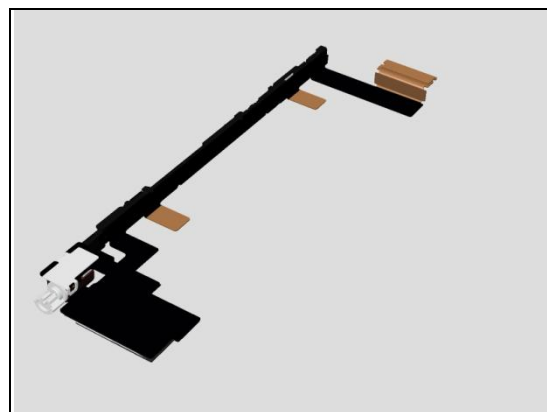
Inspect the BtB connector of FPC Key to Main PBA.

Action:

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



3. If the connector of FPC Key or Vibrator is damaged – replace the FPC Key.
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 Panel Rear.

Check:

Inspect the BtB connector of Camera Main to Main PBA.

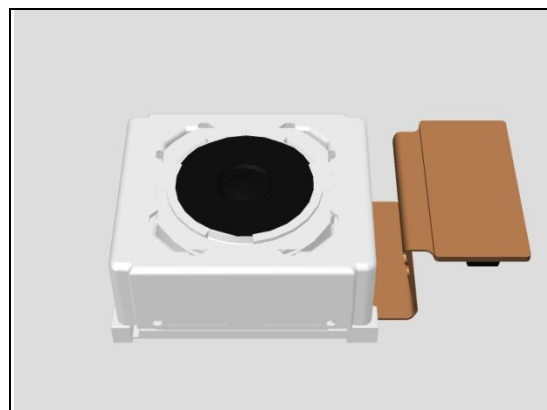
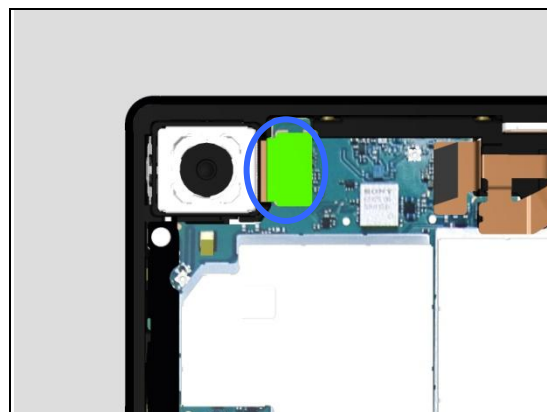
Action:

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

2. If dirty or oxidized – clean it.

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

4. Replace Main PBA.



Problem Areas: Camera

1.10.2 Video Call Camera defects

Check:

Inspect the external area of the Camera Sub window.

Action:

1. If dirty – clean it.

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

Check:

Inspect the BtB connector of Camera Sub to Main PBA.

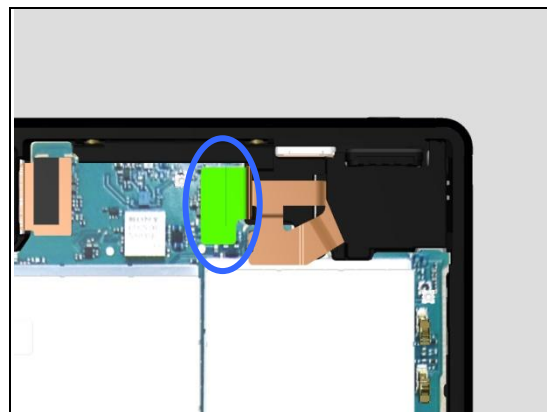
Action:

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

2. If dirty or oxidized – clean it.

3. If the Camera Sub is damaged – replace the Camera Sub.

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.

Action:

1. If dirty – clean it.



2. If scratched or damaged – replace the Panel Rear.

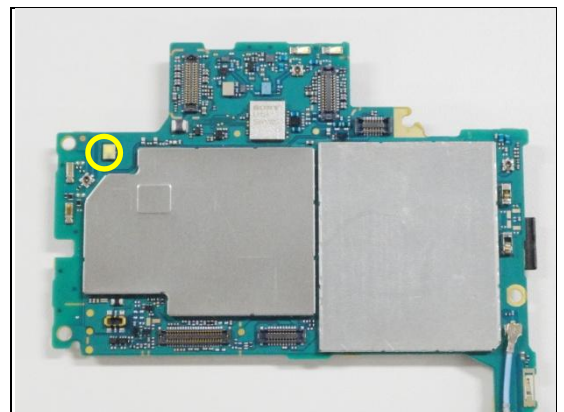


Check:

Inspect the Flash LED on Main PBA.

Action:

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



Problem Areas

1.12 Bluetooth and WLAN

1.12.1 Bluetooth or WLAN connection failure

Check:

Inspect the WLAN contact pads on Front Assy and the contact pins on main PBA.

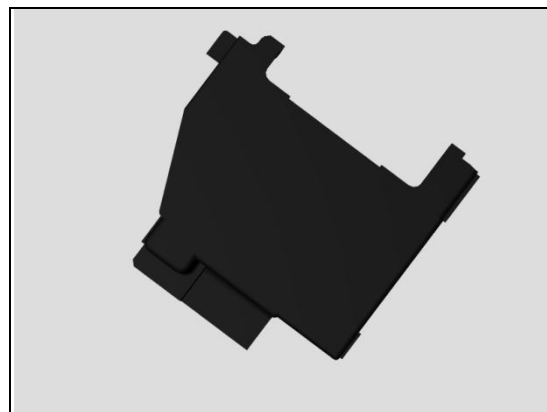
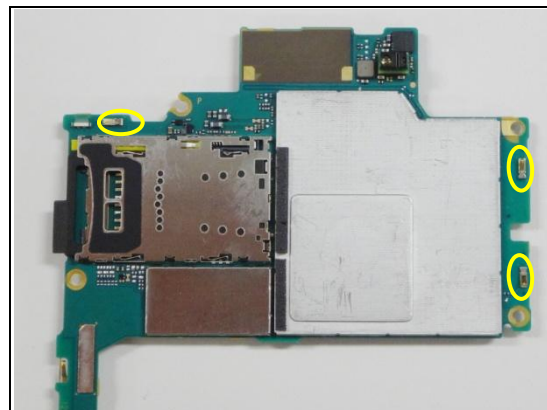
Action:

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

2. If the Antenna WiFi sub is damaged – replace it.

2. If the contact pads on Front Assy are damaged – replace the Front Assy.

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



Problem Areas

1.13 NFC

1.13.1 NFC malfunctions

Check:

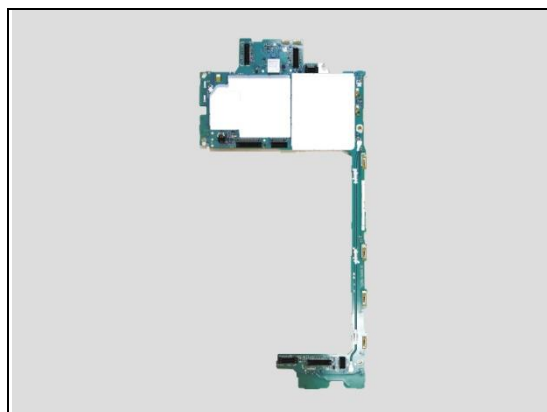
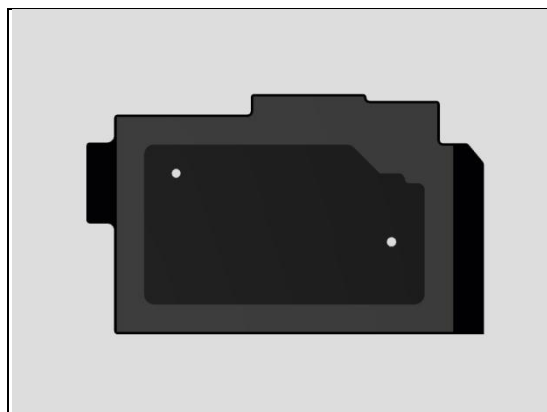
Inspect the Antenna NFC contact pads on Panel Rear and the contact pins on Main PBA.

