

Troubleshooting Guide

- mechanical -



Xperia XZ1
G8341, G8342 (Dual SIM), G8343

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General Notes

Always firstly disconnect the Battery BtoB connector to cut off power supply when the Plate Display is disassembled.

Always finally connect the Battery BtoB connector before the Plate Display is reassembled.

After repairing/reassembling the unit, calibration by CS-Everest, and flashing software Customize by Emma is required.

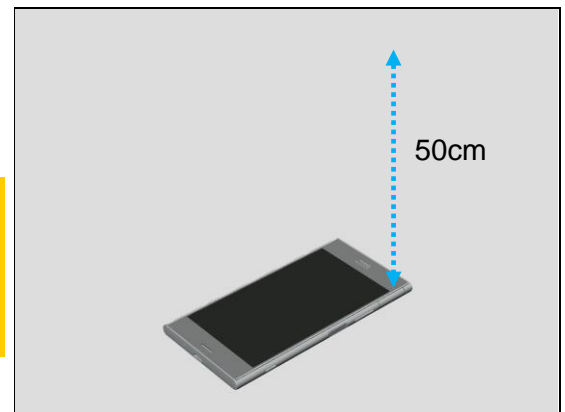
Calibration tool "CS-Everest 1309-7255" is available at Repair Information (in RE4251: Repair - Mechanical - Tools and Equipment (including Repair Software)).

When perform calibration, put the unit on a stable place, facing up, and no objects within 50cm.

Note!

Remove the protection film if sensor window is covered by it.

The sensor window shouldn't be covered by any materials for proximity sensor calibration.



Flashing Customize or Refurbish in Emma must be performed when replace Loudspeaker and/or Speaker Box.

Aged Battery Reset in EMMA must be performed when Battery is replaced (installed brand new Battery) in order to delete battery log data.

**Camera (both Main Camera and Front Camera) is sensitive for the dust.
Don't touch the lens area of the camera during repairing.**

1 Problem Areas

1.1 Power

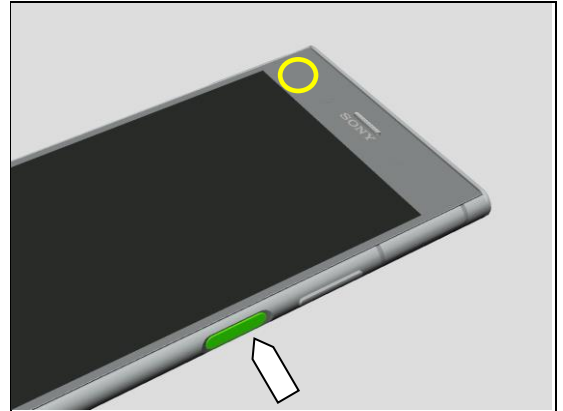
1.1.1 Will not power on or will switch off randomly

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 8 seconds (with three vibrations) and then power on the unit again.

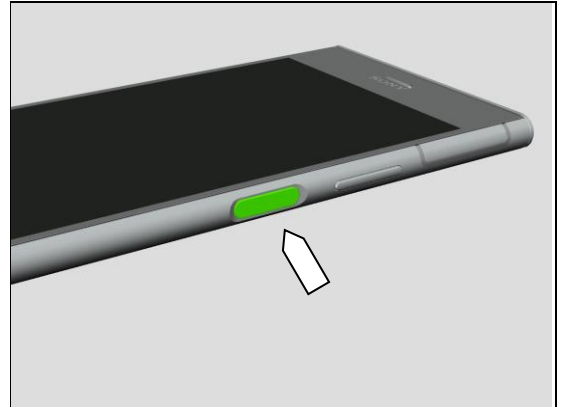


Check:

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

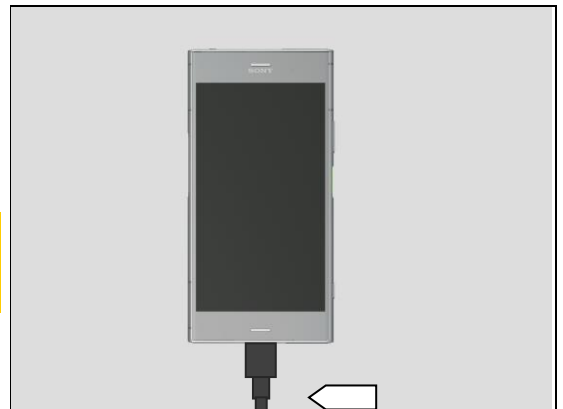
Action:

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.

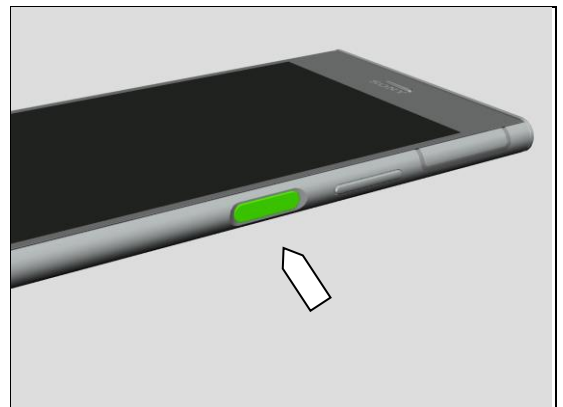


Check:

Inspect the on/off key.

Action:

Refer to section 1.2.3 'On/Off Key'.



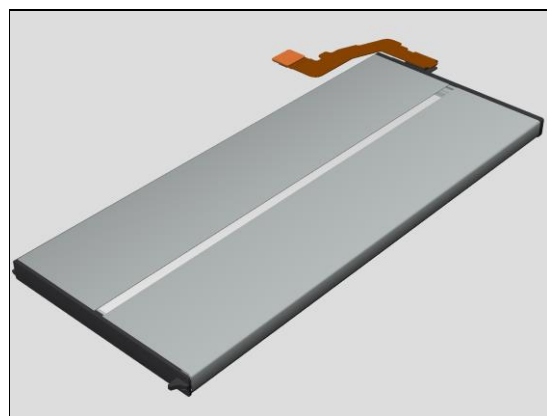
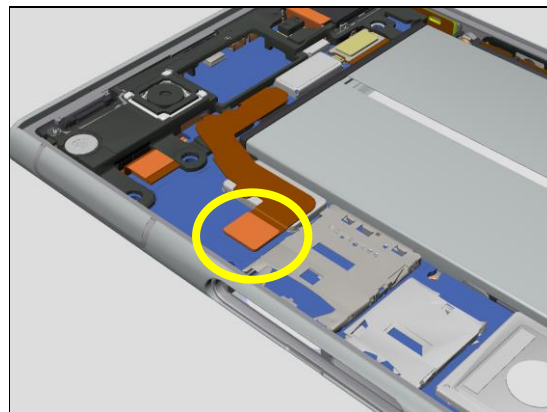
Problem Areas: Power

Check:

Inspect the BtoB connector of the Battery to PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtoB connector.
3. If the BtoB connector, the FPC or the Battery is damaged – replace the Battery.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



