

## Troubleshooting Guide

- mechanical -



*Xperia™ E5*  
**F3311, F3313**

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***Always firstly disconnect the Battery connector to cut off power supply when the Battery Cover Assy is disassembled.***

***Always finally connect the Battery connector before the Battery Cover Assy is reassembled.***

***Note: Proximity Calibration always must be performed when Display Cover Assy or Main PBA reassembly, or Rubber 2nd MIC or Display Cover Assy replacement, or Board Swap, or proximity malfunctions; 1289-2983 Sony Mobile Repair Application-mechanical.***

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

***Note: Color ID Flashing must be performed when Board Swap; 1289-2983 Trouble Shooting Application – mechanical.***

***Note: There is no Light sensor default value stored in swap board, but it can be restored by re-flashing. Generally you do not need to use the 1289-2983 Sony Mobile Repair Application – mechanical Light Sensor default value reset function.***

***If there are no special indications of 'F3311 or F3313', 'F3311 and F3313' share the same trouble shooting guide as common sections, whose pictures are used with F3311.***

## 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, but no display, refer to section 1.4 'Display'.

2. If NO activation of the Vibrator is detected and no display by pressing the on/off key, perform a force shut down, press power key and volume up key for 15 seconds and then power on the unit again.

3. If still NO activation of the Vibrator is detected and no display by pressing the on/off key, check that the battery is charging when connected to a charger.

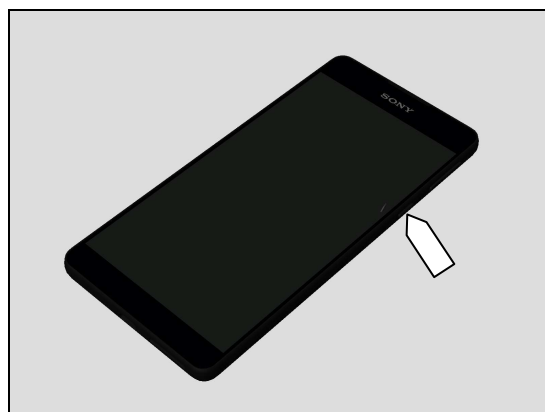
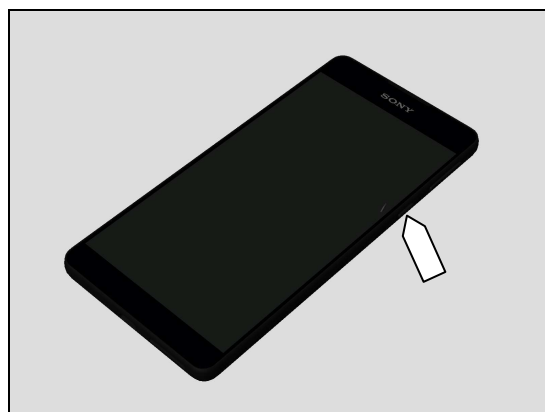
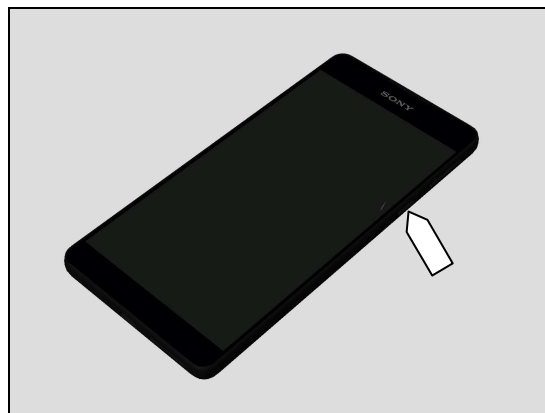
**Follow Test Instruction - mechanical chapter 2.3.7 (Charging via Charger or Computer), Diagnostic Battery / Charging status.**

**Check:**

Inspect the on/off key.

**Action:**

Refer to section 1.2.3 'On/Off Key'.



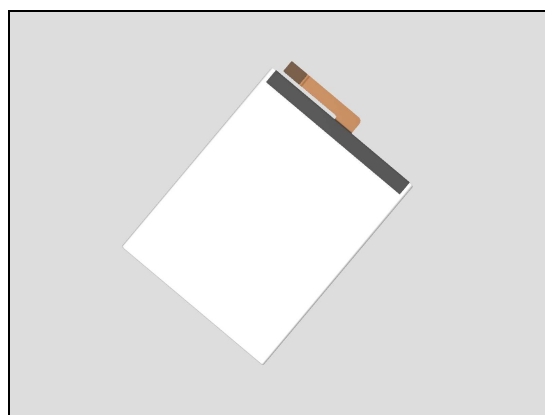
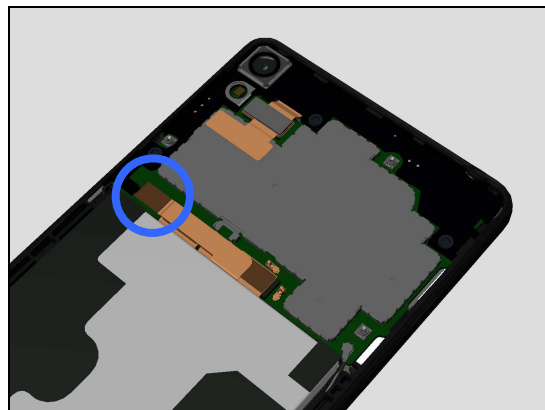
## Problem Areas: Power

**Check:**

Inspect the Battery connector 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.



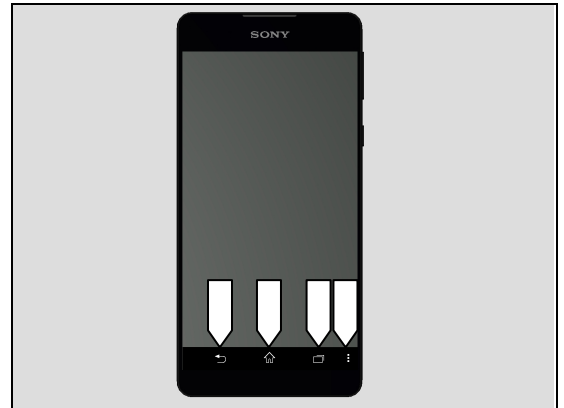
## Problem Areas

### 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.



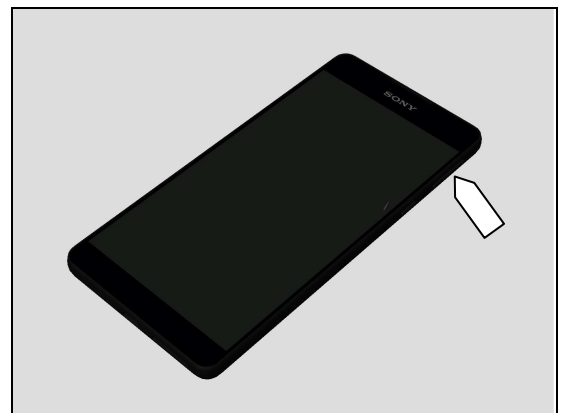
#### 1.2.2 Volume Key

**Check:**

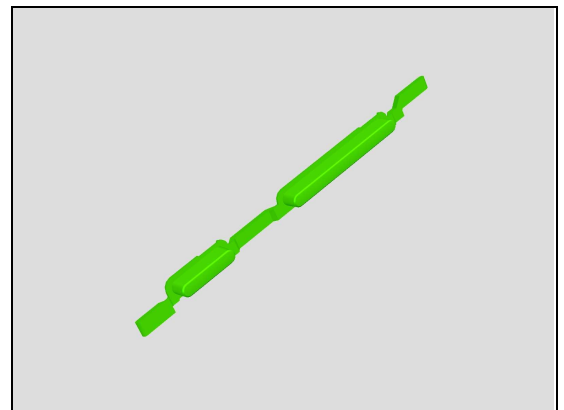
Inspect the external area of the Volume Key.

**Action:**

1. If dirty – clean it.



2. If damaged – replace the Key Power\_Volume.

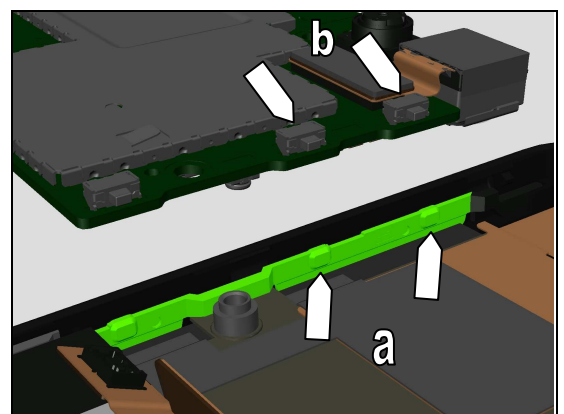


**Check:**

Inspect the condition of Volume Key rubber (a) and Volume Key switch (b).

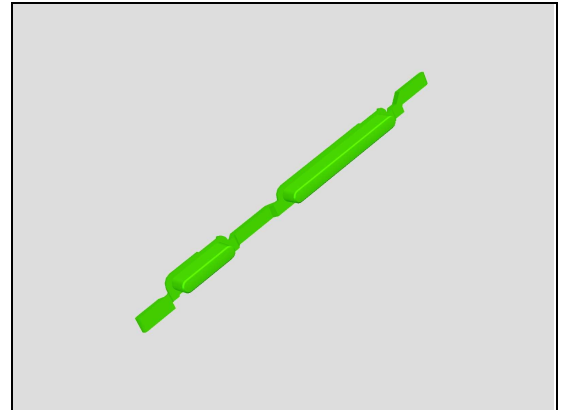
**Action:**

1. If dirty – clean them.

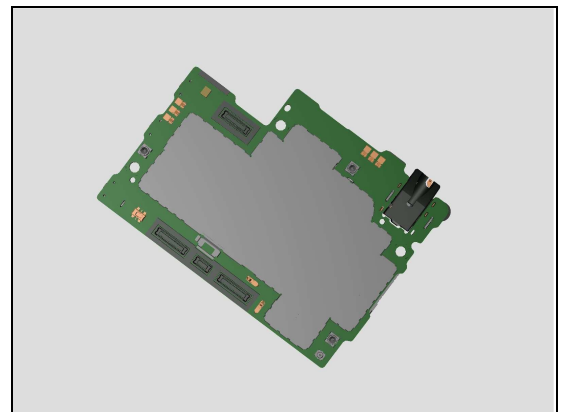


## Problem Areas: Keys

2. If the Volume Key rubber is damaged – replace the Key Power\_Volume.



3. If the volume key switch is damaged – Replace Main PBA.



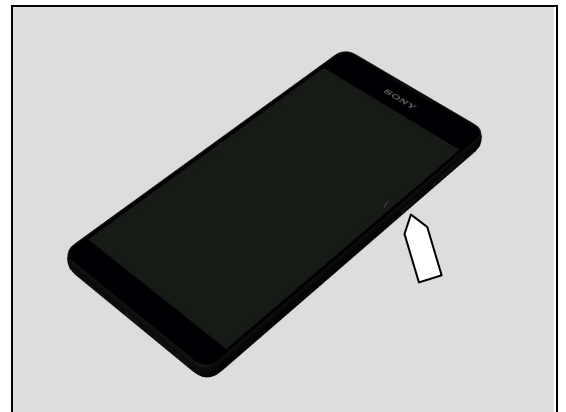
### 1.2.3 On/Off Key

**Check:**

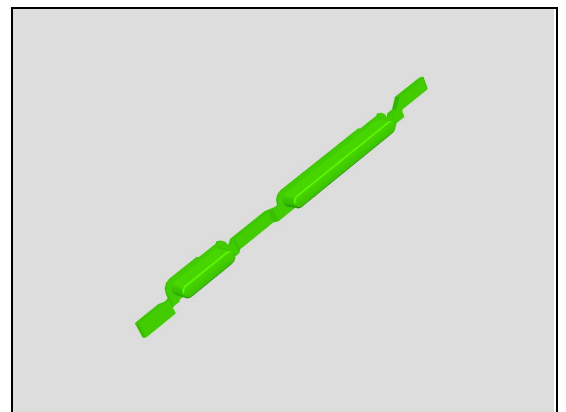
Inspect the external area of the On/Off Key.