Action:

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

2. If the Antenna NFC contact pads are damaged – replace the Antenna NFC.

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



Problem Areas

1.14 GPS

1.14.1 GPS malfunctions

Check:

Inspect the Antenna Cell Sub contact pads and the contact pins on main PBA.

Action:

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

2. If the Antenna Cell Sub contact pads are damaged – replace the Antenna Cell Sub.

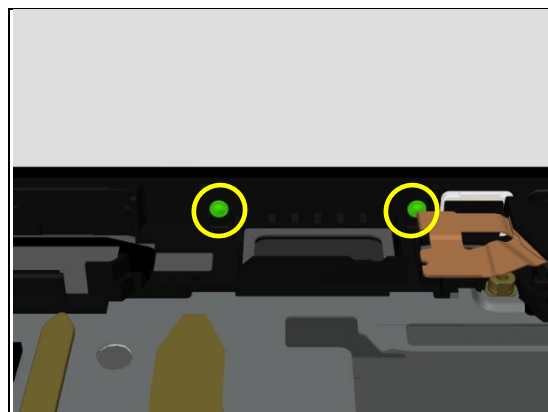
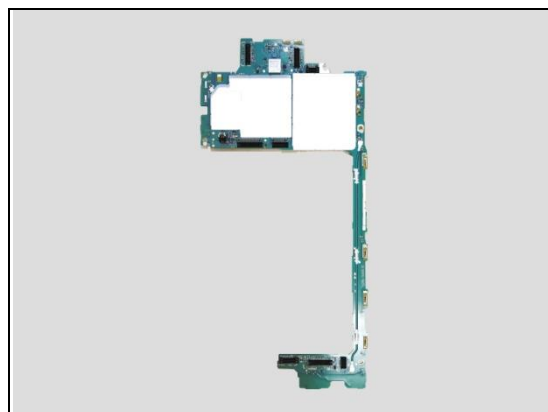
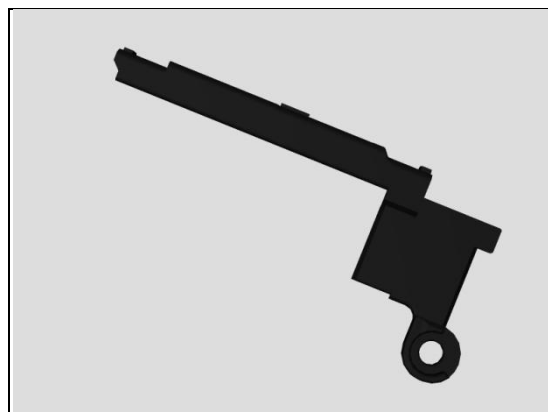
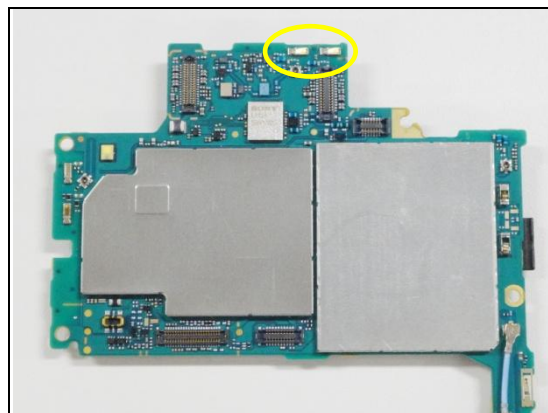
3. If the contact pins on main PBA are damaged – replace Main PBA.

Check:

Inspect the contact pins on Front Assy.

Action:

1. If dirty or oxidized – clean pins.



Problem Areas: GPS

2. If the contact pins on Front Assy are damaged – replace Front Assy.



Problem Areas

1.15 Compass

1.15.1 Compass fails

Check:

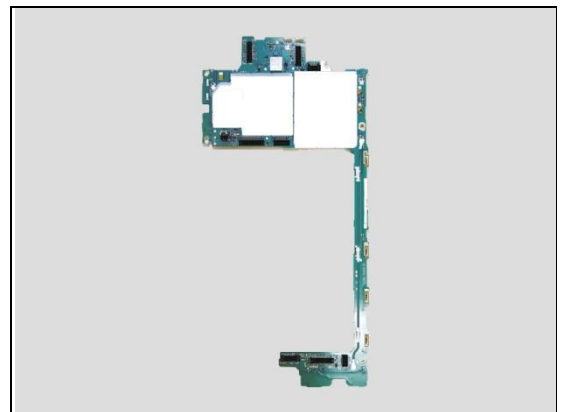
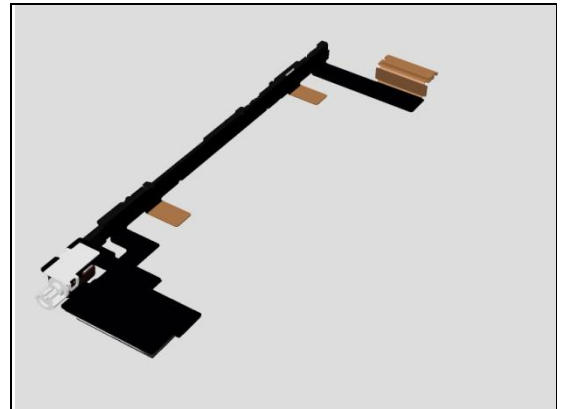
Inspect the BtB connector of FPC Key to Main PBA.

Action:

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

3. If the FPC Key is damaged – replace it.

4. Replace Main PBA.



Problem Areas

1.16 Accelerometer

1.16.1 Accelerometer test fails

Action:

1. Follow the 1289-2983 Sony Mobile Repair Application – mechanical to run the Accelerometer Calibration.
2. Replace Main PBA.

Problem Areas

1.17 Gyroscope

1.17.1 Gyroscope test fails

Action:

1. Follow the 1289-2983 Sony Mobile Repair Application – mechanical to run the Gyroscope Calibration.
2. Replace Main PBA.

Problem Areas

1.18 Ambient Light Sensor

1.18.1 Light Sensor malfunctions

Check:

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

Action:

1. If dirty – clean it.

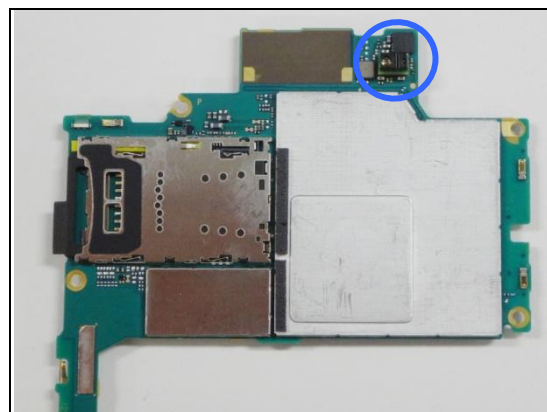
2. If scratched or damaged – replace the Front Assy.

Check:

Inspect the Light Sensor on Main PBA.

Action:

1. If not properly mounted – replace Main PBA.



Problem Areas

1.19 Proximity Switch

1.19.1 Proximity switch malfunctions

Check:

Inspect the external window area of proximity switch.

Action:

1. If dirty – clean it.

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



Problem Areas

1.20 Pressure Sensor

1.20.1 Pressure Sensor test fails

Replace Main PBA.