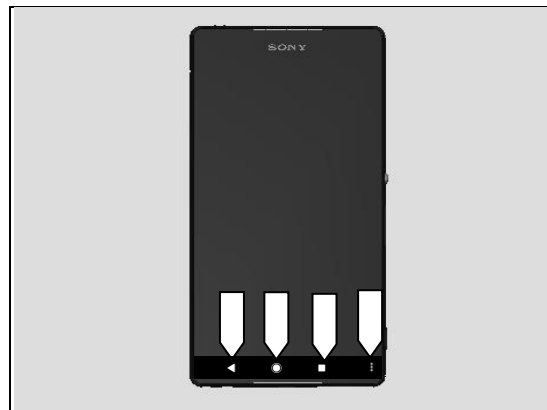
Problem Areas

1.2 Keyboard & Switch

1.2.1 Back, Menu, Home and Multitask Keys

Action:

1. Refer to section 1.3 'Touch Screen'.



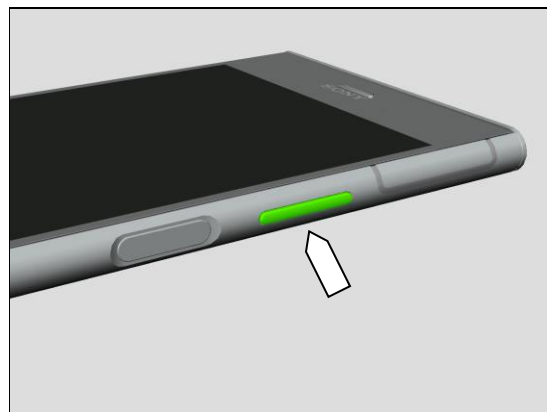
1.2.2 Key Volume

Check:

Inspect the external area of the Key Volume.

Action:

1. If dirty – clean it.
2. If damaged – replace the Key Volume.

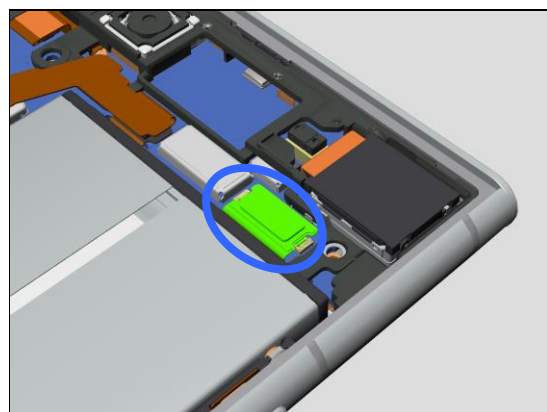


Check:

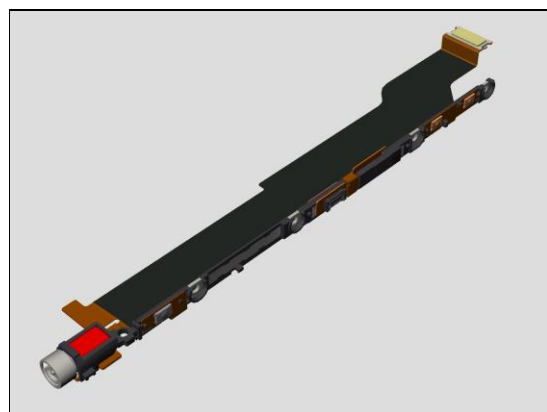
Inspect the BtoB connector of FPC Key to PBA Main.

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. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas: Keys

Check:

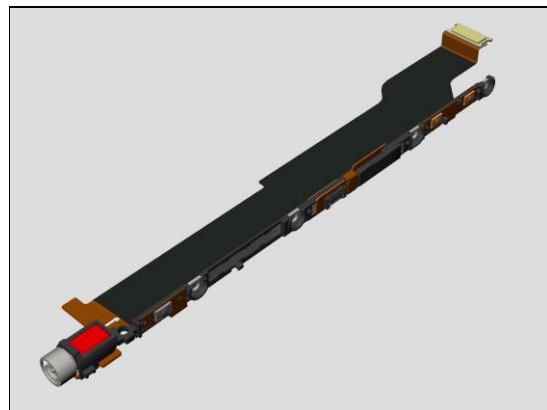
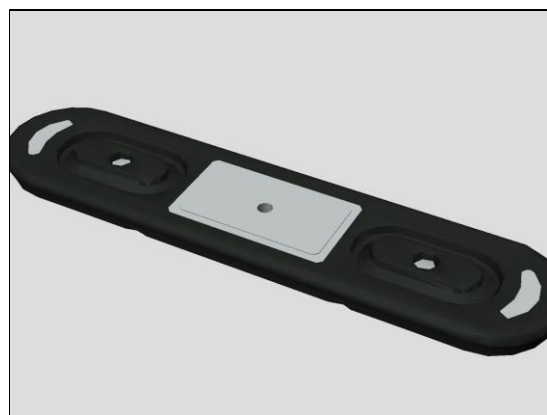
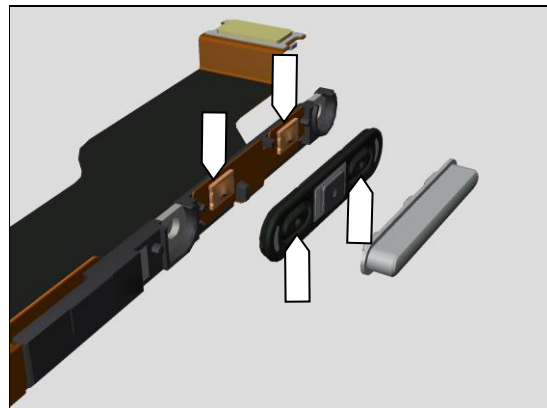
Inspect the condition of Gasket WR Key Volume and the volume key switches on the FPC Key.

Action:

1. If dirty – clean them.

2. If the Gasket WR Key Volume is damaged – replace it.

3. If the volume key switches on FPC Key are damaged – replace it.



1.2.3 On/Off Key

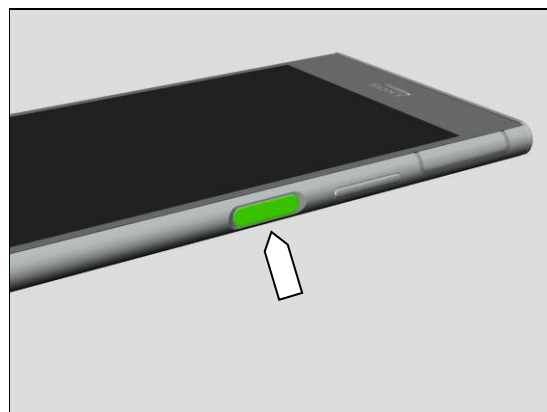
Check:

Inspect the external area of the On/Off Key.