**Action:**

1. If dirty – clean it.



2. If damaged – replace the Key Power\_Volume.



## Problem Areas: Keys

### Check:

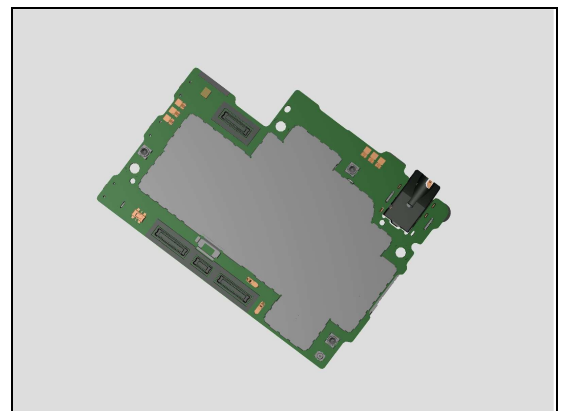
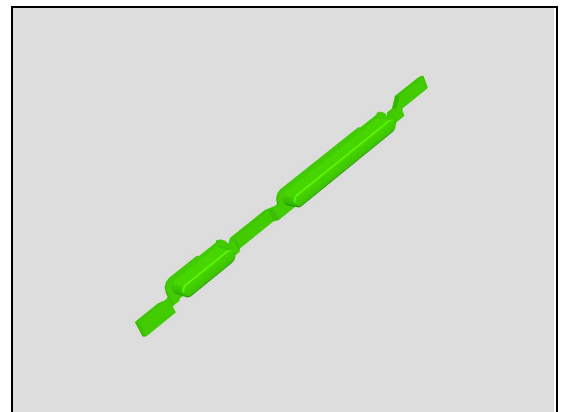
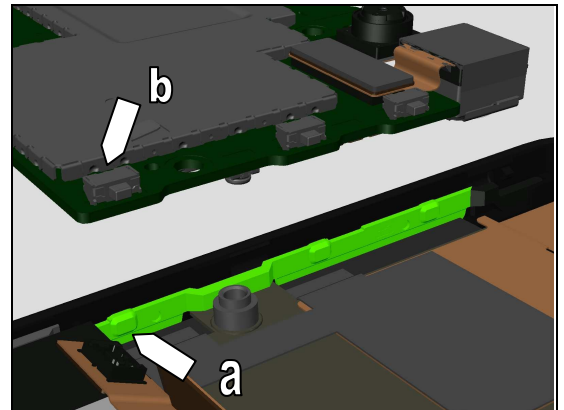
Inspect the condition of the On/Off Key rubber (a) and On/Off Key switch (b).

### Action:

1. If dirty – clean them.

2. If the On/Off Key rubber is damaged – replace the Key Power\_Volume.

3. If the On/Off key switch is damaged – Replace Main PBA.





## Problem Areas

### 1.3 Touch Screen

#### 1.3.1 Touch Screen malfunction

**Check:**

Inspect the touch screen of the Display Cover Assy.

**Action:**

1. If dirty – clean it.

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

**Check:**

Inspect the BtB connector of touch panel FPC to Main PBA.

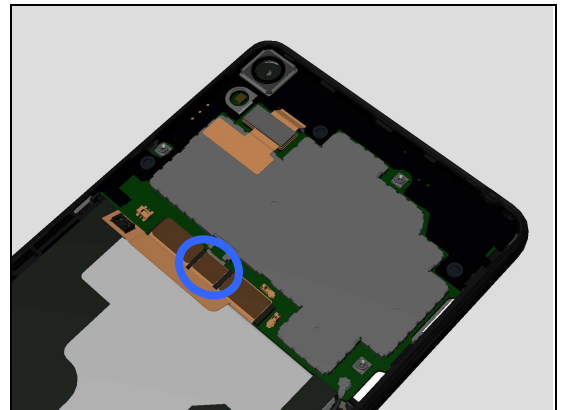
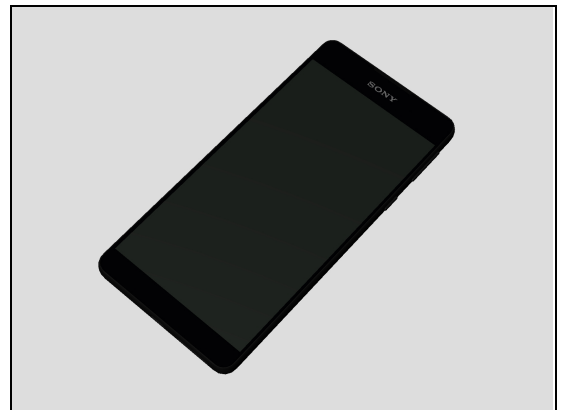
**Action:**

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

2. If dirty or oxidized – clean it.

3. If the touch panel FPC is damaged – replace the Display Cover 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:**

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

2. If the Display Cover Assy is damaged – replace it.

**Check:**

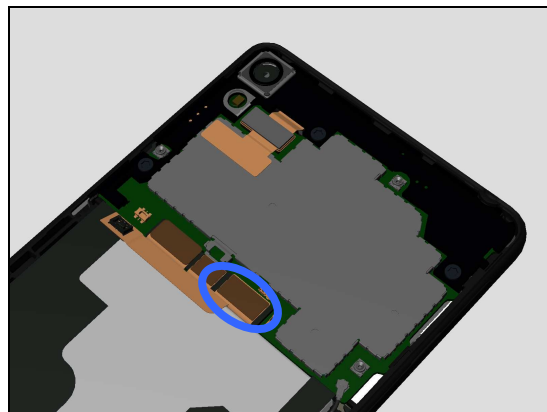
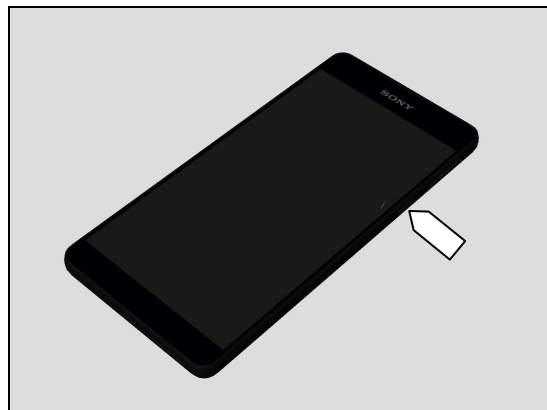
Inspect the BtB connector of LCM FPC to Main PBA.

**Action:**

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

3. If the LCM FPC is damaged – replace the Display Cover Assy.

4. Replace Main PBA.



## Problem Areas

### 1.5 LED/Illumination

#### 1.5.1 LED/Illumination

**Check:**

Inspect external window area of Notification LED on the Display Cover Assy.

**Action:**

1. If dirty – clean it.



**Check:**

Inspect the Light Guide of Notification LED.

**Action:**

1. If dirty – clean it.

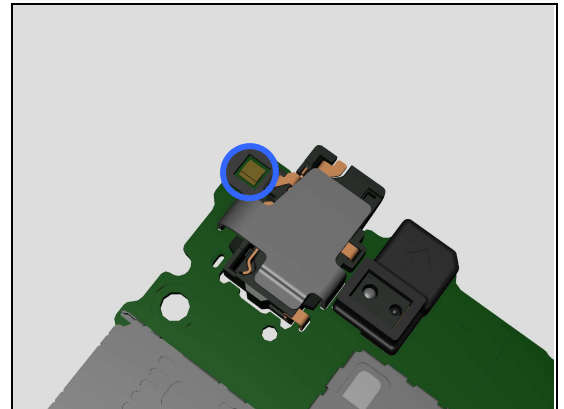


**Check:**

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 Loudspeaker

**Check:**

Inspect the Loudspeaker external port on the Display Cover Assy.

**Action:**

1. If clogged – clean it.



2. If damaged – replace the Display Cover Assy.

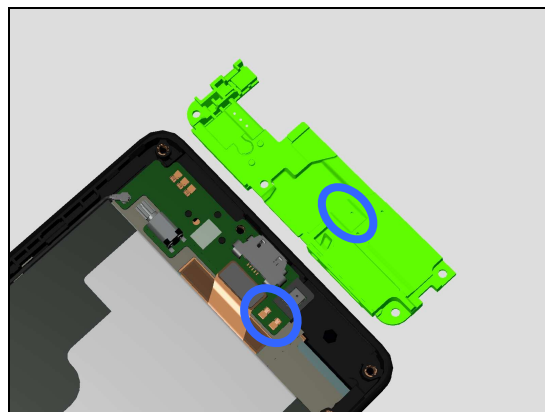


**Check:**

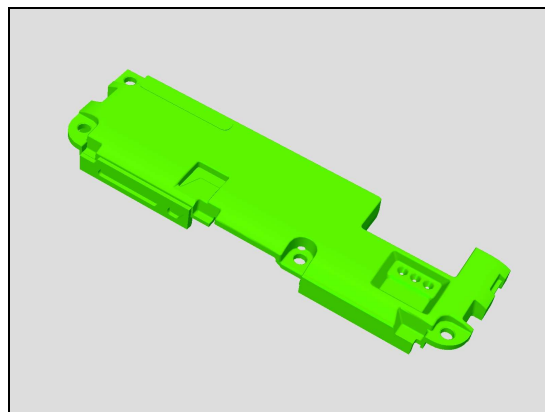
Inspect the contact pads on the Main Antenna Speaker Assy and the contact pins on the Sub PBA Assy.

**Action:**

1. If pins and pads dirty – clean them.



2. If contact pads or loudspeaker are damaged – replace the Main Antenna Speaker Assy.



## Problem Areas: Speaker

3. If contact pins are damaged – Replace Sub PBA Assy.

**Check:**

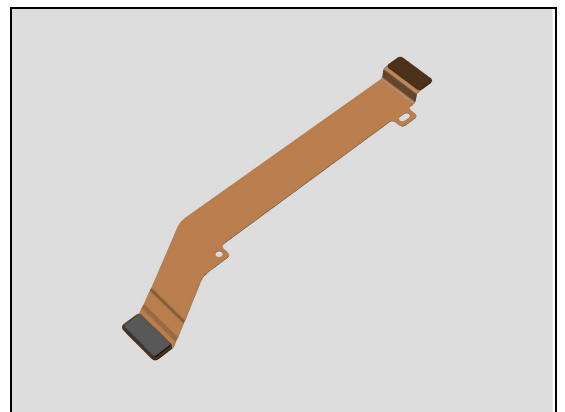
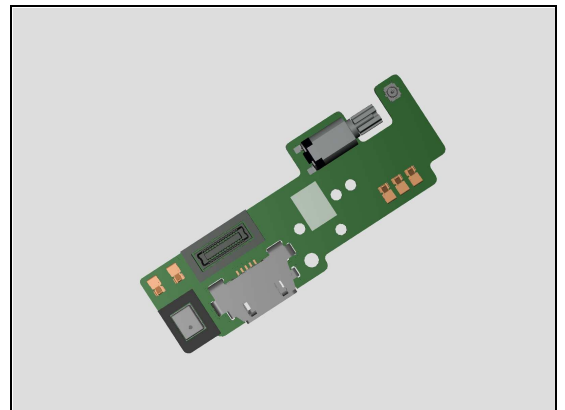
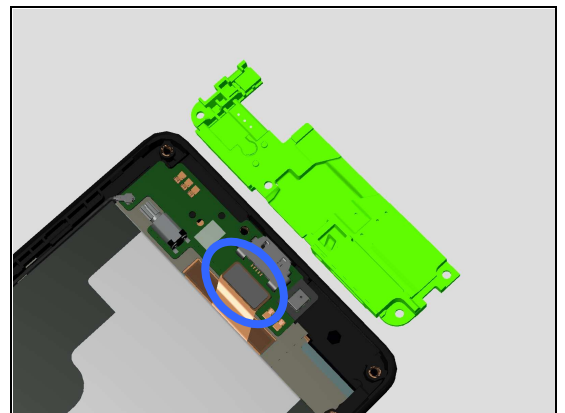
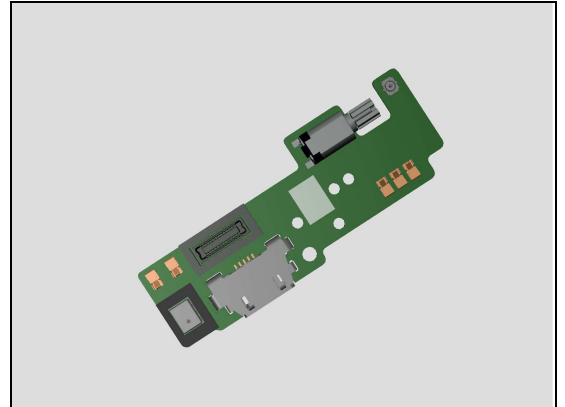
Inspect the BtB connector of the Main PBA\_Sub PBA FPC to Sub PBA Assy.

**Action:**

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

3. If Sub PBA Assy is damaged – Replace it.

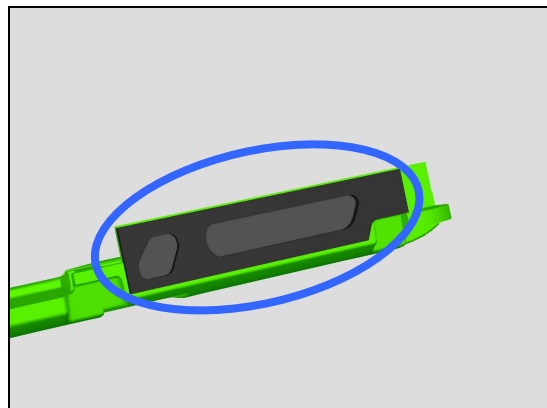
4. If the Main PBA\_Sub PBA FPC is damaged – Replace it.