Problem Areas

1.21 Water Resistance

1.21.1 Water Resistance fails

Check:

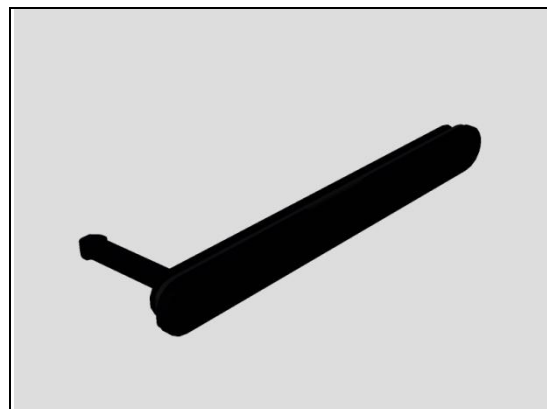
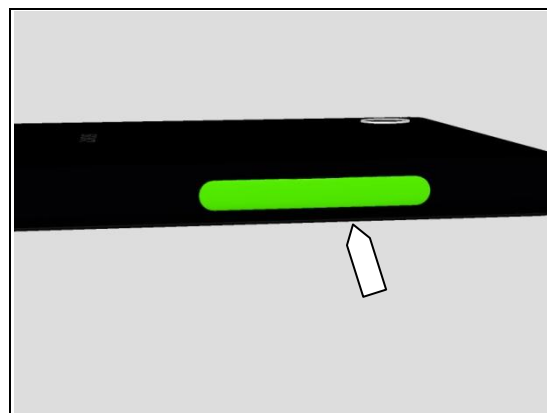
Inspect the Cap Dual.

Action:

1. If dirty – clean it.
2. If not properly assembled – disassemble and reassemble.

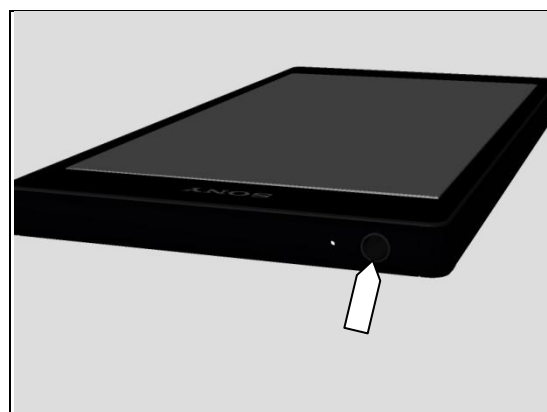
3. If the Cap Dual is damaged – replace it.

Run the Water Resistance Test again!



Check:

Inspect the Audio Jack hole of the FPC Top.



Action:

1. If not assembled well – replace Adhesive Audio Jack to reassemble FPC Top.
2. If damaged – replace the FPC Top.

Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

Inspect the USB connector.



Action:

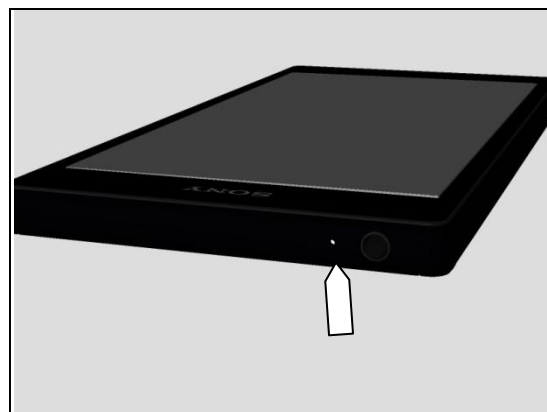
1. If FPC USB is not properly assembled – reassemble it
2. If FPC USB is damaged – replace it.

Run the Water Resistance Test again!



Check:

Inspect the secondary microphone port.



Action:

If damaged – replace the Front Assy.

Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

Inspect the edge of Display for damage and gap.



Action:

1. If the edge of Front Assy has gap – replace Front Assy.
2. If the Front Assy is damaged – replace Front Assy.

Run the Water Resistance Test again!



Check:

Inspect the edge of Panel Rear for damage and gap and Inspect the flash LED window.



Action:

1. If the edge of Panel Rear has gap – reassemble Panel Rear.
2. If Panel Rear is damaged or flash LED window has gap – replace Panel Rear.

Run the Water Resistance Test again!



Problem Areas: Water Resistance

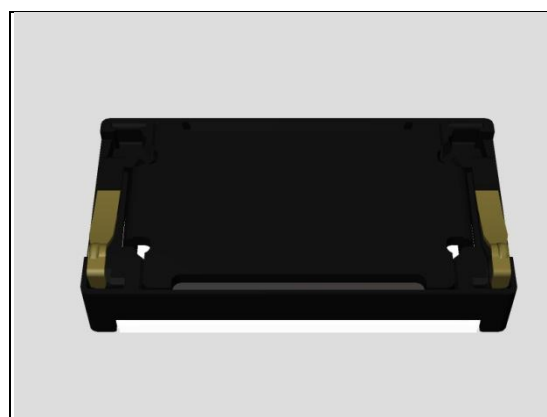
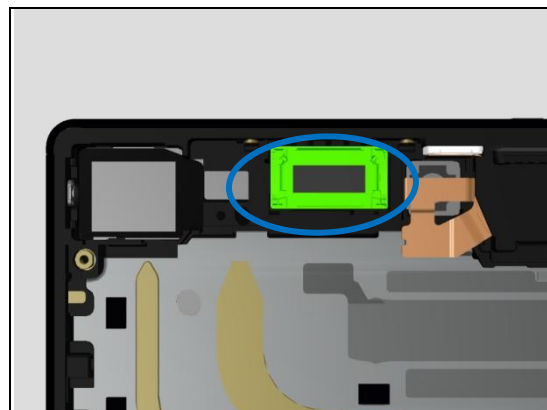
Check:

Inspect the Loudspeaker.

Action:

If not assembled well or damaged – Replace the Loudspeaker.

Run the Water Resistance Test again!



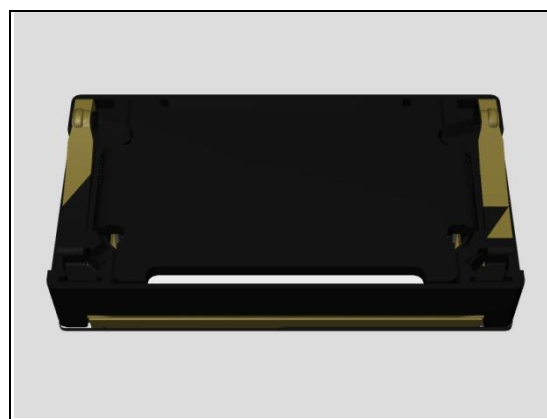
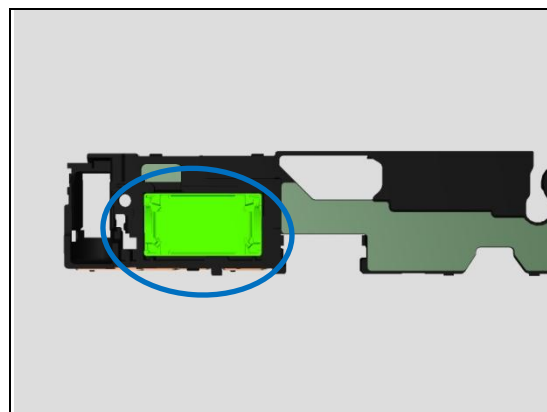
Check:

Inspect assembly of Top Speaker.

Action:

1. If not properly assembled – reassemble it into its cavity.
2. If damaged– replace the Top Speaker.

Run the Water Resistance Test again!



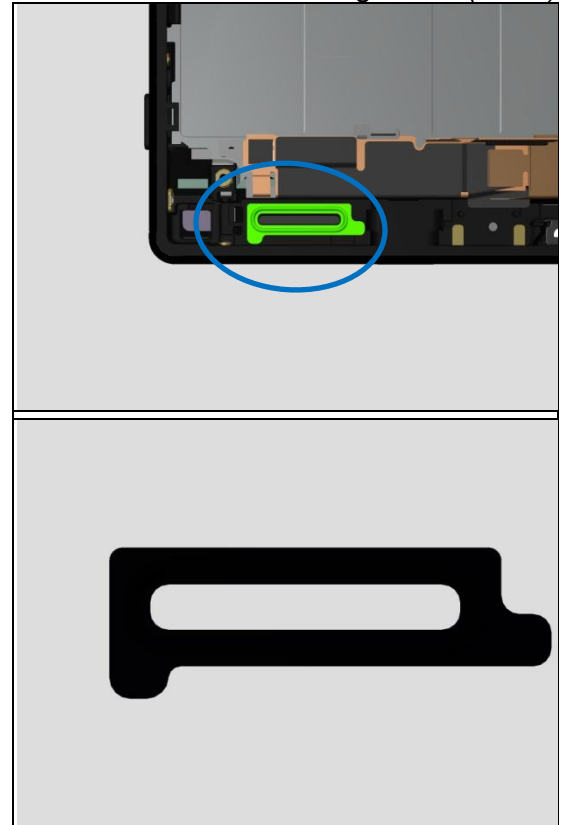
Check:

Inspect assembly of Gasket Speaker Bottom.