Action:

1. If dirty – clean it.

2. If damaged – replace the FP Sensor.



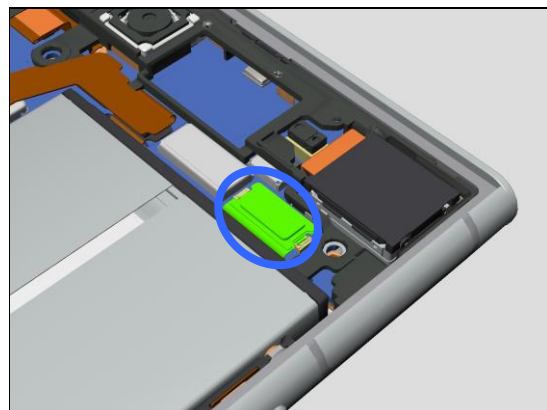
Problem Areas: Keys

Check:

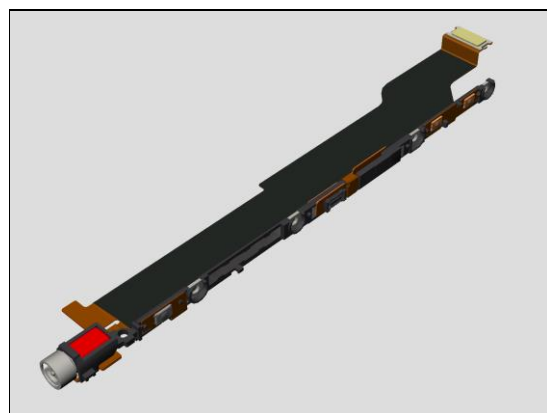
Inspect the BtoB connector of FPC Key to PBA Main.

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. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.

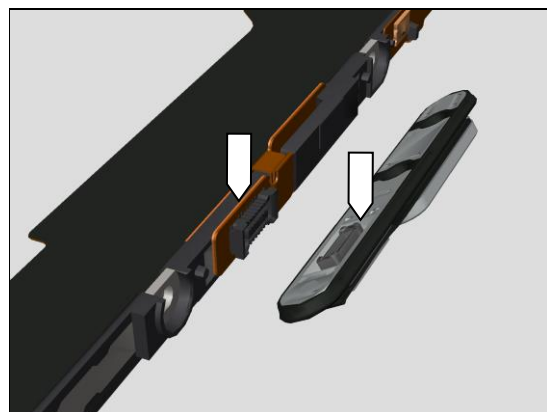


Check:

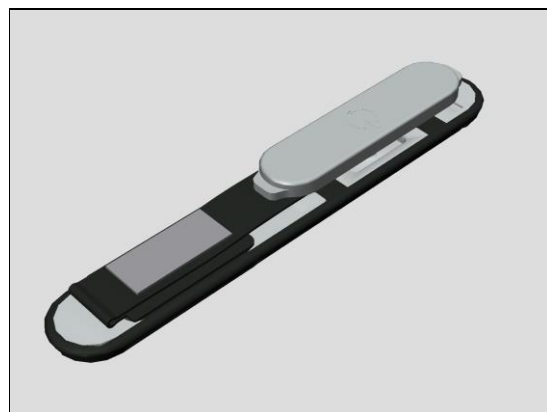
Inspect the condition of the BtoB connectors of FP Sensor and FPC Key.

Action:

1. If dirty – clean them.



2. If the BtoB connector of FP Sensor is damaged – replace the FP Sensor.



Problem Areas: Keys

3. If the BtoB connector of FPC Key is damaged – replace the FPC Key.

1.2.4 Key Camera

Check:

Inspect the external area of the Key Camera.

Action:

1. If dirty – clean it.
2. If damaged – replace it.

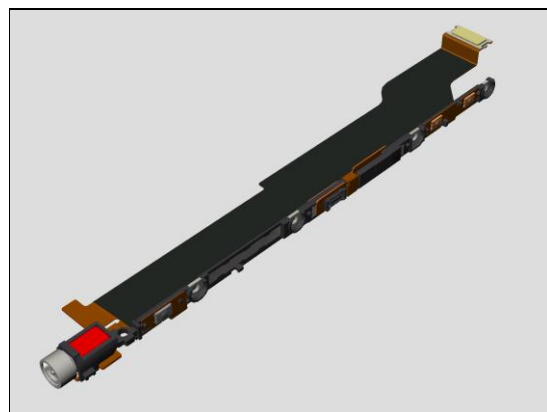
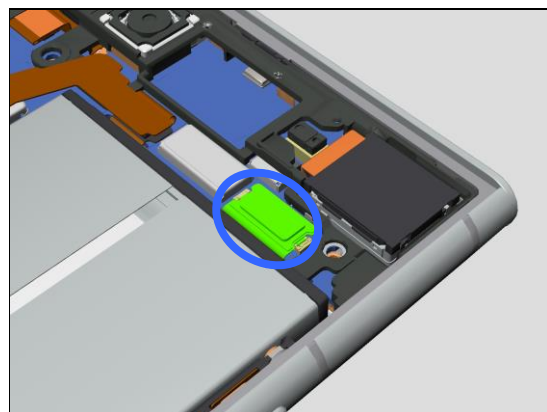
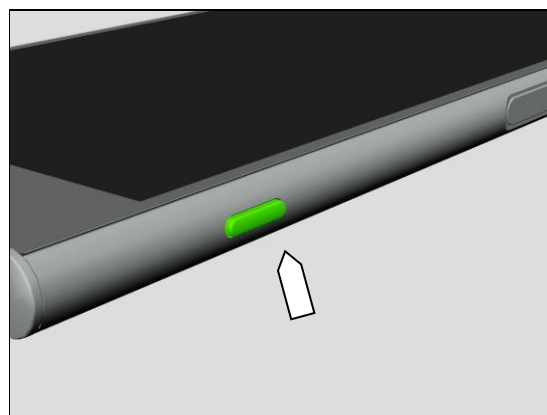
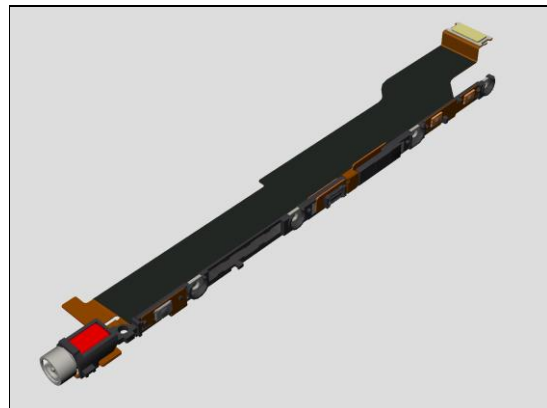
Check:

Inspect the BtoB connector of FPC Key to PBA Main.