## Problem Areas: Speaker

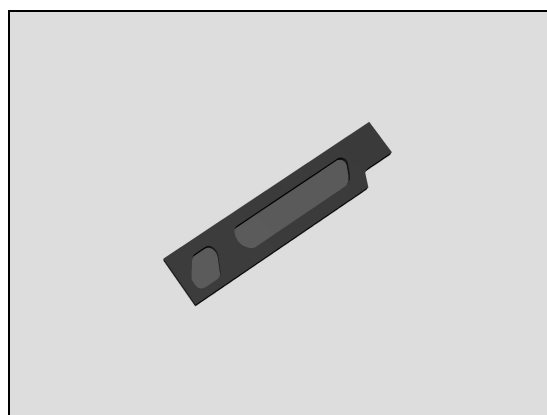
### Check:

Inspect the Sponge Speaker\_Main MIC on the Main Antenna Speaker Assy.



### Action:

1. If damaged – replace the Sponge Speaker\_Main MIC.

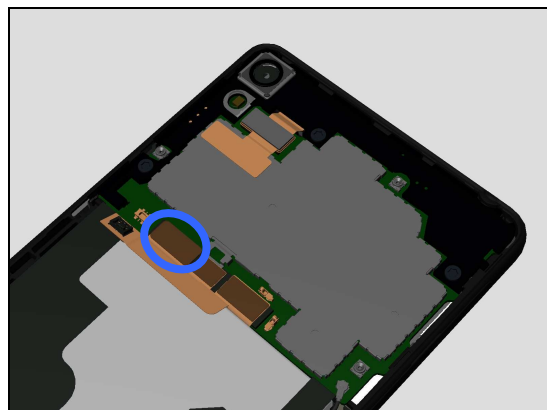


### Check:

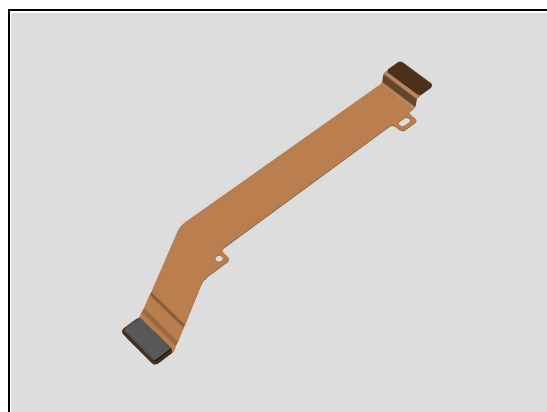
Inspect the BtB connector of Main PBA\_Sub PBA FPC to Main PBA.

### Action:

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



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



## Problem Areas

### 1.7 Earphone

#### 1.7.1 Receiver

**Check:**

Inspect the external port of Receiver on the Display Cover Assy.

**Action:**

1. If clogged – clean it.

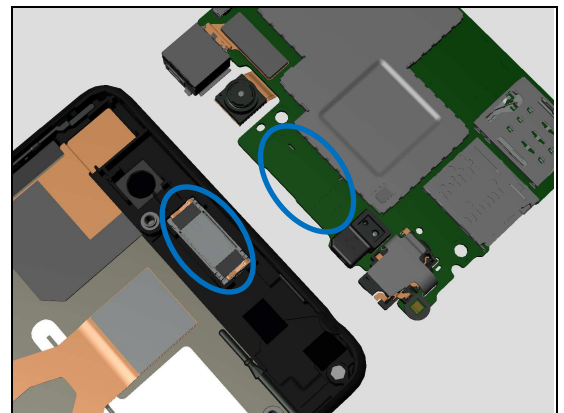


**Check:**

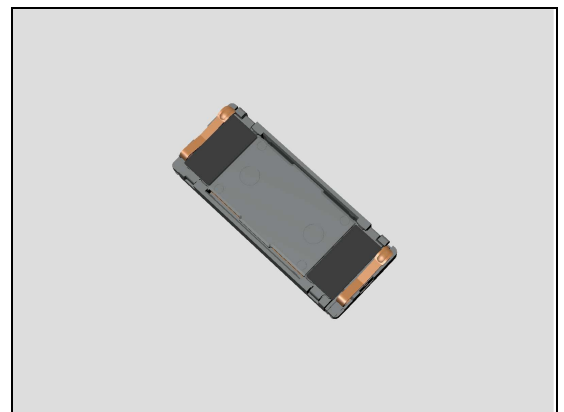
Inspect the contact pads on the Main PBA and the contact pins on the Receiver.

**Action:**

1. If dirty – clean them.



2. If the contact pins of the Receiver or the Receiver 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 Display Cover Assy.

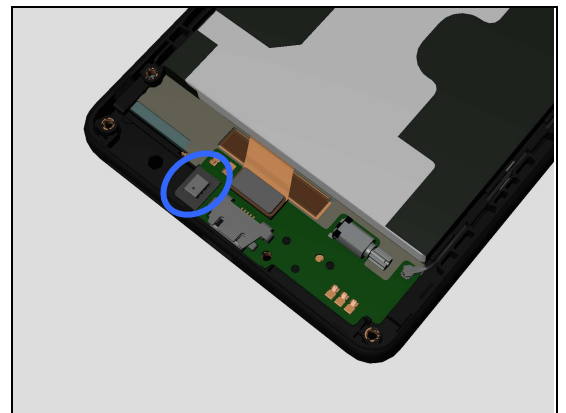
**Action:**

1. If clogged – clean it.



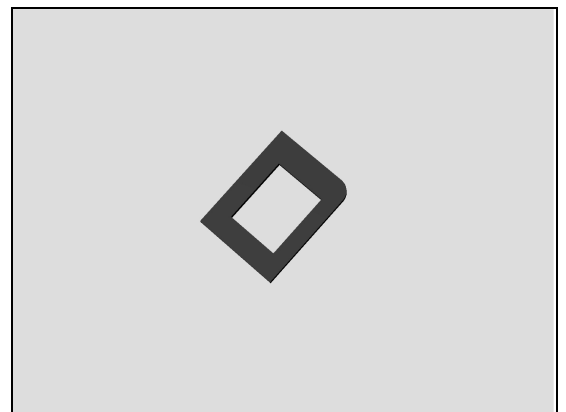
**Check:**

Inspect Sponge Main MIC and main Mic.

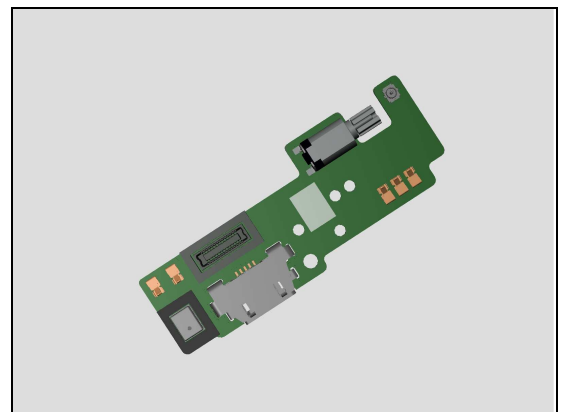


**Action:**

1. If the Sponge Main MIC is damaged – replace it.



2. If the Main MIC is damaged – replace Sub PBA Assy.





## Problem Areas: Microphone

### Check:

Inspect the BtB connector of Main PBA\_Sub PBA FPC to Sub PBA Assy.

### Action:

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

3. If Sub PBA Assy is damaged – replace it.

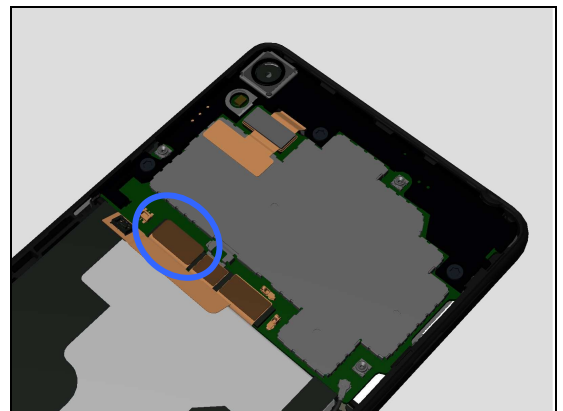
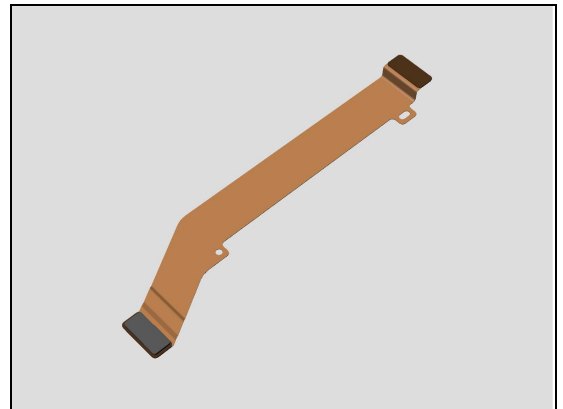
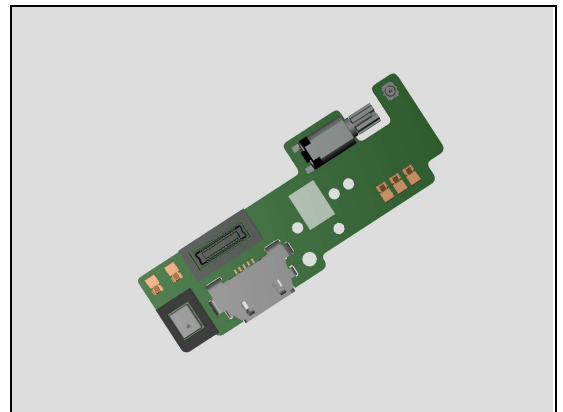
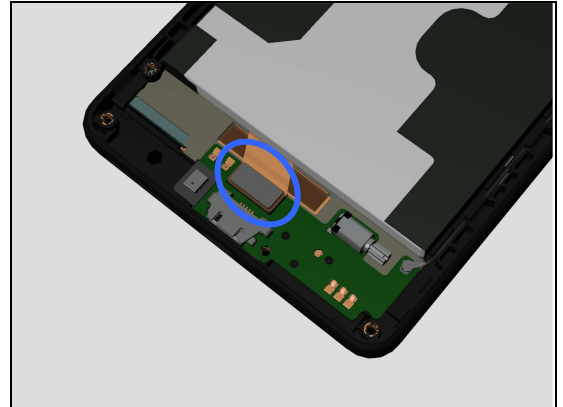
4. If Main PBA\_Sub PBA FPC is damaged – replace it.

### Check:

Inspect the BtB connector of Main PBA\_Sub PBA FPC to Main PBA.

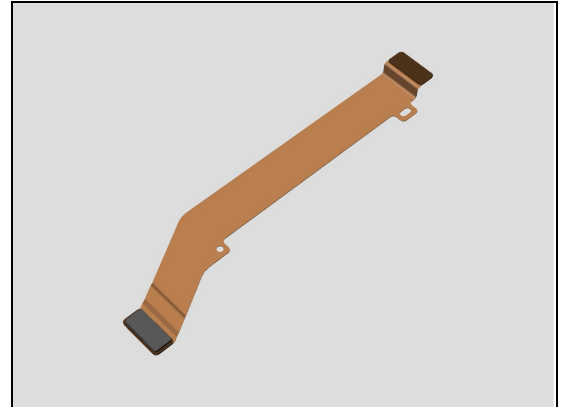
### Action:

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



## Problem Areas: Microphone

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



### 1.8.2 Secondary Microphone

**Check:**

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

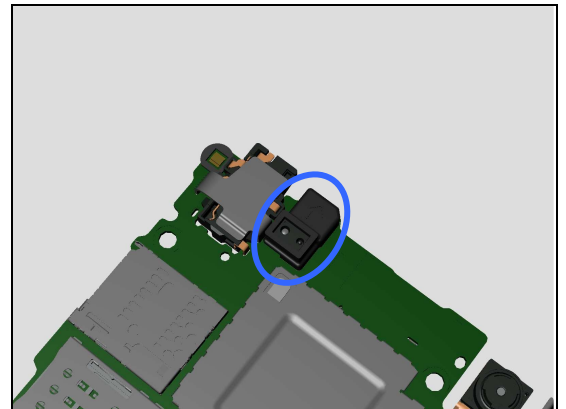
**Action:**

1. If clogged – clean it.



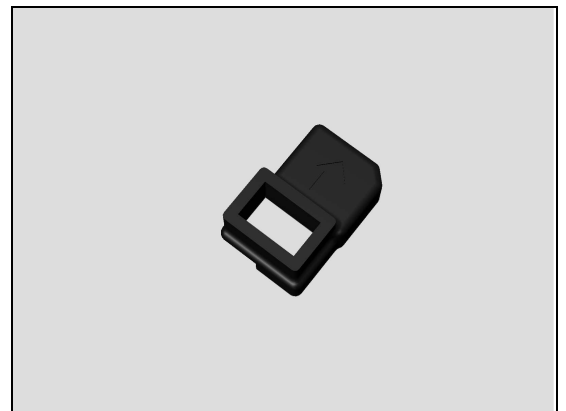
**Check:**

Inspect the Rubber 2nd MIC and 2nd Mic.