Action:

1. If not properly assembled – reassemble it.
2. If damaged– replace it.

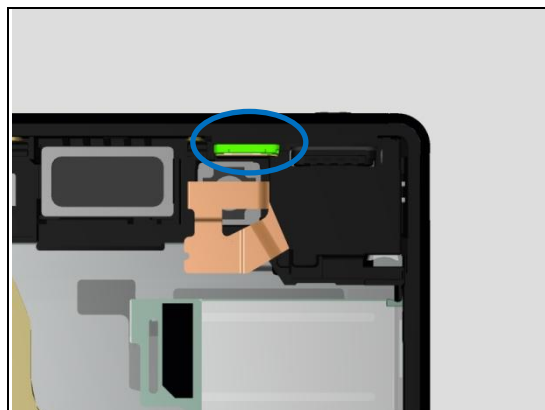
Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

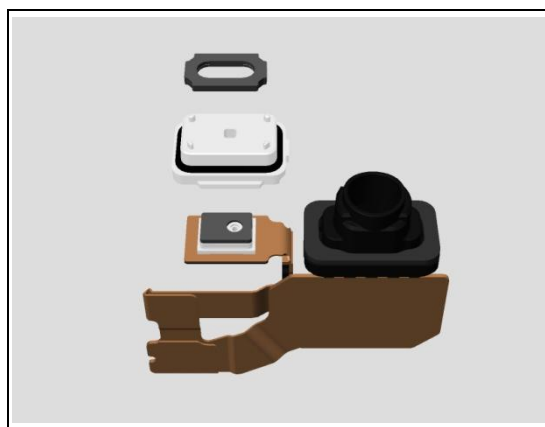
Inspect assembly of the Holder 2nd Mic.



Action:

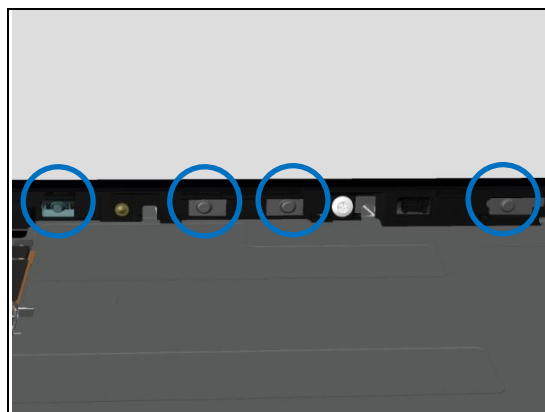
1. If not properly assembled – reassemble it into its cavity.
2. If the Sheet Holder 2nd Mic is not assembled well onto Holder 2nd Mic – replace it.
3. If the Holder 2nd Mic is not assembled well onto 2nd Mic – replace it.
4. If damaged– replace it.

Run the Water Resistance Test again!



Check:

Inspect assembly of the Key Gasket.



Action:

1. If not properly assembled – re-push it into its hole.
2. If cannot be fully pushed into its hole or if damaged– replace the Front Assy.

Run the Water Resistance Test again!



Problem Areas

1.22 Real Time Clock

1.22.1 Real time clock test fails

Action:

Replace Main PBA.

Problem Areas

1.23 Total call time

1.23.1 Total call time fails

Action:

Replace Main PBA.

Problem Areas

1.24 External Memory (E6603, E6653)

1.24.1 Memory Card not detected

Check:

Inspect that if a memory card is properly inserted.

Action:

If not properly inserted – insert the memory card correctly.

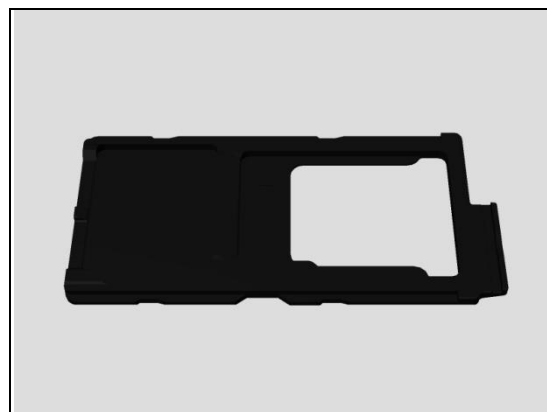


Check:

Inspect the memory card holder.

Action:

1. If dirty or clogged – clean the Tray Combo.
2. Replace Tray Combo.

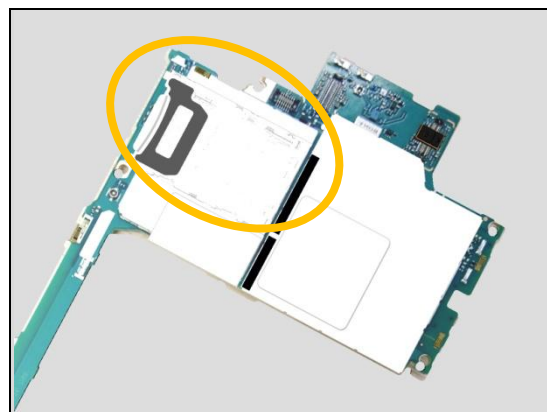


Check:

Inspect the SIM/SD card holder on Main PBA.

Action:

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



Problem Areas

1.25 External Memory (E6633, E6683)

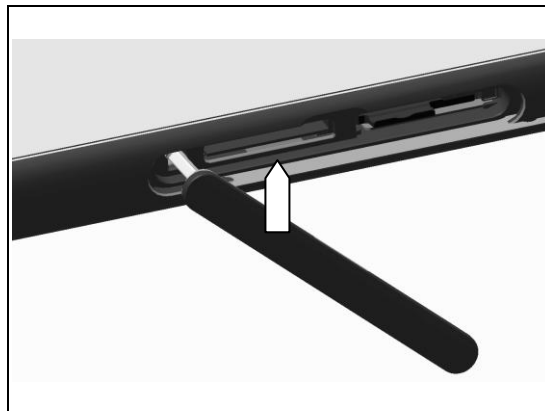
1.25.1 Memory Card not detected

Check:

Inspect that if a memory card is properly inserted.

Action:

If not properly inserted – insert the memory card correctly.

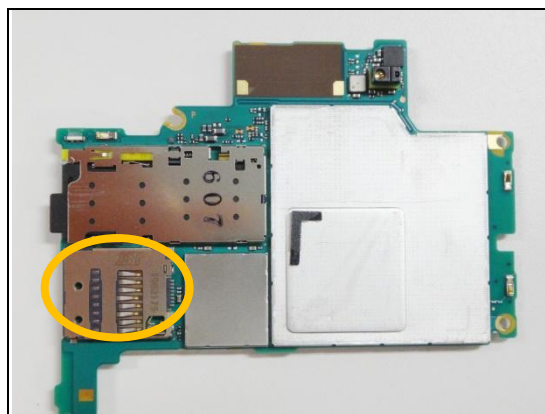


Check:

Inspect the SD card holder on Main PBA.

Action:

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



Problem Areas

1.26 Security

1.26.1 Security fails

Action:

Replace Main PBA.

Problem Areas

1.27 FM Radio

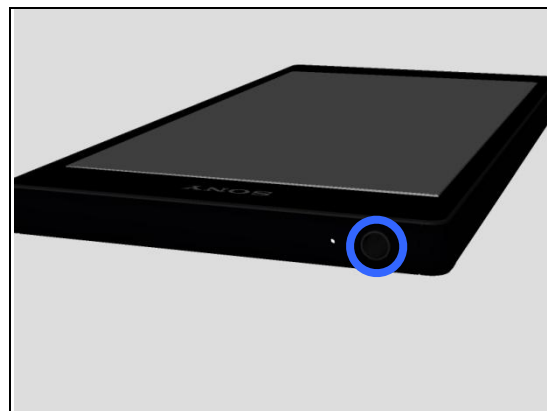
1.27.1 No/Poor FM Radio reception

Check:

Inspect the Audio Jack hole of the FPC Top.