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. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas: Keys

Check:

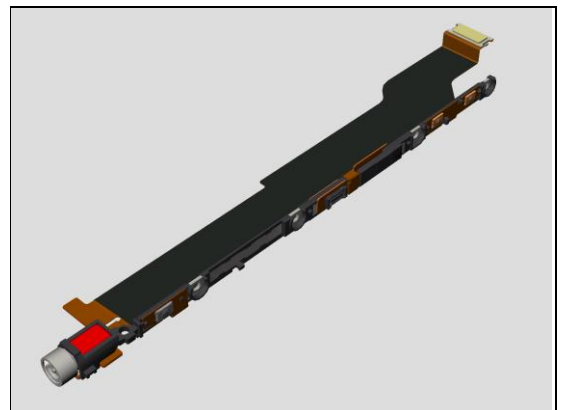
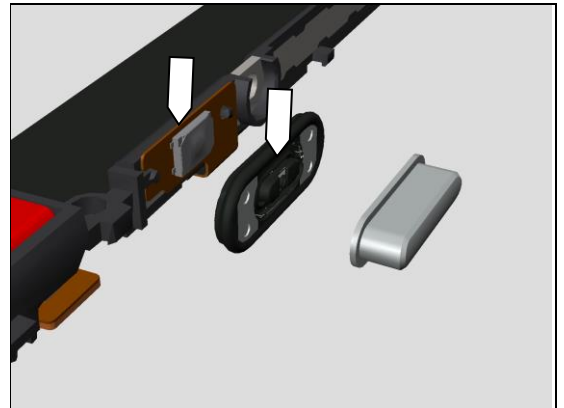
Inspect the condition of the Gasket WR Key Camera and camera key switch on the FPC Key.

Action:

1. If dirty – clean them.

2. If the Gasket WR Key Camera is damaged – replace it.

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



Problem Areas

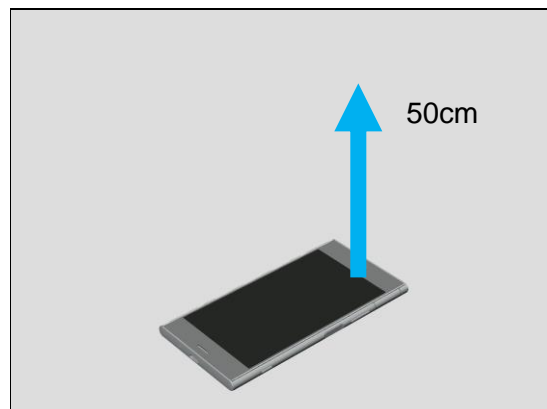
1.3 Touch

1.3.1 Touch Screen malfunction

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate touch function.

The sensor window should not be covered by any material more than 50cm during calibration.

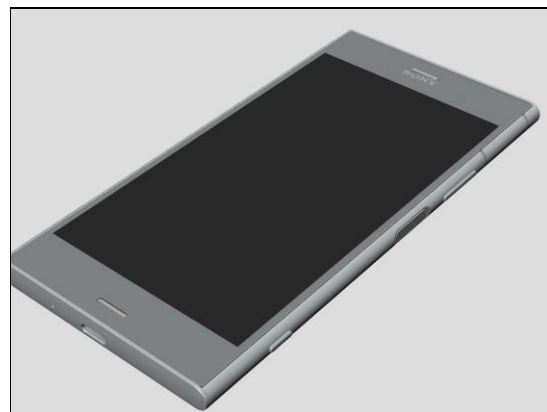


Check:

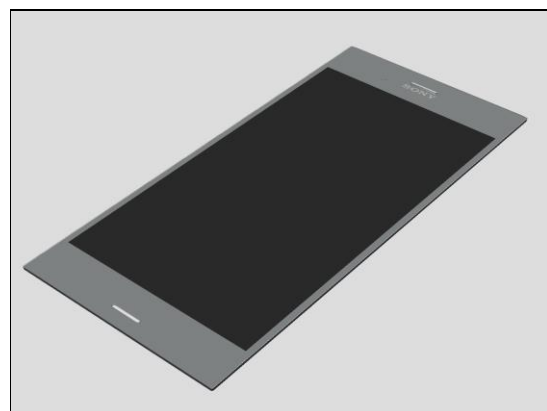
Inspect the touch screen of the Display.

Action:

1. If dirty – clean it.



2. If scratched or damaged – replace the Display.

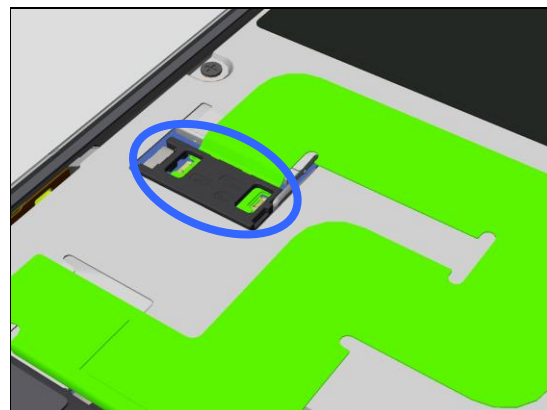


Check:

Inspect the BtoB connector of LCD FPC to PBA Main.

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 the Display.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas

1.4 Display

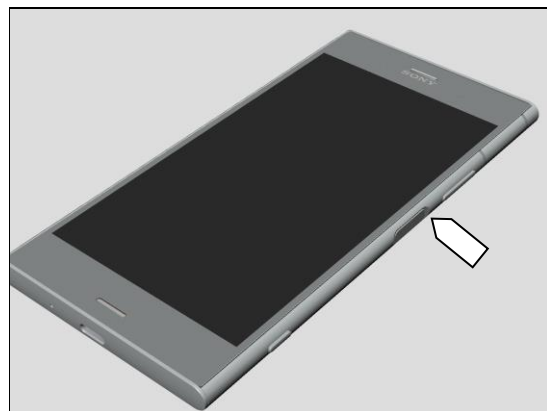
1.4.1 Graphics & Illumination problem

Check:

Inspect the condition of the Display.

Action:

1. If damaged or broken – replace the Display.

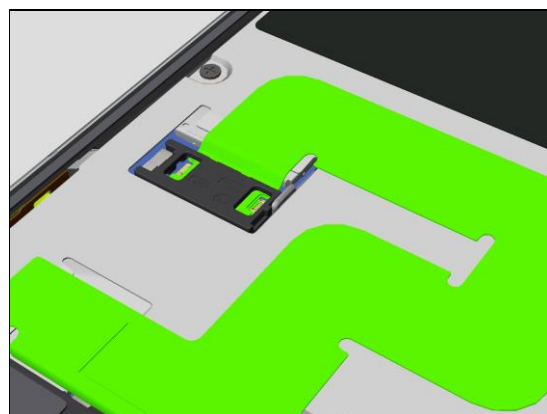


Check:

Inspect the condition of LCD FPC to PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.
3. If damaged or broken – replace the Display.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



1.4.2 Uneven backlight

Check:

Inspect the condition of the Plate Display, Sheet Graphite Main Camera and Sheet Graphite Plate Display.