**Action:**

1. If Rubber 2nd MIC is not properly attached or damaged – replace the Rubber 2nd MIC.
2. Replace Main PBA.



## Problem Areas

### 1.9 Vibrator

#### 1.9.1 Vibrator not generating alerts

**Check:**

Inspect the Vibrator.

**Action:**

1. If the Vibrator is damaged – replace the Sub PBA Assy.

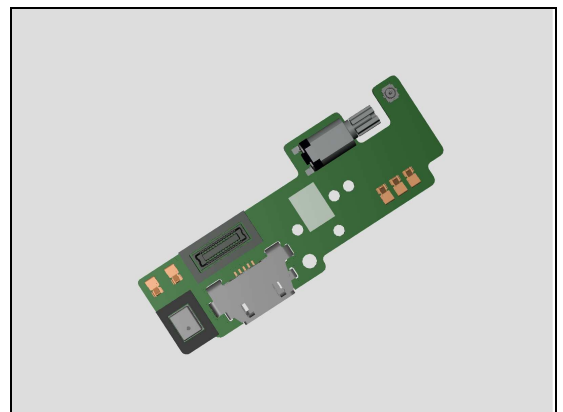
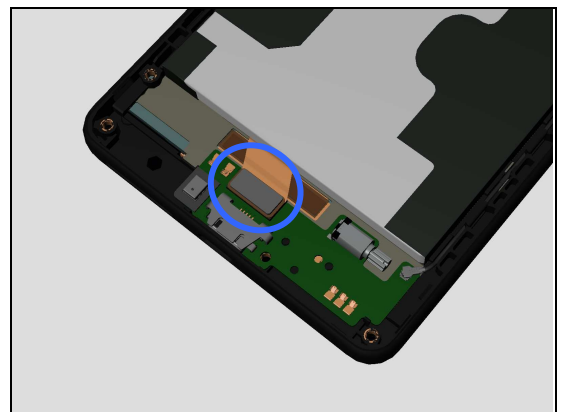
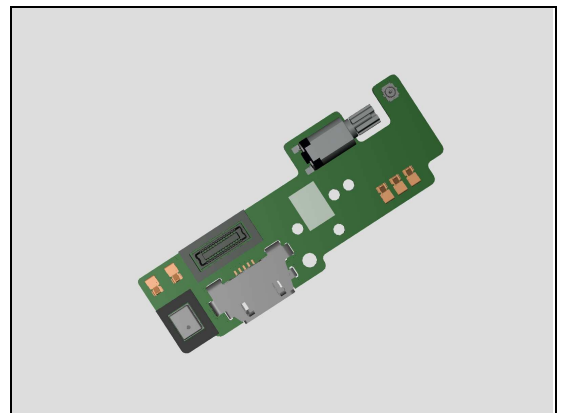
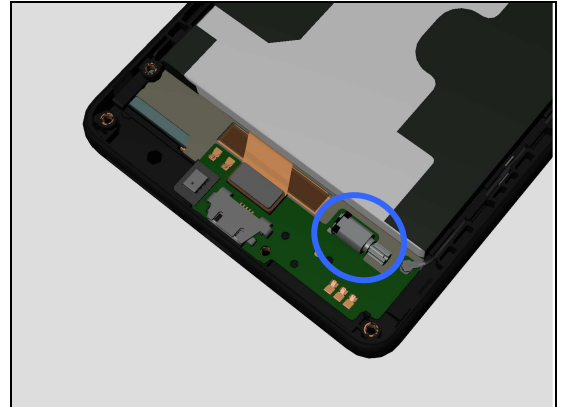
**Check:**

Inspect the BtB connector of Main PBA\_Sub PBA FPC to Sub PBA Assy.

**Action:**

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

3. If Sub PBA Assy is damaged – replace it.



## Problem Areas: Vibrator

4. If Main PBA\_Sub PBA FPC is damaged – replace it.

**Check:**

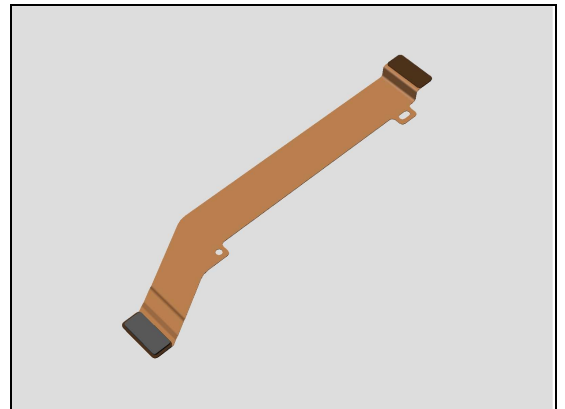
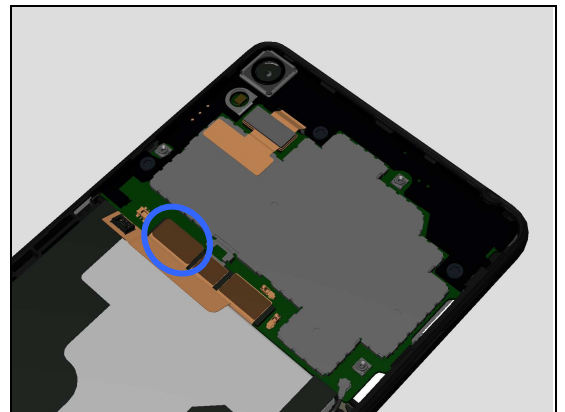
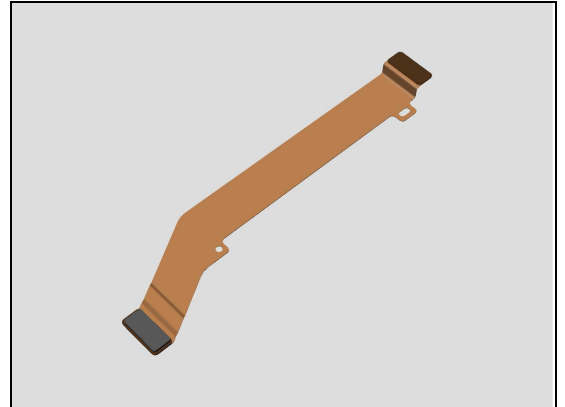
Inspect the BtB connector of Main PBA\_Sub PBA FPC to Main PBA.

**Action:**

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

3. If Main PBA\_Sub PBA FPC is damaged – replace it.

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 Main Camera Lens.

**Check:**

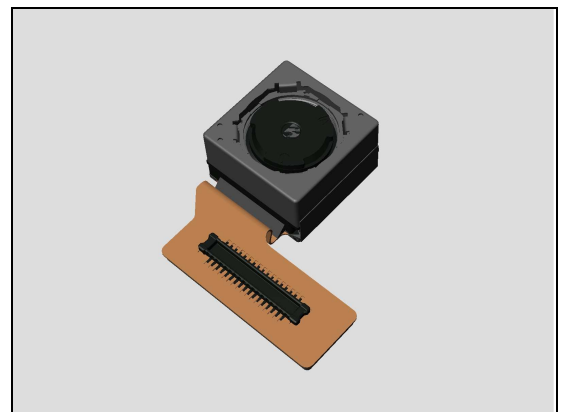
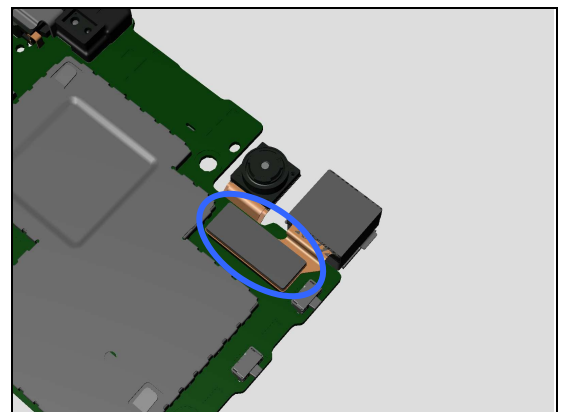
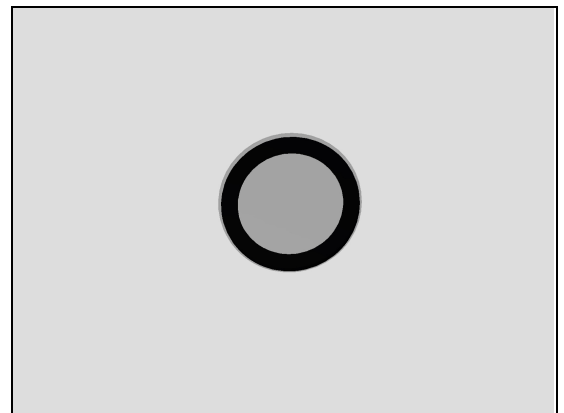
Inspect the BtB connector of Main Camera to Main PBA.

**Action:**

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

3. If the BtB connector or the Main Camera 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 Front camera window.

**Action:**

1. If dirty – clean it.

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

**Check:**

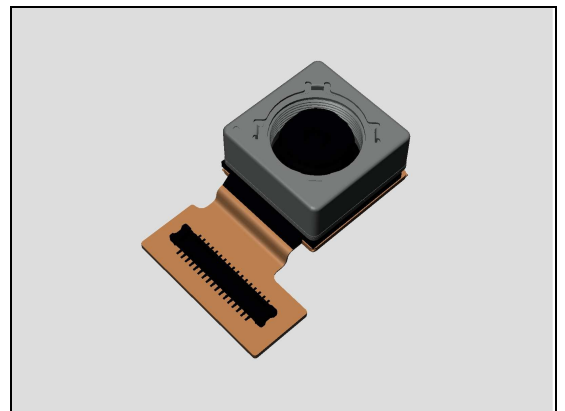
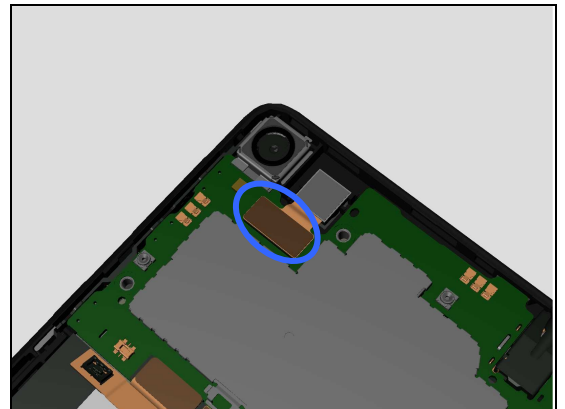
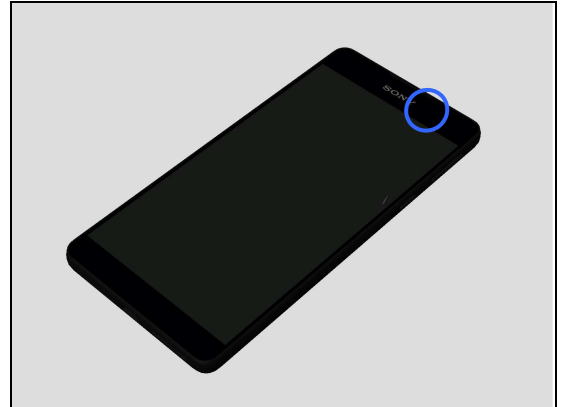
Inspect the BtB connector of Front Camera to Main PBA.

**Action:**

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

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

4. Replace Main PBA.



## Problem Areas

### 1.11 Flash LED

#### 1.11.1 Flash LED not flashing

**Check:**

Inspect the flash LED lens.