Action:

1. If dirty or oxidized – clean it.

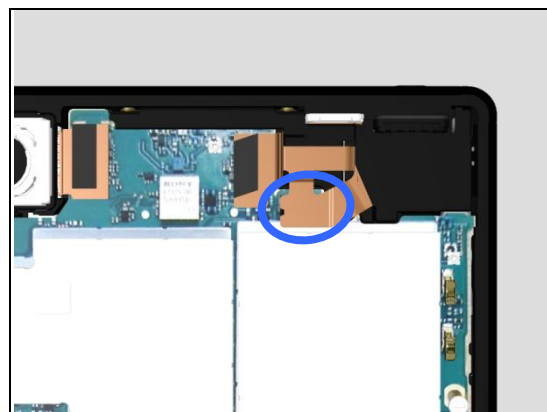


Check:

Inspect the BtB connector of FPC Top to Main PBA.

Action:

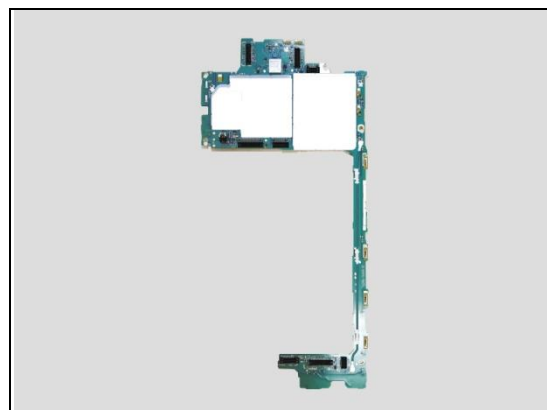
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the BtB connector or Audio Jack is damaged – replace the FPC Top.



4. Replace Main PBA.



Problem Areas

1.28 Verify Certificates

1.28.1 Verify Certificates fails

Action:

N/A.

Problem Areas

1.29 IrDA Test

1.29.1 IrDA test fails

N/A. No IrDA functionality in the phone.

Problem Areas

1.30 TV-Out Test

1.30.1 TV-Out test fails

Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.

2. If USB connector damaged – replace FPC USB.

Check:

Inspect the BtB connector of FPC USB to Main PBA.

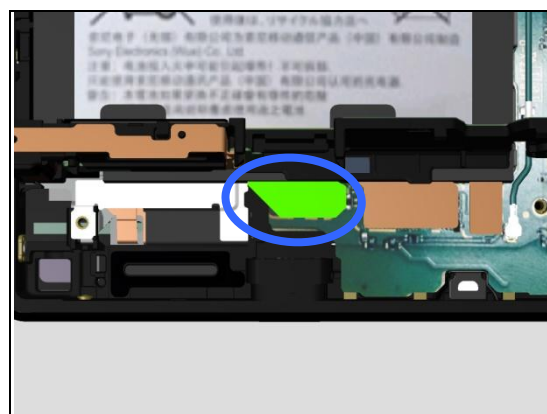
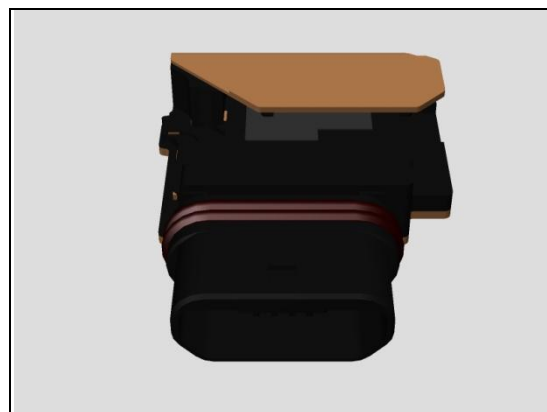
Action:

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

2. If dirty or oxidized – clean it.

3. If FPC USB is damaged – replace it.

4. Replace Main PBA.



Problem Areas

1.31 Network & Signal

1.31.1 No/Poor signal

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.

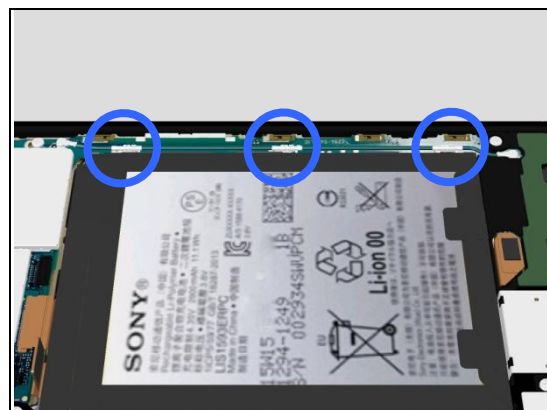
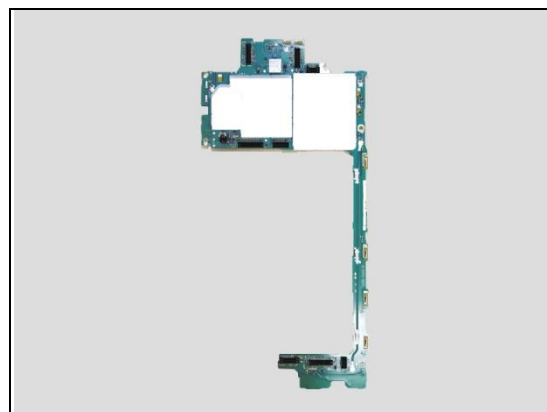
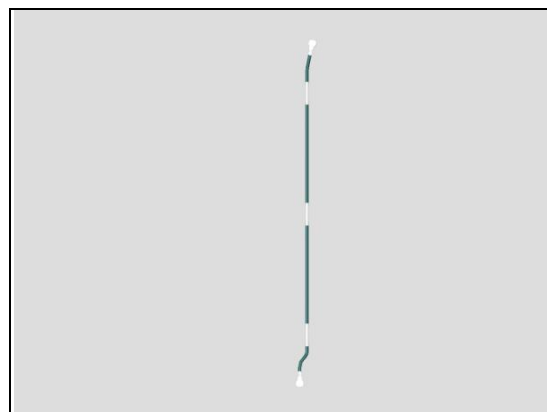
4. If the connector on the main PBA is damaged – replace Main PBA.

Check:

Inspect if the RF Cable is mounted into its clips.

Action:

If not properly assembled – reassemble it.



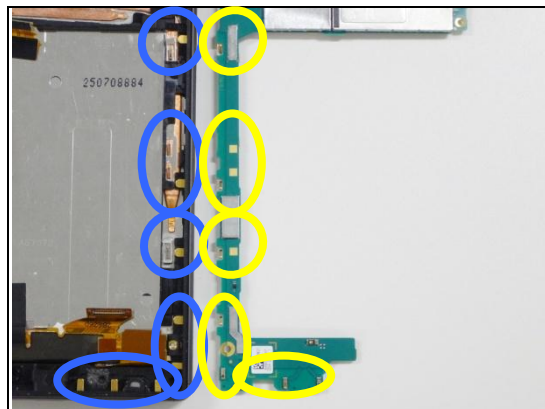
Problem Areas: Network & Signal

Check:

Inspect the contact pins/pads on the Main PBA and contact pins/pads on the Front Assy.