Action:

1. If not properly connected and screwed – disconnect and reconnect it.
2. If damaged or deformed – replace them.

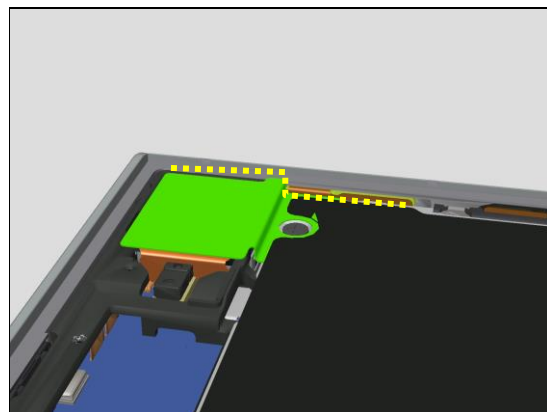


Check:

Inspect the folding condition of the Sheet Graphite Main Camera.

Action:

1. If not properly folded – fold it along the Main Camera body.
2. If damaged – replace it.



Problem Areas

1.5 LED/Illumination

1.5.1 LED/Illumination

Check:

Inspect external window area of Notification LED on the Display.

Action:

1. If dirty – clean it.

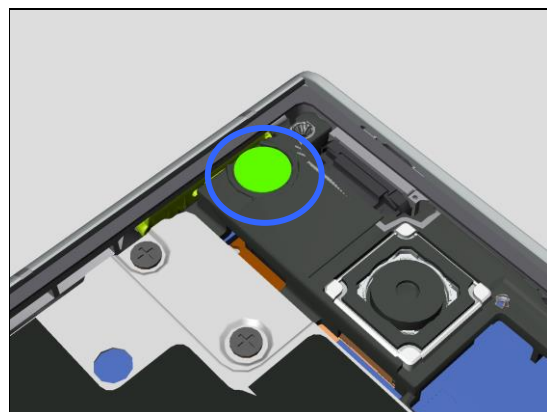


Check:

Inspect the Sheet Lightguide 3LED.

Action:

1. If not properly assembled, dirty or damaged – replace it.



Check:

Inspect the LED on PBA Main.

Action:

1. If dirty or oxidized – clean it.
2. If damaged or missing – escalate to SL3 repair.



Problem Areas

1.6 Stereo speaker Left

1.6.1 No sound or distortion sound

Check:

Inspect the top speaker external port on the Display.

Action:

1. If clogged – clean it.

2. If damaged – replace the Net Speaker Top.

Check:

Inspect the Loudspeaker is properly connected.

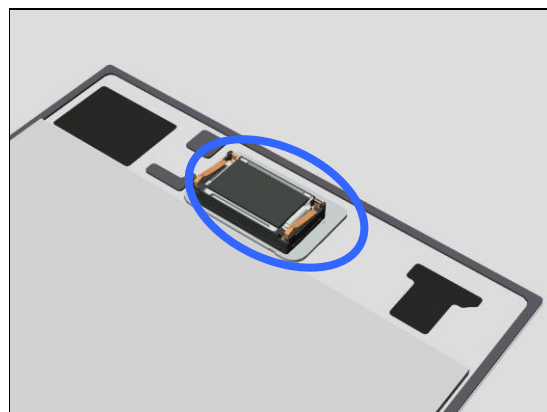
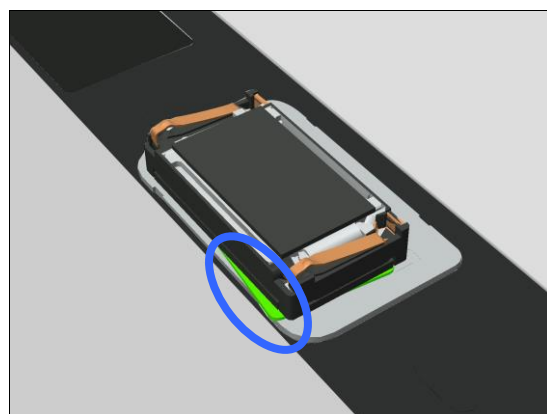
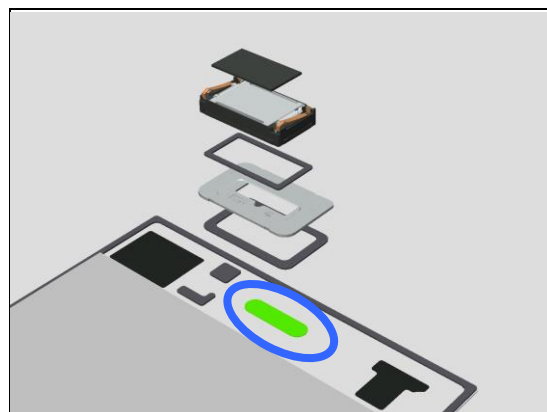
Action:

1. If the Adhesive WR Speaker Bottom is visible – reassemble it.

2. If not properly connected – reassemble it.

3. If contact pins are dirty or oxidized – clean them.

4. If damaged – replace it.



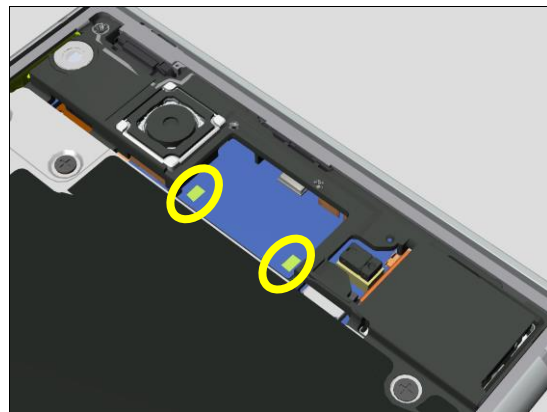
Problem Areas: Microphone

Check:

Inspect the contact pads on the PBA Main.

Action:

1. If dirty or oxidized – clean them.
2. If broken – replace the PBA Main.



1.6.2 Too small sound

Check:

Inspect the Speaker Calibration Status in Service Test.

Action:

1. If status is 3 – connect a charger to the unit and leave it on standby mode for 40 min.
2. If status is CALIBRATED – follow 1.6.1.

Speaker Calibration Status:
Status: 3

Problem Areas

1.7 Stereo speaker Right

1.7.1 No sound or distortion sound

Check:

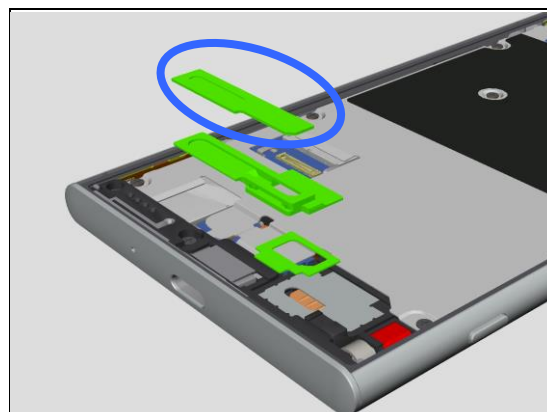
Inspect the bottom speaker external port on the Display.