**Action:**

1. If dirty – clean it.

2. If scratched or damaged – replace the Div Antenna Assy.

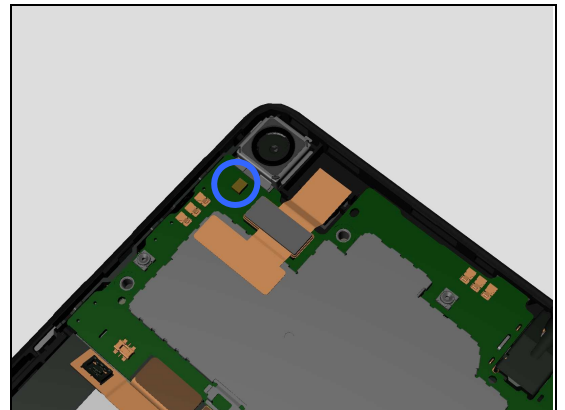
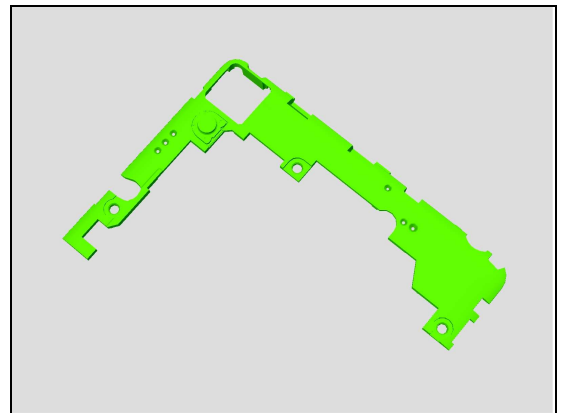
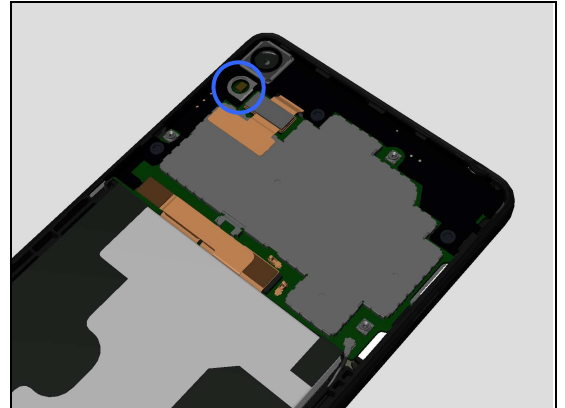
**Check:**

Inspect the Flash LED on Main PBA.

**Action:**

1. If dirty – clean it.

2. If Flash LED is damaged – Replace Main PBA.



## Problem Areas

### 1.12 Bluetooth and WLAN

#### 1.12.1 Bluetooth or WLAN connection failure

**Check:**

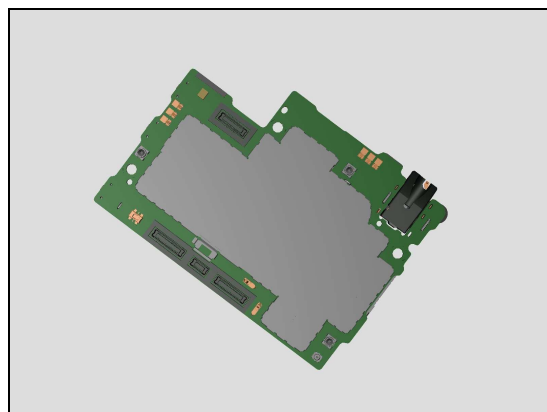
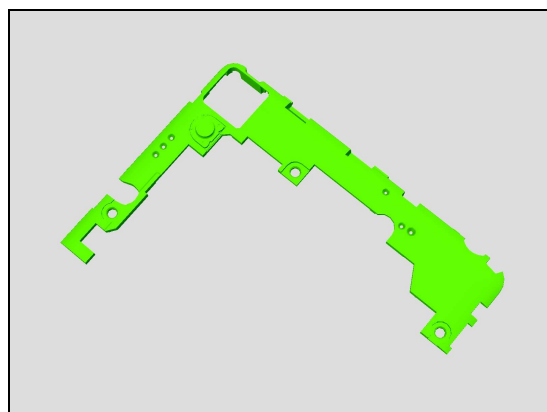
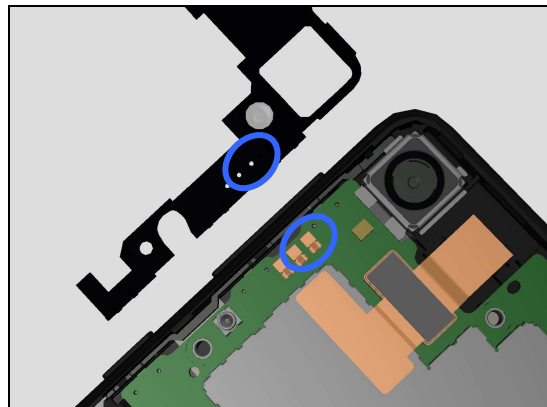
Inspect the contact pads on Div Antenna Assy and the contact pins on main PBA.

**Action:**

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

2. If the contact pads on Div Antenna Assy are damaged – replace the Div Antenna 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:**

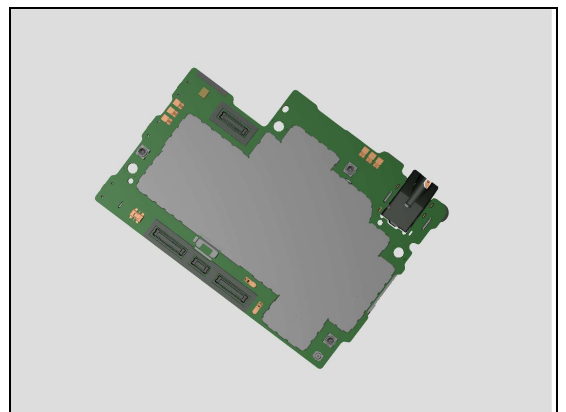
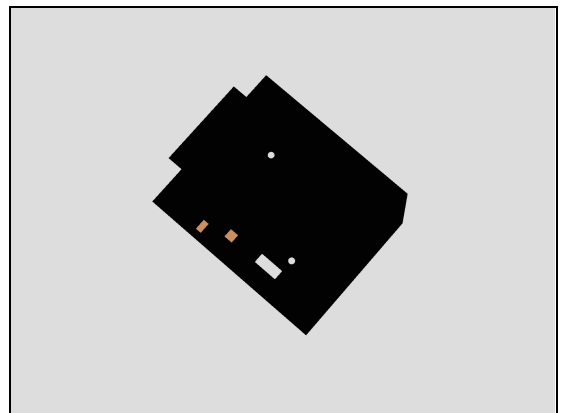
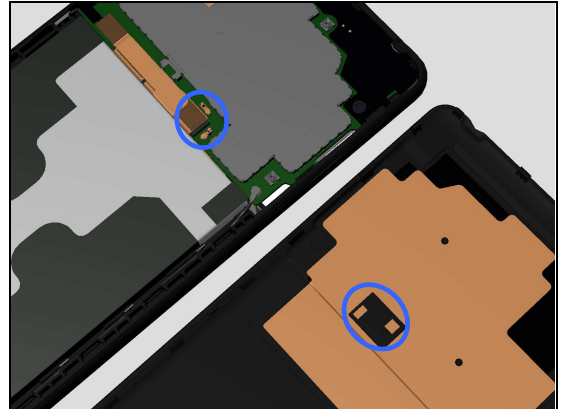
Inspect the NFC antenna contact pads on Battery Cover Assy and the contact pins on Main PBA.

**Action:**

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

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

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



## Problem Areas

### 1.14 GPS

#### 1.14.1 GPS malfunctions

**Check:**

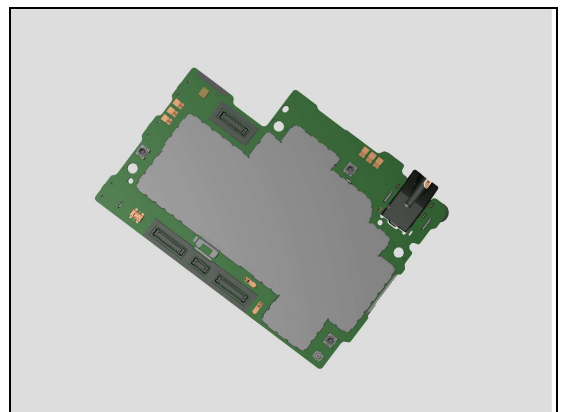
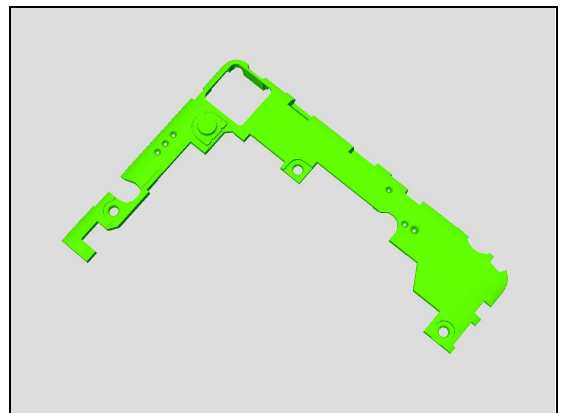
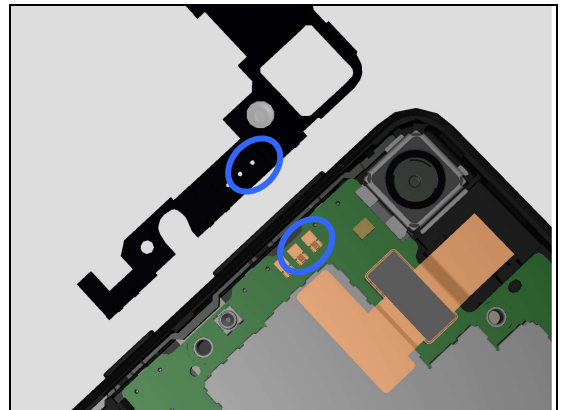
Inspect the contact pads on Div Antenna Assy and the contact pins on main PBA.

**Action:**

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

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

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



## Problem Areas

### 1.15 Compass

#### 1.15.1 Compass fails

**Action:**

1. 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

N/A.

## Problem Areas

### 1.18 Ambient Light Sensor

#### 1.18.1 Light Sensor malfunctions

Reset the Light sensor default value by re-flashing.  
Generally you do not need to use the 1289-2983 Sony Mobile Repair Application –mechanical Light Sensor default value reset function.

**Check:**

Inspect the external window area of light sensor on the Display Cover Assy.

**Action:**

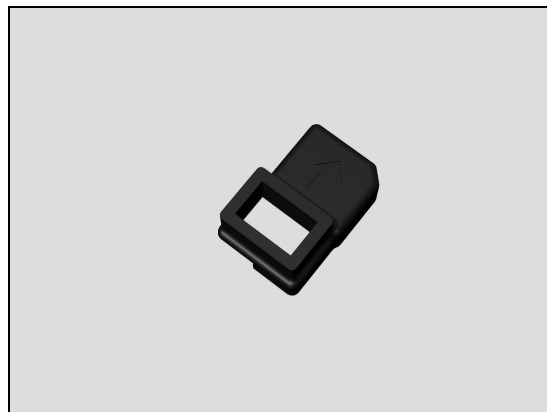
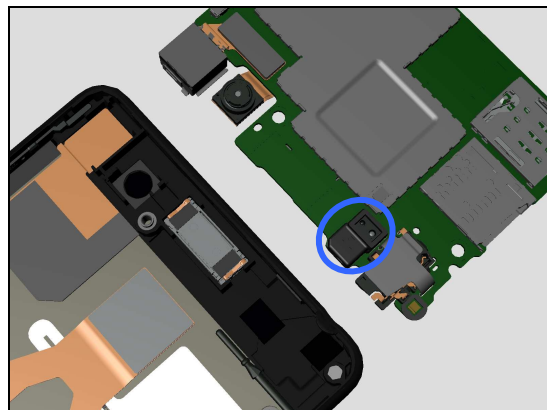
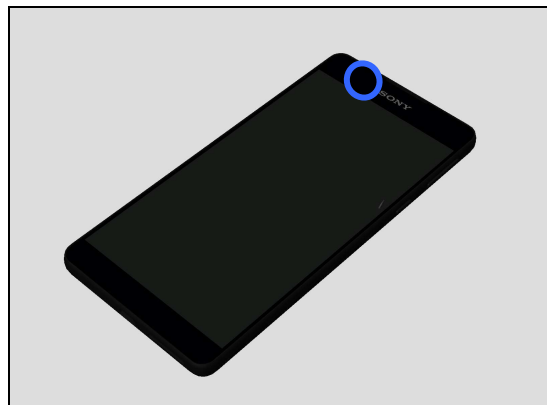
1. If dirty – clean it.
2. If scratched or damaged – replace the Display Cover Assy.

**Check:**

Inspect the Rubber 2nd MIC.