Action:

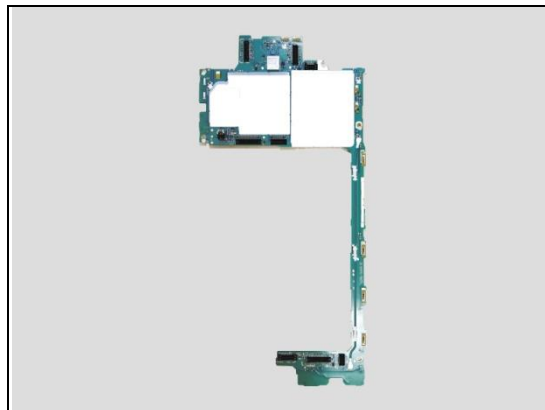
1. If not properly contacted – reassemble the Main PBA.
2. If dirty or oxidized – clean them



3. If the contact pins/pads on the Front Assy are damaged – replace the Front Assy.



4. If the contact pins/pads on the Main PBA are damaged – replace the Main PBA

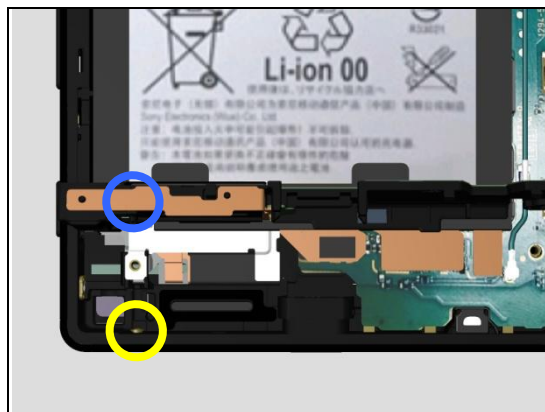


Check:

Inspect the contact pad on the Antenna Cell Main and the contact pin on the Front Assy.

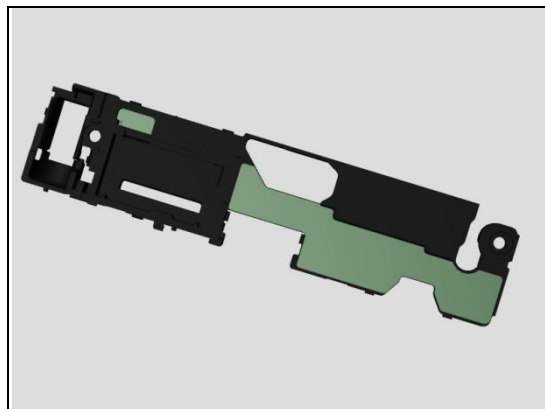
Action:

1. If not properly contacted – reassemble the Antenna Cell Main.
2. If dirty or oxidized – clean them



Problem Areas: Network & Signal

3. If the contact pad on the Antenna Cell Main is damaged – replace the it.



4. If the contact pin is damaged – replace the Front Assy.

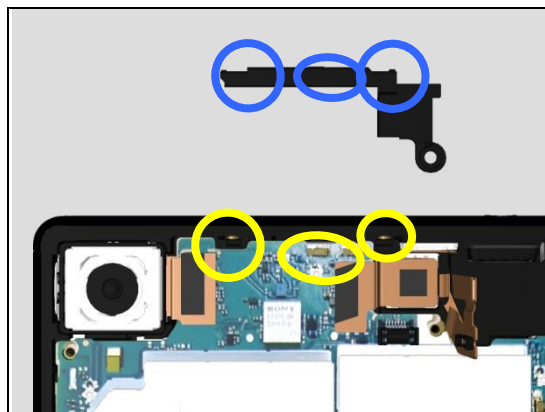


Check:

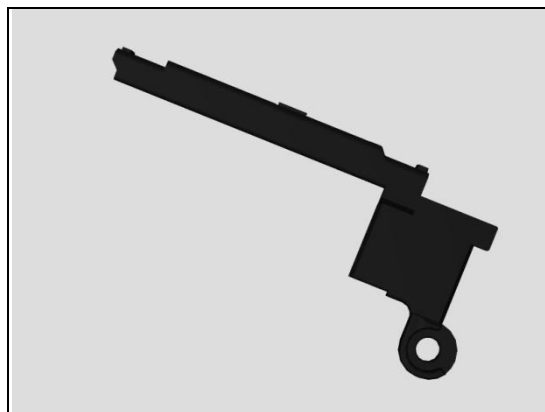
Inspect the contact pins/pads on the Antenna Cell Sub and contact pins on the Front Assy and contact pins on the Main PBA.

Action:

1. If not properly contacted – reassemble the Antenna Cell Sub.
2. If dirty or oxidized – clean them



3. If the contact pads on Antenna Cell Sub are damaged – replace it.

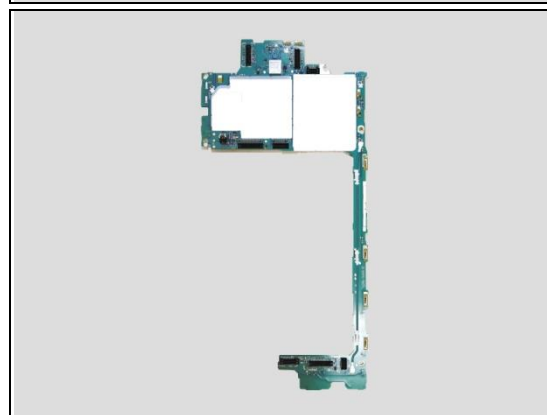


Problem Areas: Network & Signal

4. If the contact pins on the Front Assy are damaged – replace the Front Assy.



5. If the contact pins on the Main PBA are damaged – replace the Main PBA.

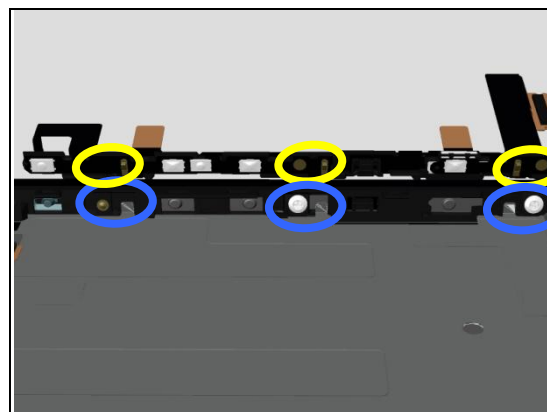


Check:

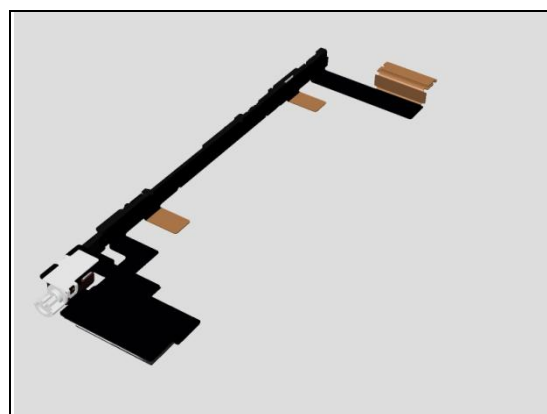
Inspect the contact pins/pads on the FPC Key and contact pins/pads on the Front Assy.

Action:

1. If not properly contacted – replace the FPC Key.
2. If dirty or oxidized – clean them



3. If the contact pins/pads on FPC Key are damaged – replace the FPC Key.



4. If the contact springs are damaged – replace the Front Assy.
5. Replace Main PBA.



Problem Areas

1.32 SIM (E6603, E6653)

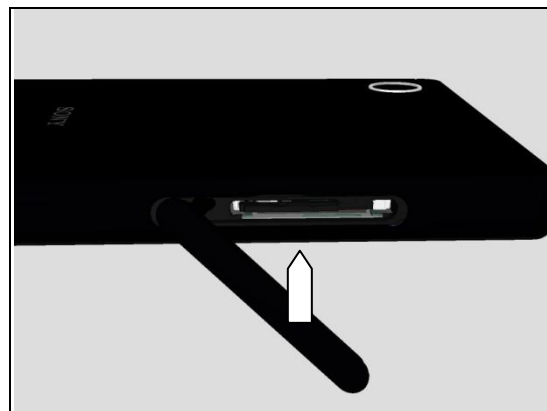
1.32.1 SIM not detected

Check:

Inspect the external port of the SIM/SD card holder.

Action:

If dirty or clogged – clean the external port.