Action:

2. If clogged – clean it.



2. If damaged – replace the Net WR Speaker Bottom.

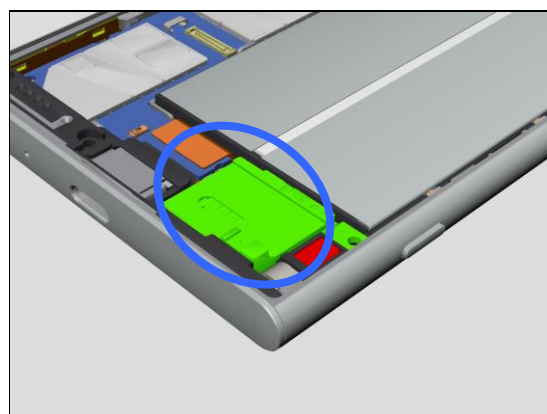


Check:

Inspect the Speaker Box is properly connected.

Action:

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



Check:

Inspect the contact pins on the Speaker Box.

Action:

1. If dirty or oxidized – clean them.
2. If broken – replace the Speaker Box.



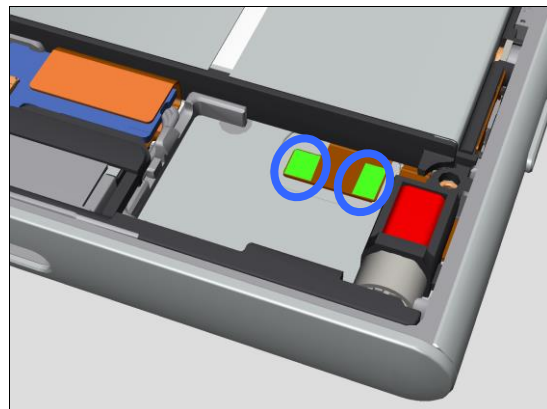
Problem Areas: Microphone

Check:

Inspect the contact pads on the FPC Key.

Action:

1. If dirty or oxidized – clean them.
2. If broken – replace the FPC Key.

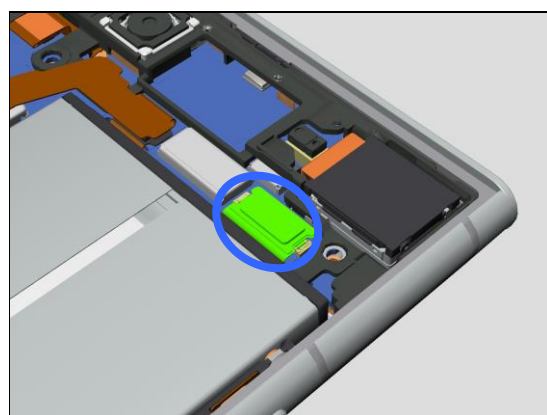


Check:

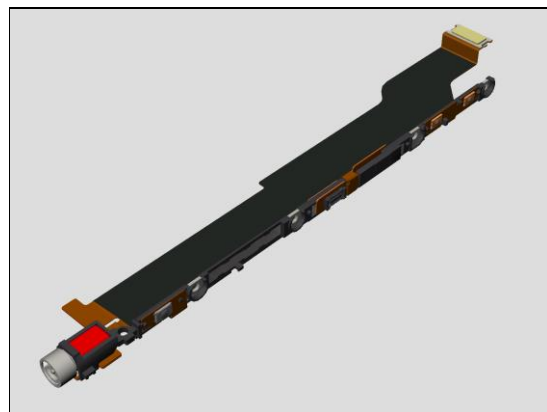
Inspect the BtoB connector of FPC Key to PBA Main.

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. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



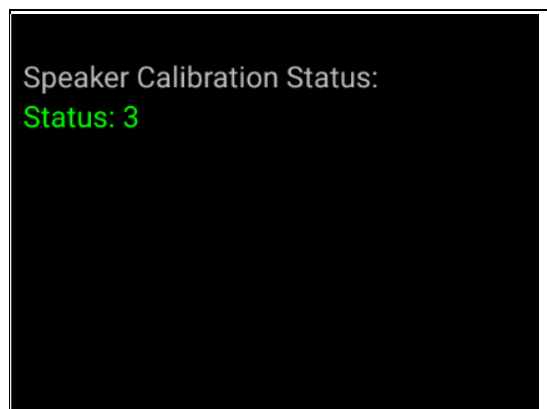
1.7.2 Too small sound

Check:

Inspect the Speaker Calibration Status in Service Test.

Action:

1. If status is 3 – connect a charger to the unit and leave it on standby mode for 40 min.
2. If status is CALIBRATED – follow 1.7.1.



Problem Areas

1.8 Earphone

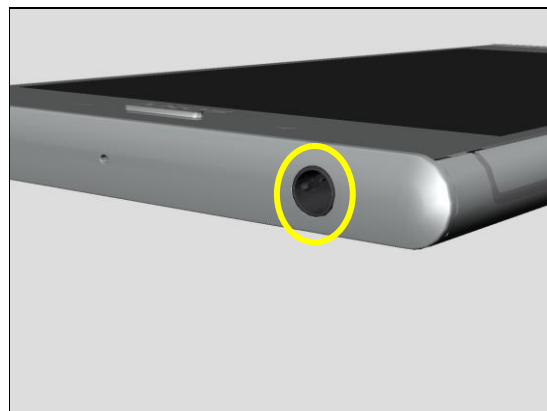
1.8.1 Earphone sound problem

Check:

Inspect the external port of FPC JK.

Action:

1. If clogged – clean it.

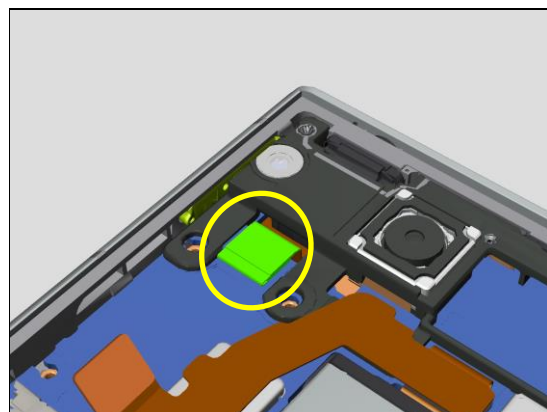


Check:

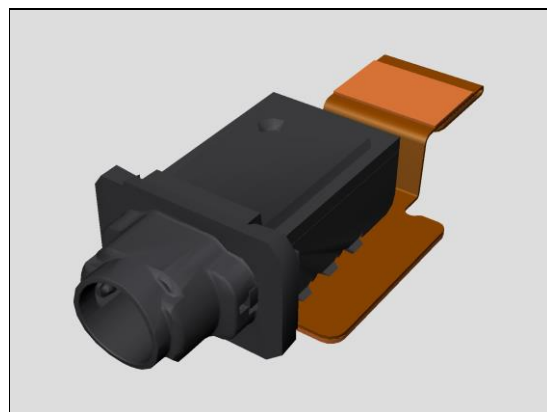
Inspect the BtoB connector of FPC JK to PBA Main.