**Action:**

1. If not properly assembled or damaged – replace the Rubber 2nd MIC.



## Problem Areas: Ambient Light Sensor

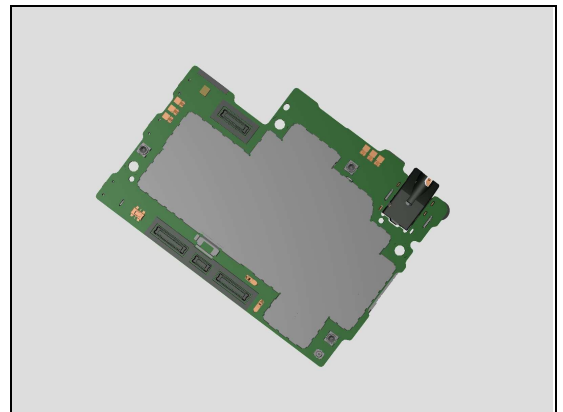
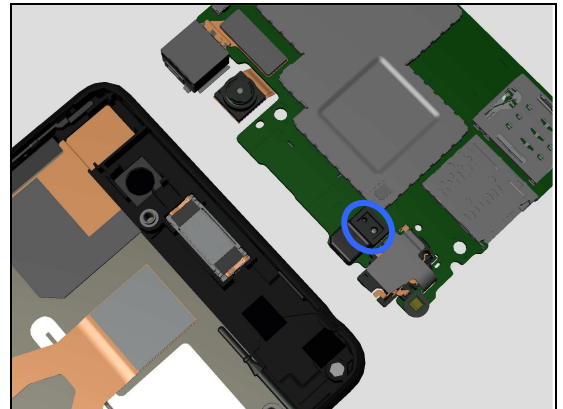
**Check:**

Inspect the light sensor on the Main PBA.

**Action:**

1. If dirty – clean it.

2. If damaged – Replace Main PBA.



## Problem Areas

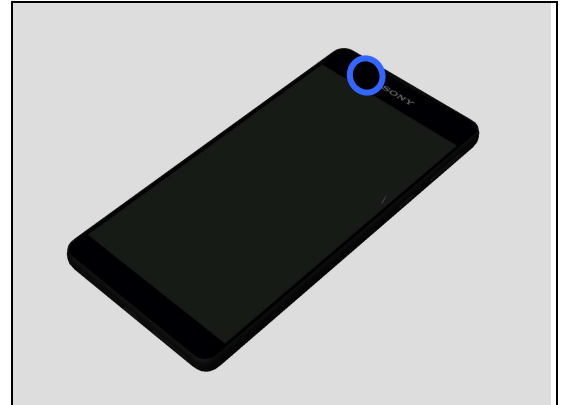
### 1.19 Proximity Switch

#### 1.19.1 Proximity switch malfunctions

Follow the 1289-2983 Sony Mobile Repair Application – mechanical to run the Proximity Calibration.

**Check:**

Inspect the external window area of Proximity sensor on the Display Cover Assy.



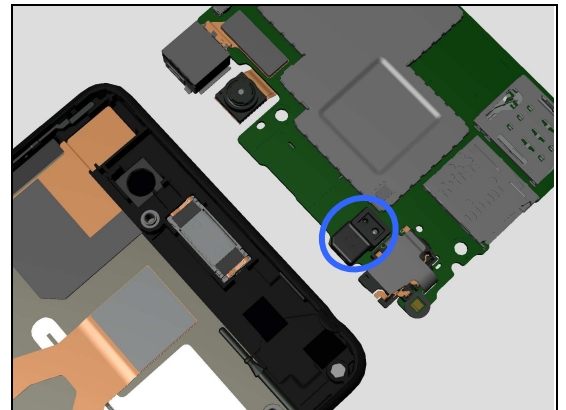
**Action:**

1. If dirty – clean it.
2. If scratched or damaged – replace the Display Cover Assy.



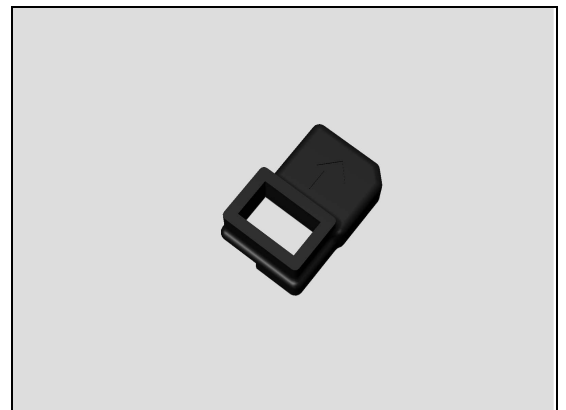
**Check:**

Inspect the Rubber 2nd MIC.



**Action:**

1. If not properly assembled or damaged – replace the Rubber 2nd MIC.





## Problem Areas: Proximity Switch

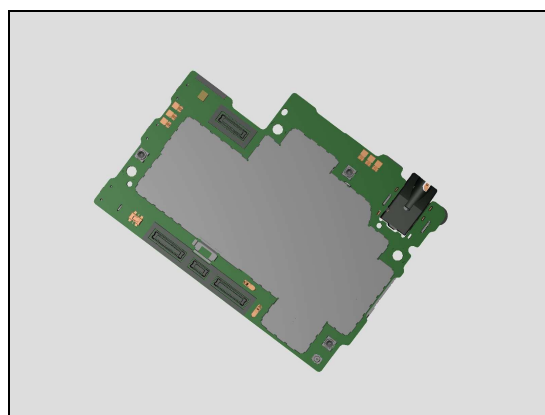
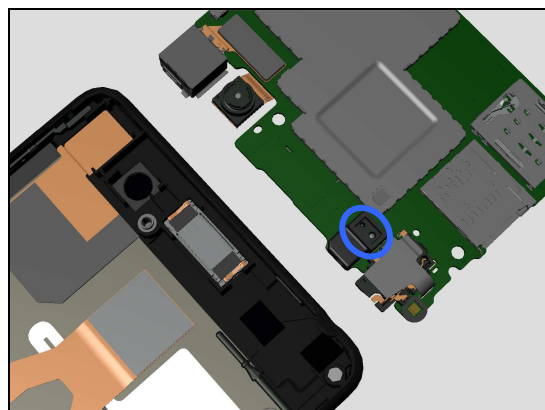
**Check:**

Inspect the Proximity sensor on the Main PBA.

**Action:**

1. If dirty – clean it.

2. If damaged – Replace Main PBA.



## Problem Areas

### 1.20 Real Time Clock

#### 1.20.1 Real time clock test fails

**Action:**

Replace Main PBA.

## Problem Areas

### 1.21 Total call time

#### 1.21.1 Total call time fails

**Action:**

Replace Main PBA.

## Problem Areas

### 1.22 External Memory

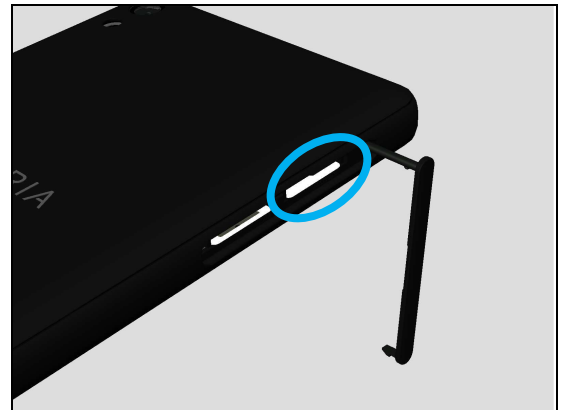
#### 1.22.1 Memory Card not detected

**Check:**

Inspect the external port of the memory card holder.

**Action:**

If dirty or clogged – clean the external port.

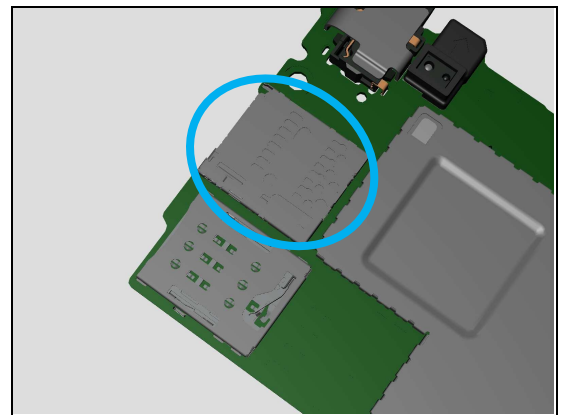


**Check:**

Inspect the memory card holder on Main PBA.

**Action:**

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



## Problem Areas

### 1.23 Security

#### 1.23.1 Security fails

**Action:**

Replace Main PBA.

## Problem Areas

### 1.24 FM Radio

#### 1.24.1 No/Poor FM Radio reception

**Check:**

Inspect the external port of the Audio Jack Assy.

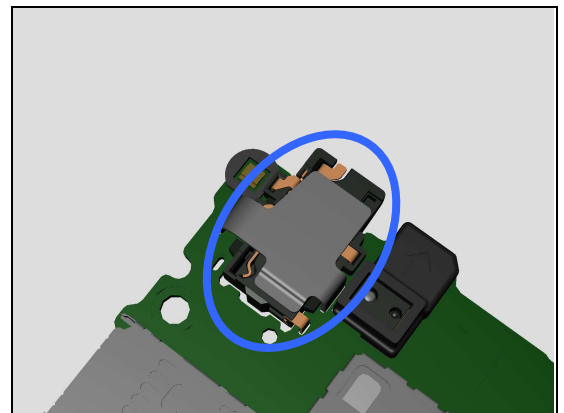
**Action:**

1. If dirty or oxidized – clean it.



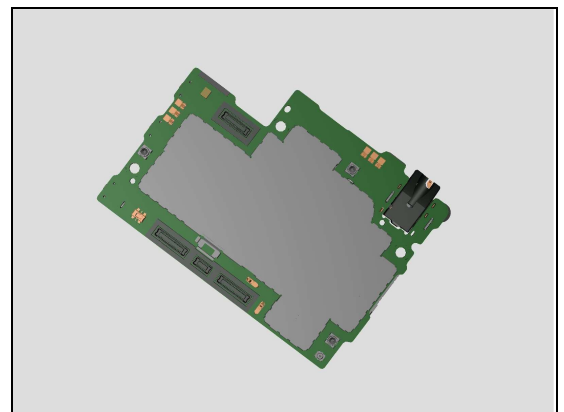
**Check:**

Inspect the Audio Jack on the Main PBA.



**Action:**

1. If the Audio Jack is damaged – Replace Main PBA.



## Problem Areas

### 1.25 Verify Certificates

#### 1.25.1 Verify Certificates fails

**Action:**

N/A.

## Problem Areas

### 1.26 Network & Signal

#### 1.26.1 No/Poor signal

**Check:**

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

**Action:**

1. If dirty or oxidized – clean them.

2. If the contact pads on the Main Antenna Speaker Assy are damaged – replace the Main Antenna Speaker Assy.

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

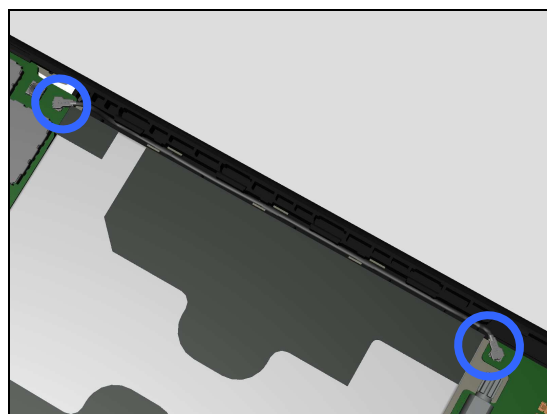
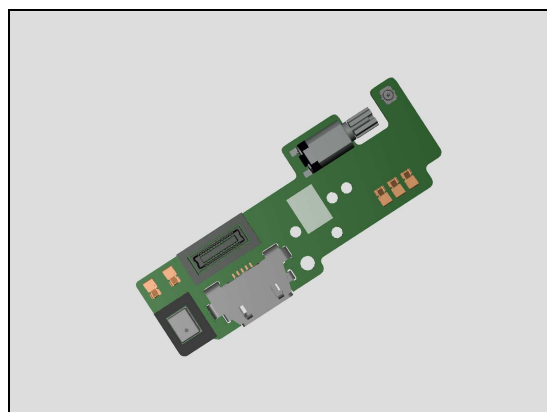
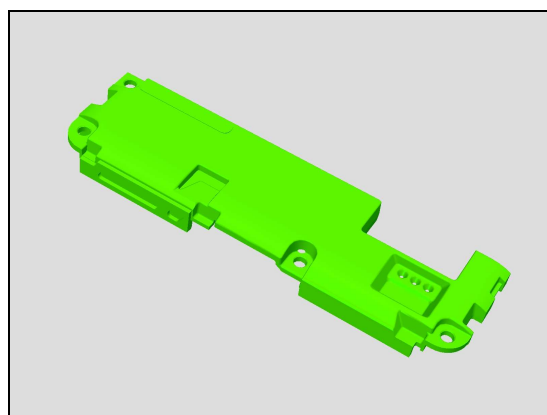
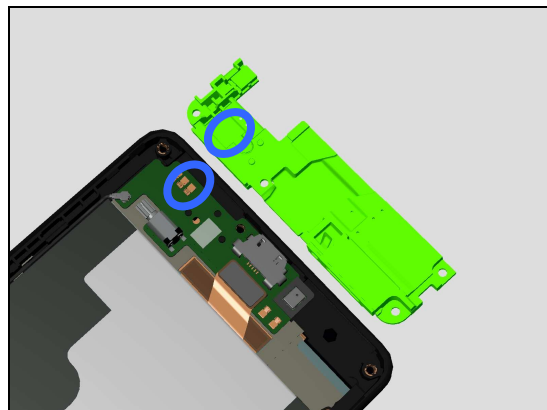
**Check:**

Inspect the two RF connectors of RF Cable to the Main PBA and Sub PBA Assy.