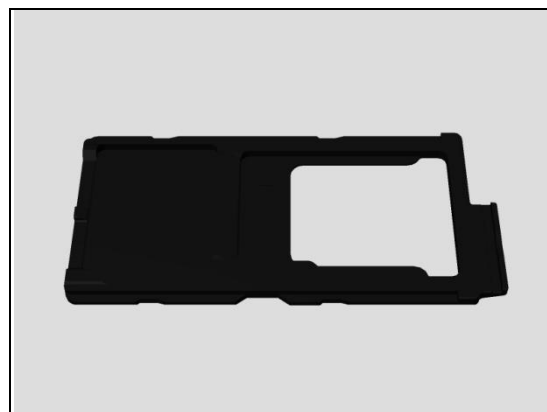


Check:

Check if Nano SIM is properly mounted into the Tray Combo and if a Tray Combo can be properly inserted and inspect the Tray Combo.

Action:

1. If not properly assembled – reassemble it.
2. If damaged – Replace Tray Combo.

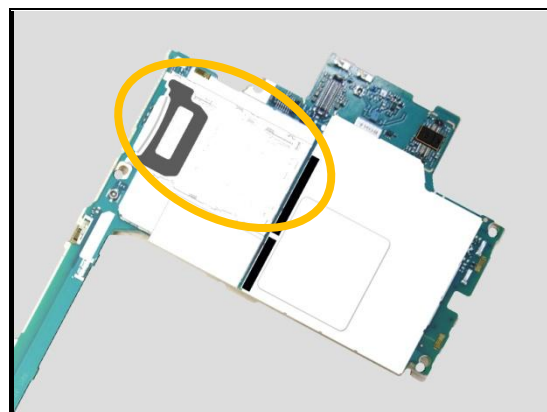


Check:

Inspect the SIM/SD card holder on Main PBA.

Action:

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



Note: only Single SIM illustration shown!

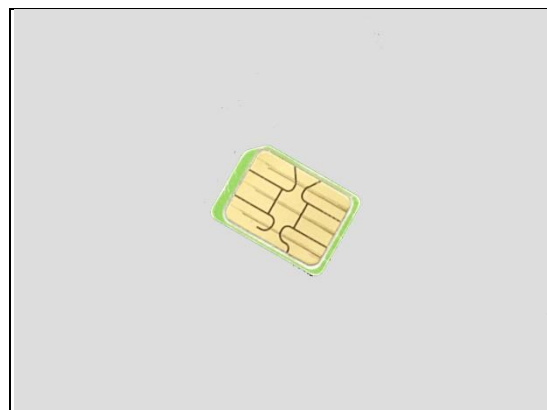
1.32.2 Incorrect Nano SIM indicated

Check:

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

Action:

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



Problem Areas

1.33 SIM (E6633, E6683)

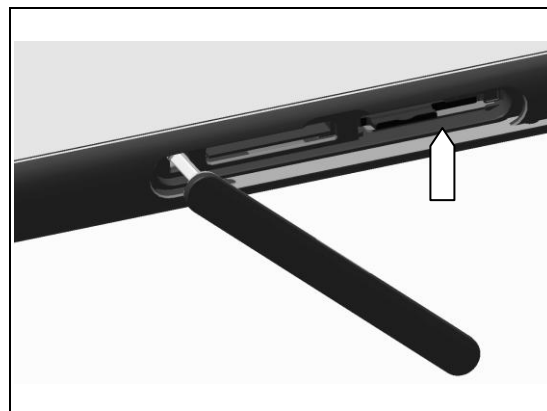
1.33.1 SIM not detected

Check:

Inspect the external port of the SIM card holder.

Action:

If dirty or clogged – clean the external port.

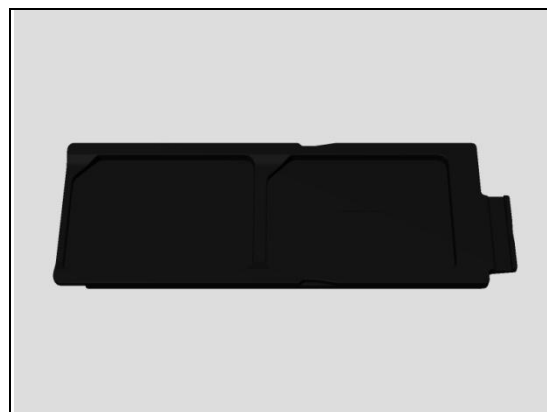


Check:

Check if Nano SIM is properly mounted into the Tray Combo and if Tray Combo can be properly inserted and inspect the Tray Combo.

Action:

1. If not properly assembled – reassemble it.
2. If damaged – Replace it.

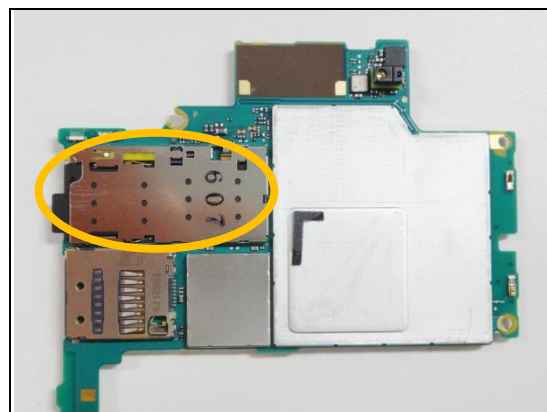


Check:

Inspect the SIM card holder on Main PBA.

Action:

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



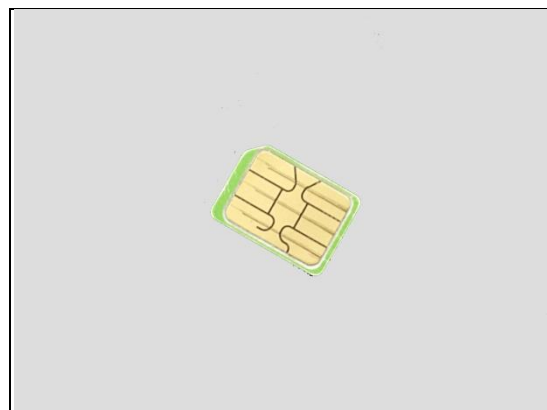
1.33.2 Incorrect Nano SIM indicated

Check:

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

Action:

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



Problem Areas

1.34 Charging

1.34.1 Battery will not charge by USB connector

Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.

2. If USB connector is damaged – replace FPC USB.

Check:

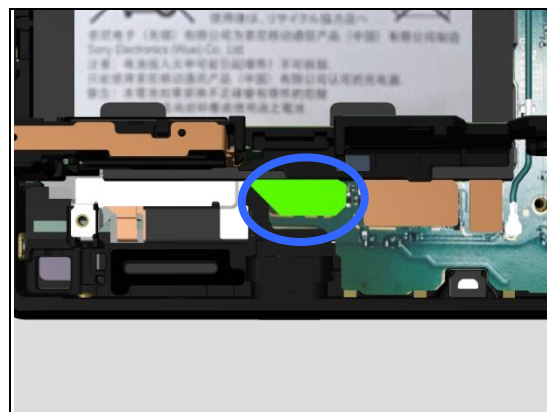
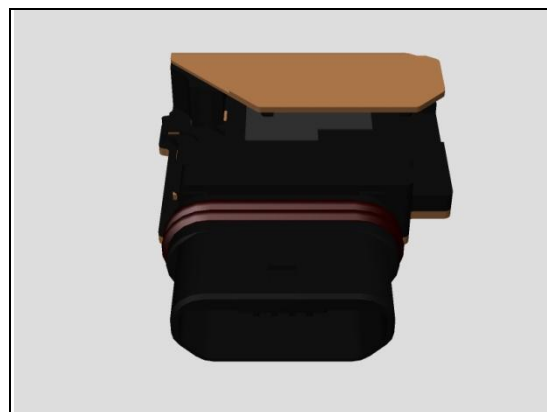
Inspect the BtB connector of FPC USB to Main PBA.