Action:

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



3. If the FPC JK is damaged – replace it.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas

1.9 Microphone

1.9.1 Primary Mic problem

Check:

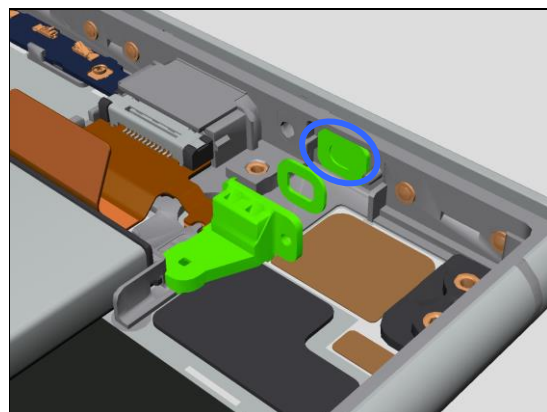
Inspect the Primary Microphone's external port on the Cover Main.

Action:

1. If clogged – clean it.



2. If damaged - replace the Sheet WR Mic.

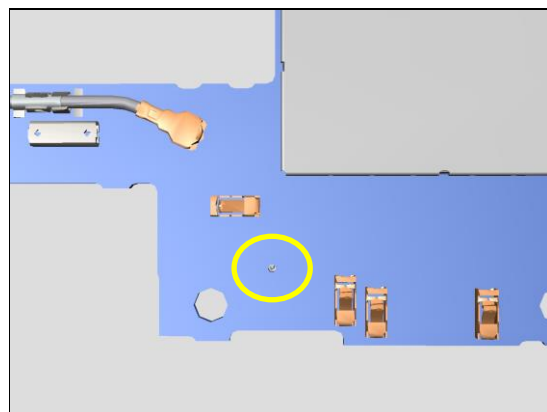


Check:

Inspect the Mic hole on the PBA.

Action:

1. If clogged or dirty or oxidized – clean it.

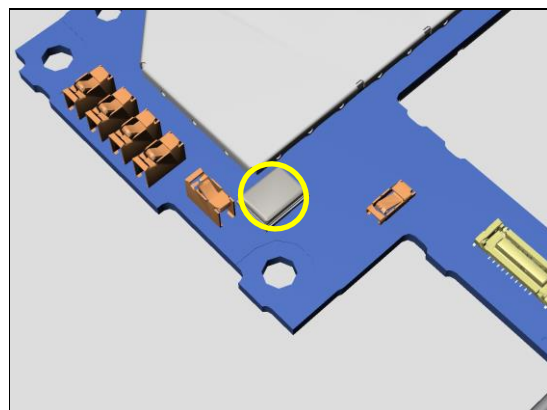


Check:

Inspect the primary mic on the PBA.

Action:

1. If damaged or missing – escalate to SL3 repair.



Problem Areas

1.10 Secondary Microphone

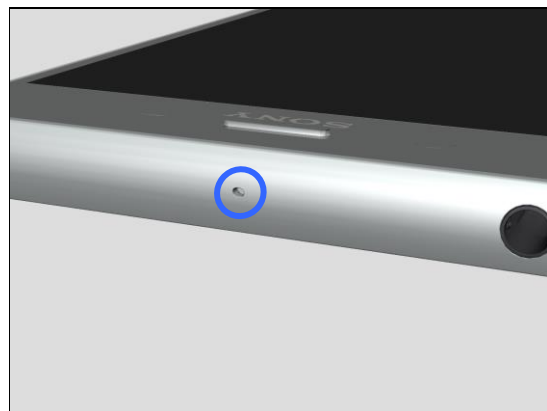
1.10.1 Secondary Mic problem

Check:

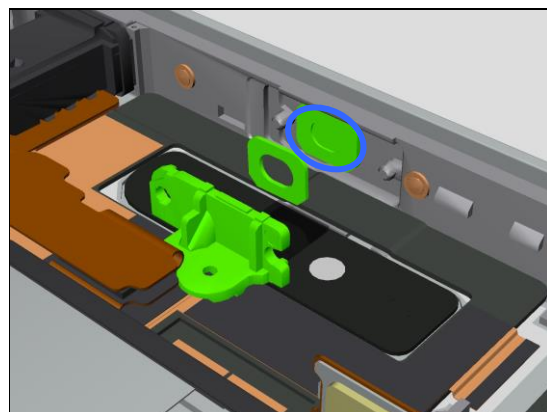
Inspect the Secondary Microphone's external port on the Cover Main.

Action:

1. If clogged – clean it.



2. If damaged - replace the Sheet WR Mic.



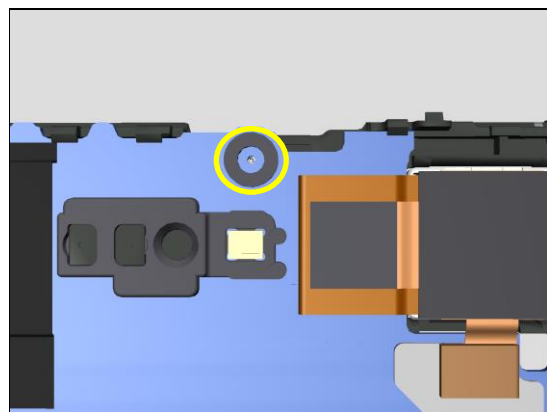
Check:

Inspect the Mic hole on the PBA.

Action:

1. If clogged or dirty or oxidized – clean it.

2. If the Cushion Mic 2 PBA is damaged – replace it.

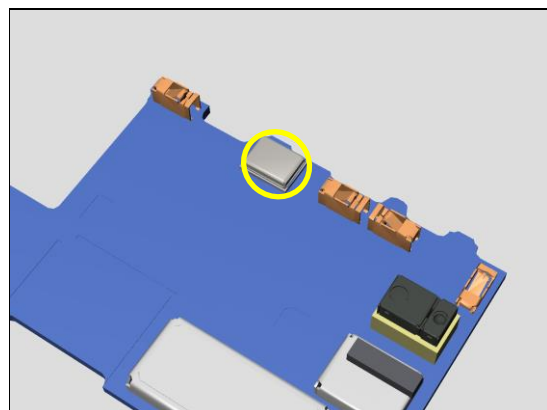


Check:

Inspect the secondary mic on the PBA.