**Action:**

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

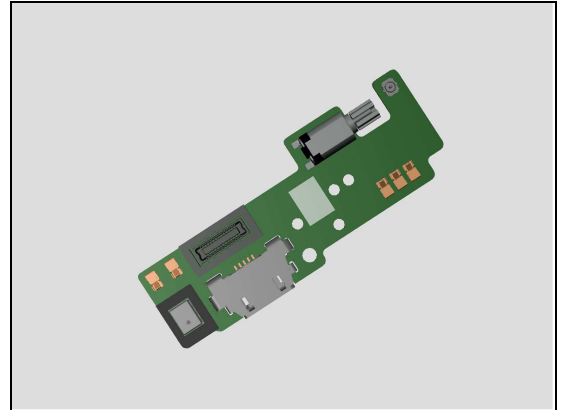
2. If dirty or oxidized – clean them.



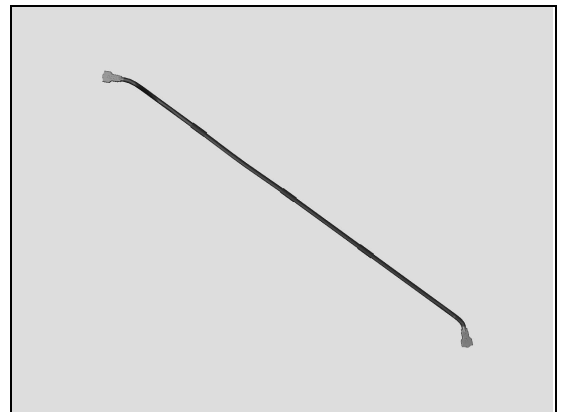


## Problem Areas: Network & Signal

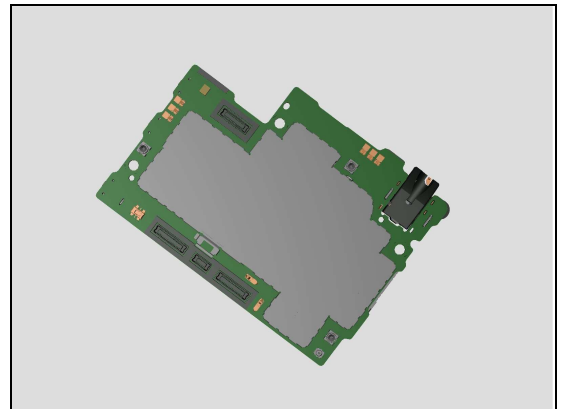
3. If the connector on the Sub PBA Assy is damaged – replace Sub PBA Assy.



4. If the RF Cable is damaged – replace it.



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

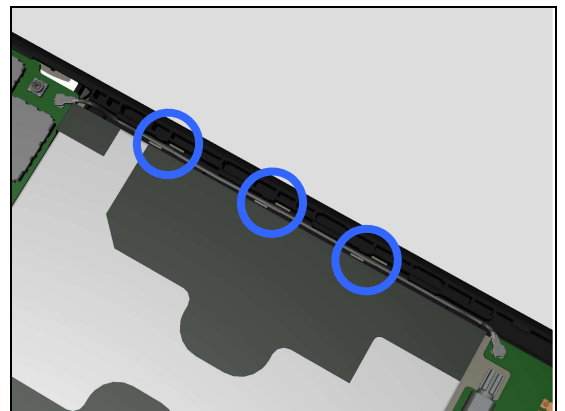


**Check:**

Inspect if the three metal parts of the RF Cable are mounted into its clips.

**Action:**

If not properly assembled – reassemble it.



## Problem Areas: Network & Signal

### Check:

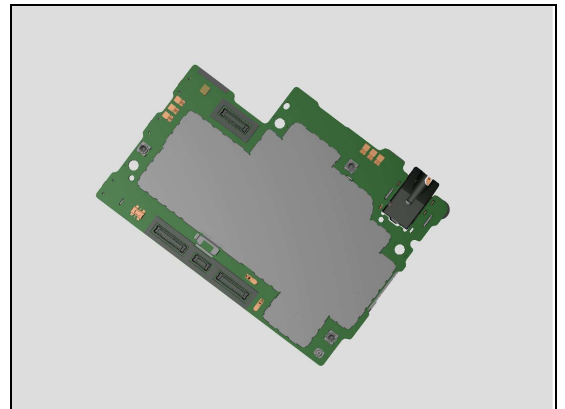
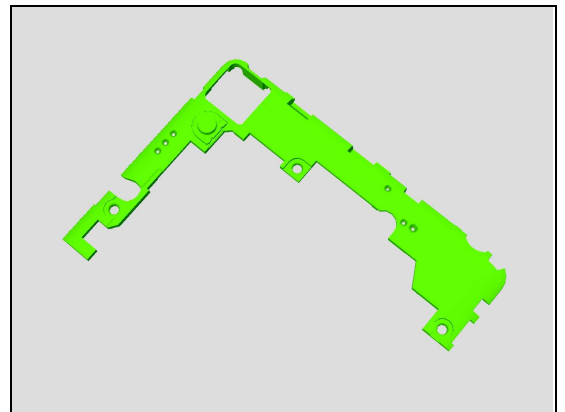
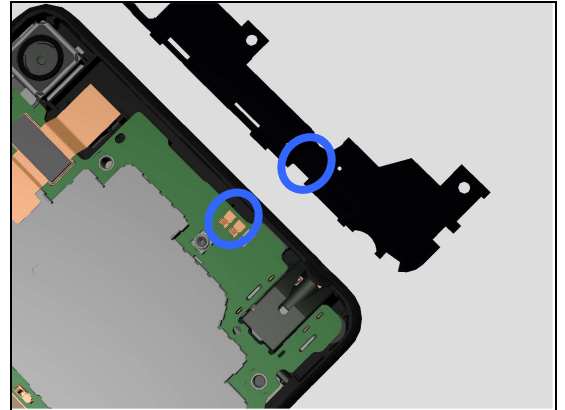
Inspect the contact pins on the Main PBA and contact pads on the Div Antenna Assy.

### Action:

1. If dirty or oxidized – clean them.

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

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



## Problem Areas

### 1.27 SIM

#### 1.27.1 SIM not detected

**Check:**

Inspect the external port of the SIM card holder.

**Action:**

If dirty or clogged – clean the external port.

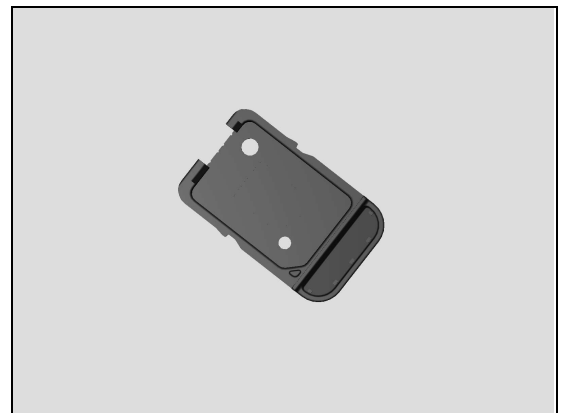


**Check:**

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

**Action:**

1. If not properly assembled – reassemble it.
2. If SIM Tray Single is damaged – Replace it.

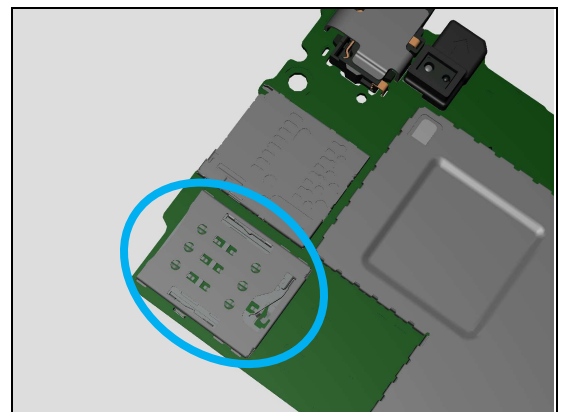


**Check:**

Inspect the SIM card holder on Main PBA.

**Action:**

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



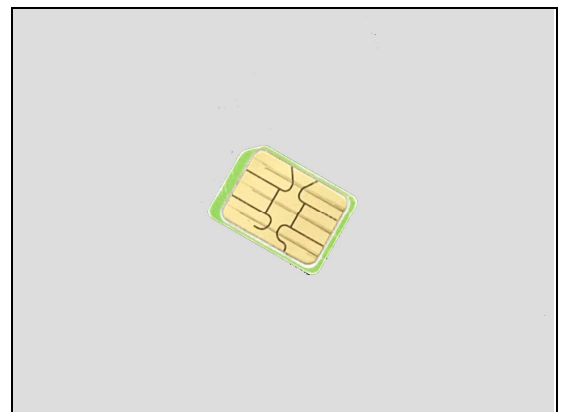
#### 1.27.2 Incorrect Nano SIM indicated

**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

### 1.28 Charging

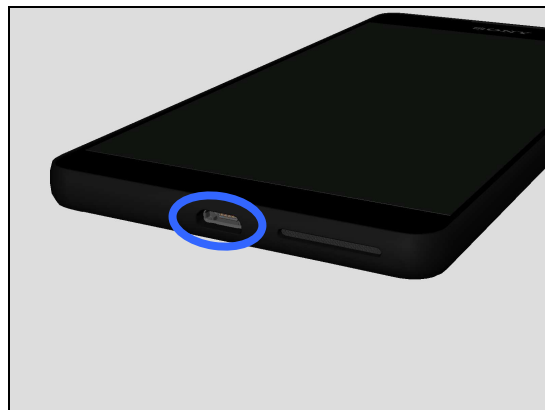
#### 1.28.1 Battery will not charge by USB connector

**Check:**

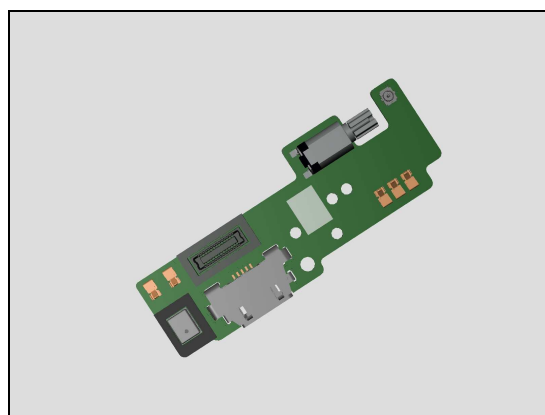
Inspect the USB connector.

**Action:**

1. If dirty or oxidized – clean the connector.



2. If USB connector is damaged – replace Sub PBA Assy.



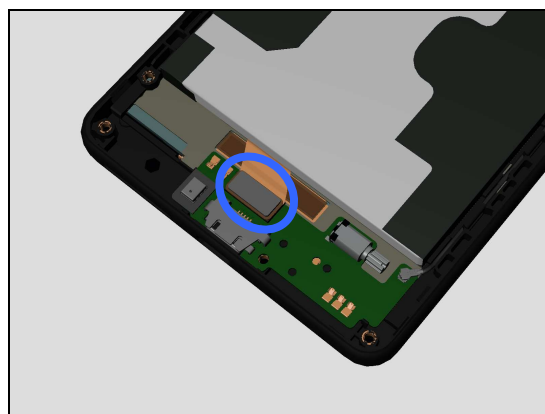
**Check:**

Inspect the BtB connector of Main PBA\_Sub PBA FPC to Sub PBA Assy.