Action:

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

2. If dirty or oxidized – clean it.

3. If USB connector is damaged – replace FPC USB.



Problem Areas: Charging

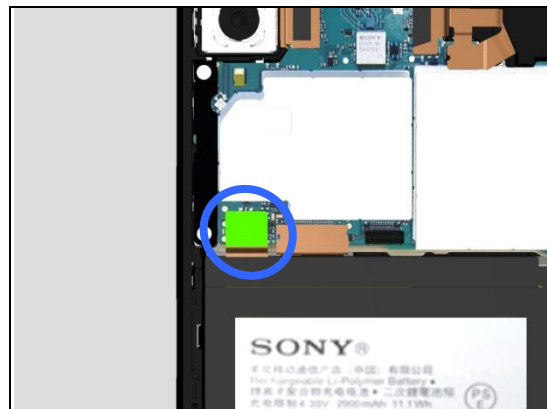
Check:

Inspect the BtB connector of the Battery 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 FPC or the Battery is damaged – replace the Battery.
4. Replace Main PBA.



Problem Areas

1.35 Audio Jack test

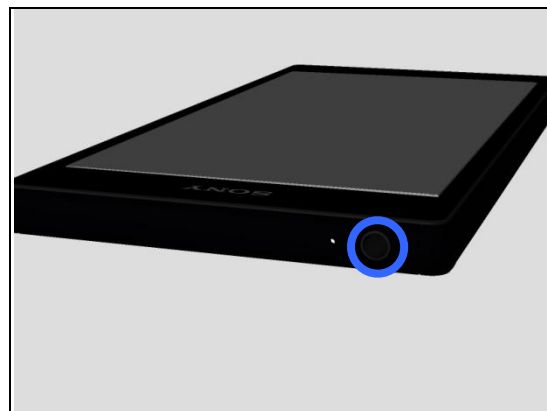
1.35.1 Connection to headset fails

Check:

Inspect the Audio Jack hole of the FPC Top.

Action:

1. If dirty or oxidized – clean it.

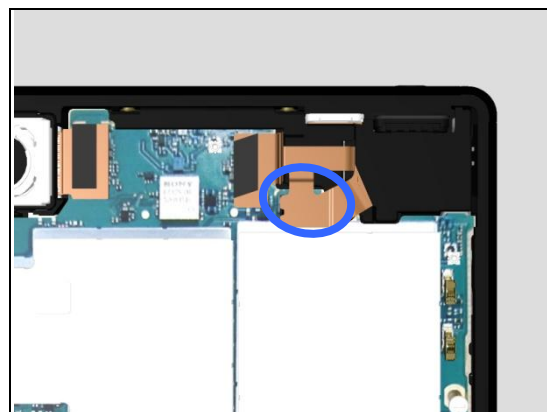


Check:

Inspect the BtB connector of FPC Top to Main PBA.

Action:

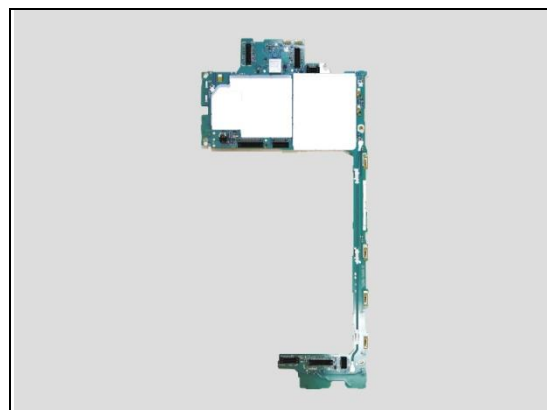
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the BtB connector or FPC Top is damaged – replace the FPC Top.



4. Replace Main PBA.



Problem Areas

1.36 Finger Print Sensor test

1.36.1 Finger Print Sensor test fails

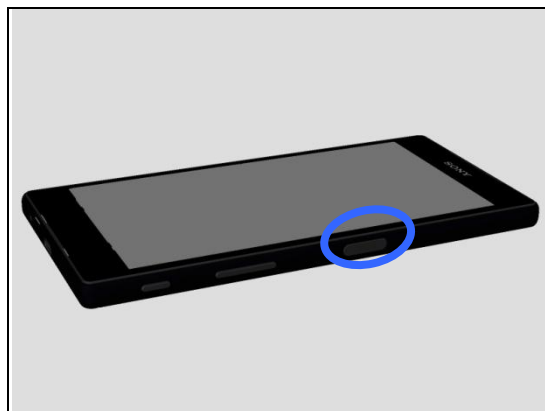
Fingerprint Sensor function is not supported in US model.

Check:

Inspect the power button of the Front Assy.

Action:

1. If dirty or oxidized – clean it.
2. If the power button is damaged – replace the Front Assy.



Check:

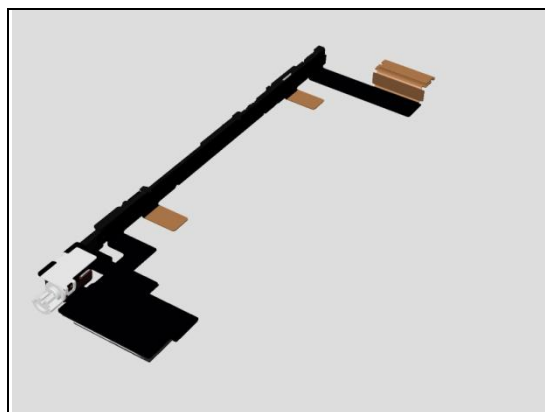
Inspect the BtB connector of FPC Key to Main PBA.

Action:

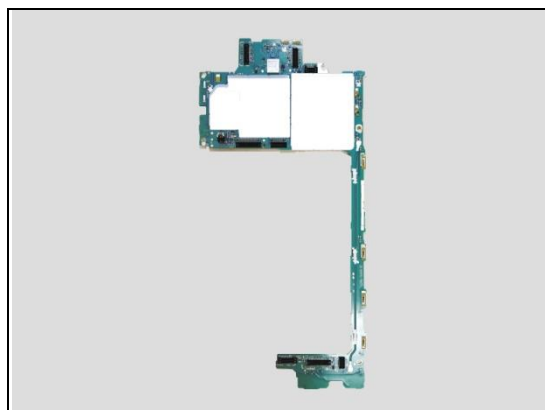
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the BtB connector or FPC Key is damaged – replace the FPC Top.



4. Replace Main PBA.



Problem Areas

1.37 Data Communication

1.37.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.

2. If USB connector is damaged – replace FPC USB.

Check:

Inspect the BtB connector of FPC USB to Main PBA.

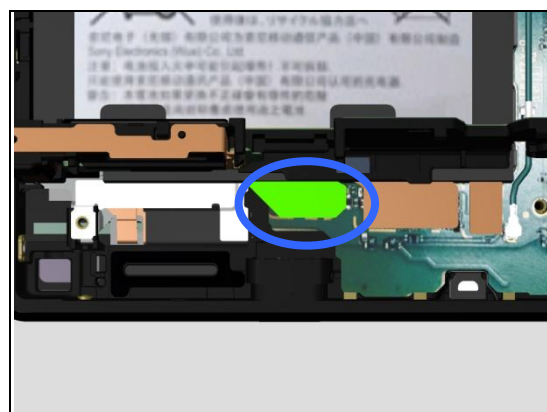
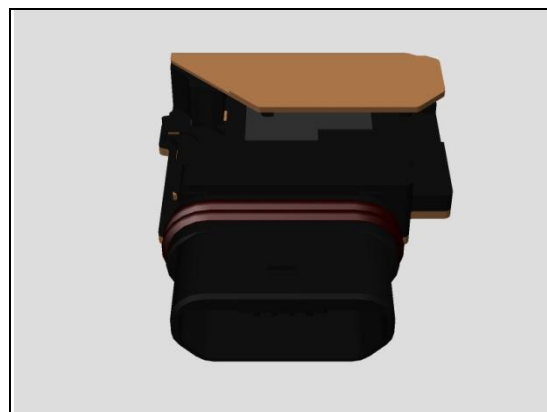
Action:

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

2. If dirty or oxidized – clean it.

3. If FPC Key is damaged – replace it.

4. Replace Main PBA.



2 Revision History

Rev.	Date	Changes / Comments
1	2015-Sep-18	Initial release
2	2016-Feb-08	Add description for US model in 1.36.