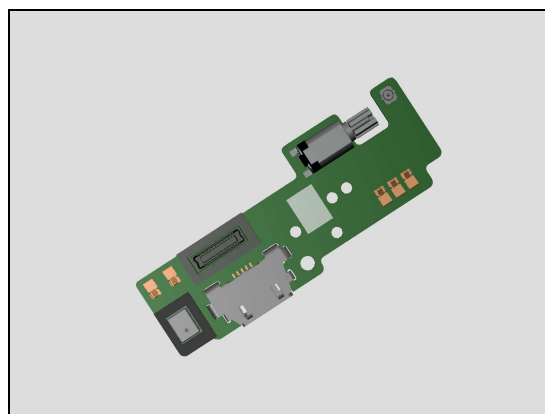
**Action:**

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

2. If dirty or oxidized – clean it.

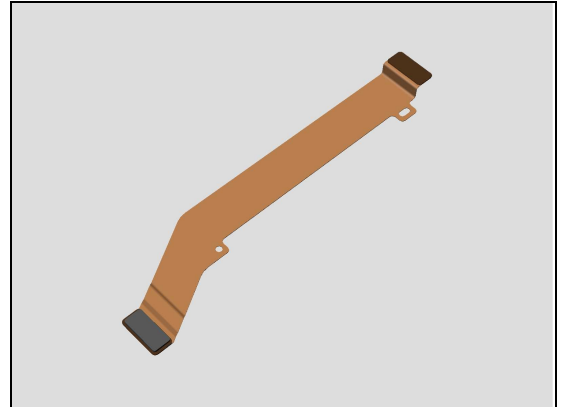


3. If Sub PBA Assy is damaged – replace it.



## Problem Areas: Charging

3. If the Main PBA\_Sub PBA FPC is damaged – replace it.

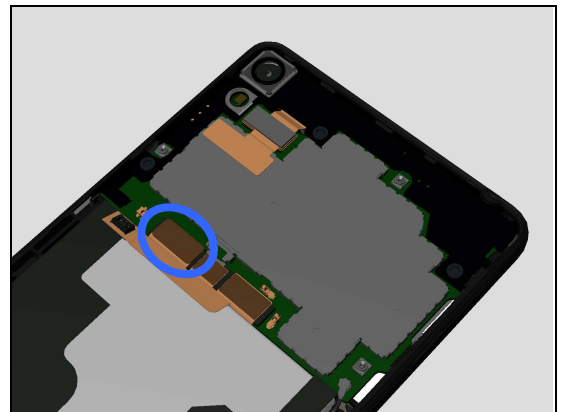


### Check:

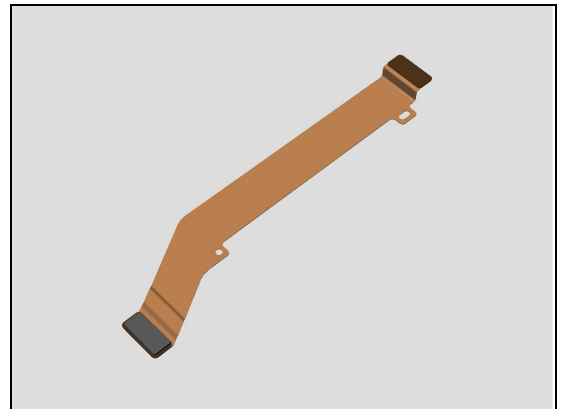
Inspect the BtB connector of Main PBA\_Sub PBA FPC to Main PBA.

### Action:

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



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

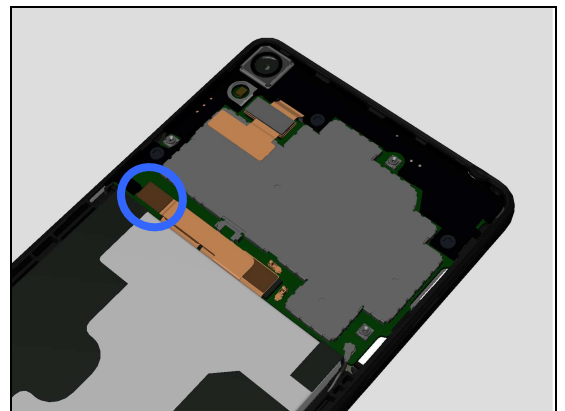


### Check:

Inspect the Battery connector to Main PBA.

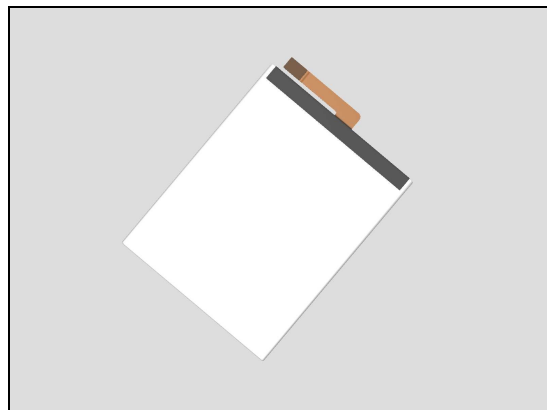
### Action:

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



## Problem Areas: Charging

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



## Problem Areas

### 1.29 Audio Jack

#### 1.29.1 Connection to headset fails

**Check:**

Inspect the external port of the Audio Jack Assy.

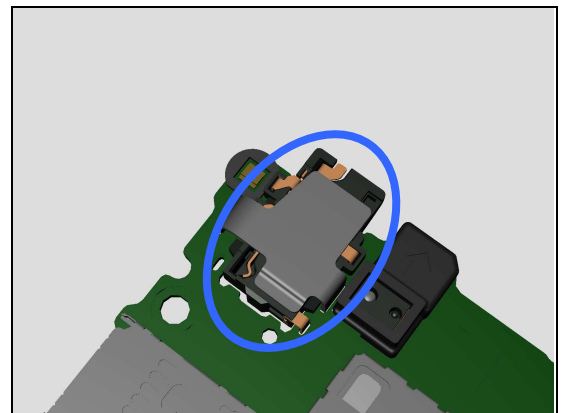
**Action:**

1. If dirty or oxidized – clean it.



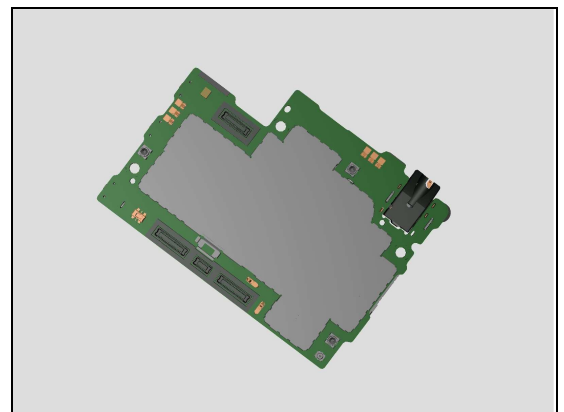
**Check:**

Inspect the Audio Jack on the Main PBA.



**Action:**

1. If the Audio Jack is damaged – Replace Main PBA.



## Problem Areas

### 1.30 Data Communication

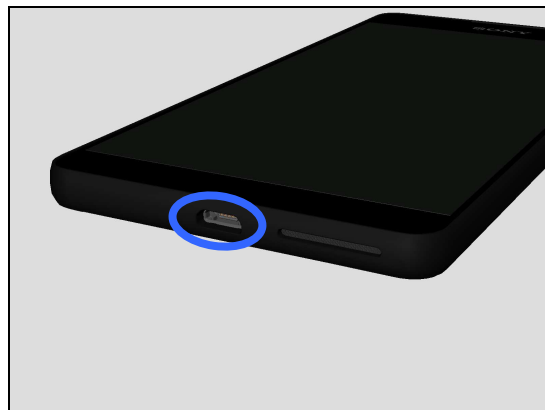
#### 1.30.1 Data transfer via System Connector fails

**Check:**

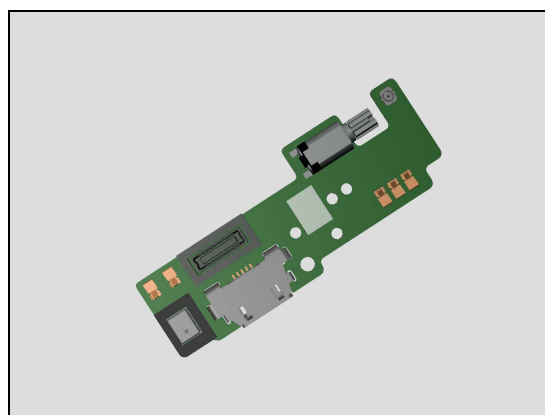
Inspect the USB connector.

**Action:**

1. If dirty or oxidized – clean the connector.



2. If USB connector is damaged – replace Sub PBA Assy.



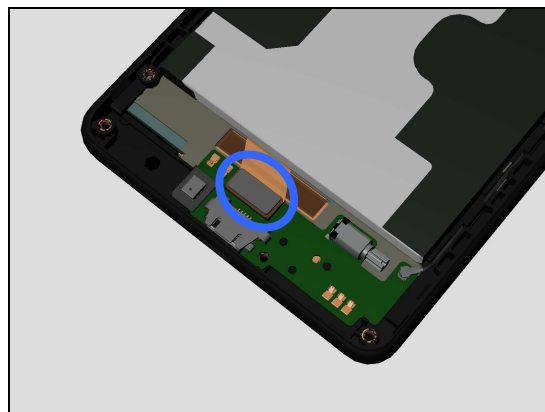
**Check:**

Inspect the BtB connector of Main PBA\_Sub PBA FPC to Sub PBA Assy.

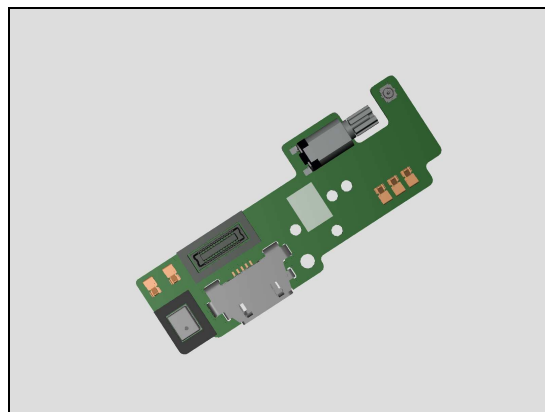
**Action:**

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

2. If dirty or oxidized – clean it.



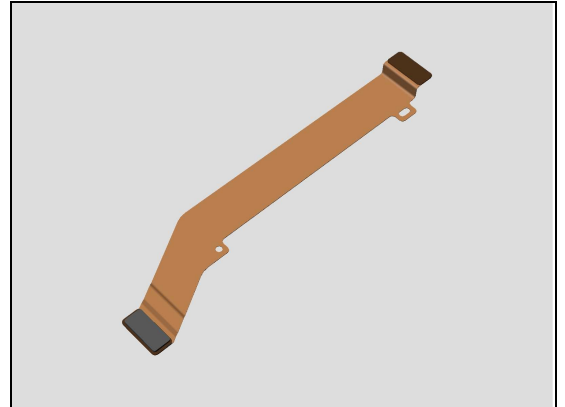
3. If Sub PBA Assy is damaged – replace it.





## Problem Areas: Data Communication

3. If the Main PBA\_Sub PBA FPC is damaged – replace it.

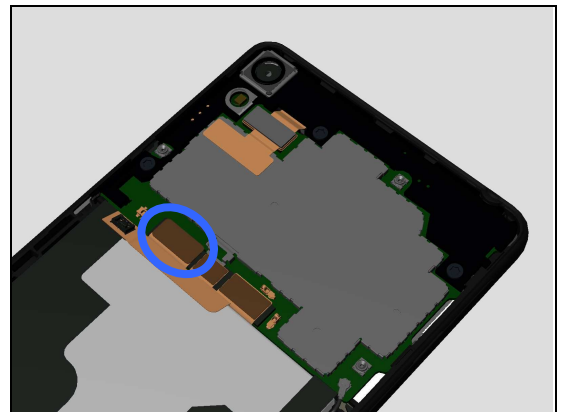


### Check:

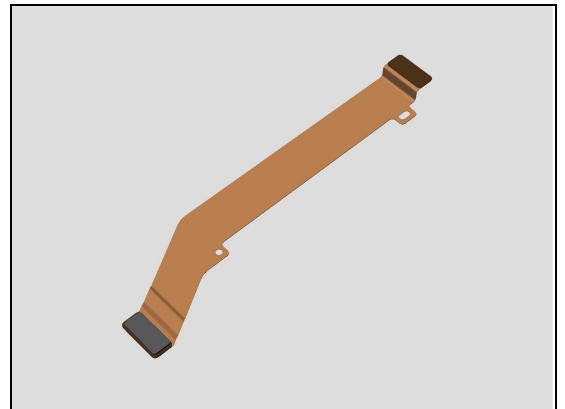
Inspect the BtB connector of Main PBA\_Sub PBA FPC to Main PBA.

### Action:

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



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



## 2 Revision History

Rev.	Date	Changes / Comments
1	2016-Jun-08	Initial release
2	2016-Jul-25	1. Updated note of Accelerometer Calibration on page 3. 2. Updated chapter 1.1.