Action:

1. If damaged or missing – escalate to SL3 repair.



Problem Areas

1.11 Vibrator

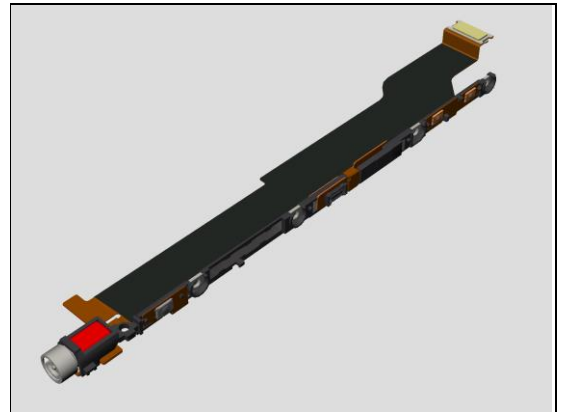
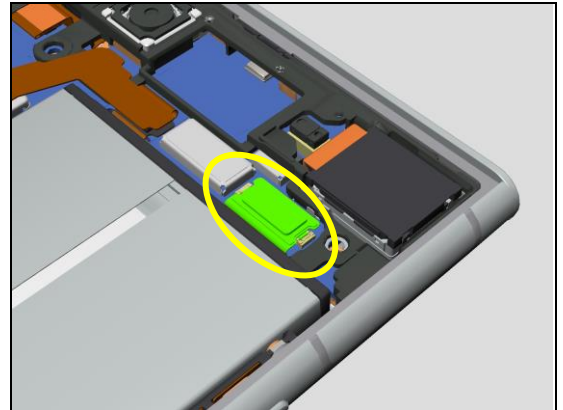
1.11.1 Vibrator not generating alerts

Check:

Inspect the BtoB connector of FPC Key to PBA Main.

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. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas

1.12 Camera

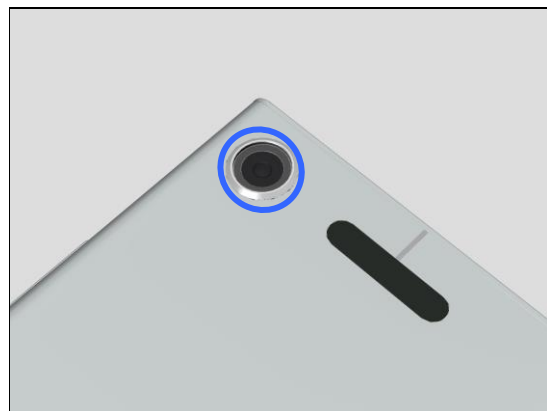
1.12.1 Main Camera trouble

Check:

Inspect the external area of camera window.

Action:

1. If dirty – clean it.



2. If scratched or damaged – replace the Cover Main.

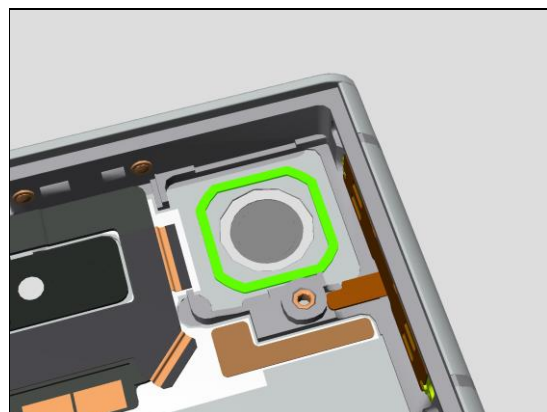


Check:

Inspect the condition of Cushion Camera on the Cover Main.

Action:

1. If damaged – replace it.

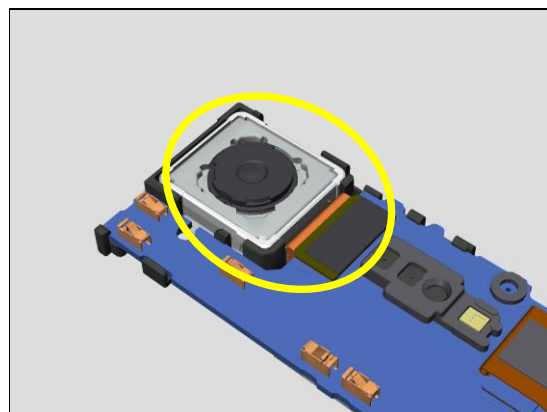


Check:

Inspect the assembling condition of Camera area.

Action:

1. If the BtoB connector is not properly connected – disconnect and reconnect it.
2. If the Holder Main Camera is not properly connected – disconnect and reconnect it.
3. If the Main Camera is damaged – replace it.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas: Camera

1.13 Secondary Camera

1.13.1 Front Camera trouble

Check:

Inspect the external area of the Front Camera window.

Action:

1. If dirty – clean it.

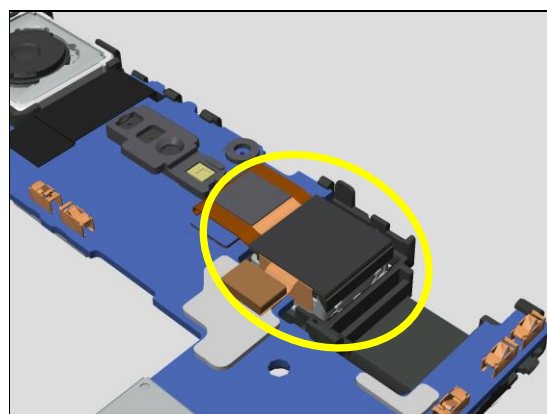
2. If scratched or damaged – replace the Display.

Check:

Inspect the assembling condition of Front Camera area.

Action:

1. If the BtoB connector is not properly connected – disconnect and reconnect it.
2. If the Holder Front Camera is not properly connected – disconnect and reconnect it.
3. If the Front Camera is damaged – replace it.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas

1.14 Flash LED

1.14.1 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 Cover Main.



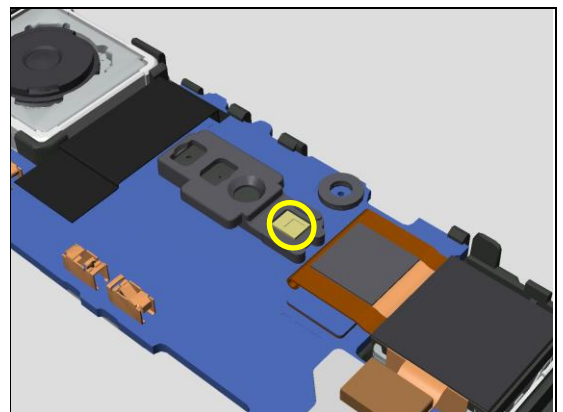
Check:

Inspect the Flash LED on PBA Main.

Action:

1. If dirty – clean it.

2. If damaged or missing – escalate to SL3 repair.



Problem Areas

1.15 Bluetooth

1.15.1 Bluetooth connection failure

Check:

Inspect the WLAN/BT contact pins on PBA Main.

Action:

1. If dirty or oxidized – clean the pins.
2. If damaged or missing – escalate to SL3 repair.

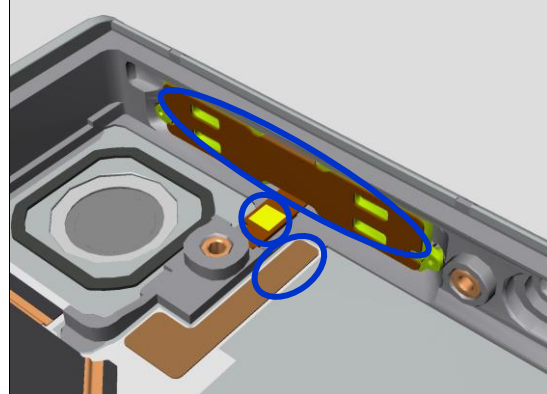
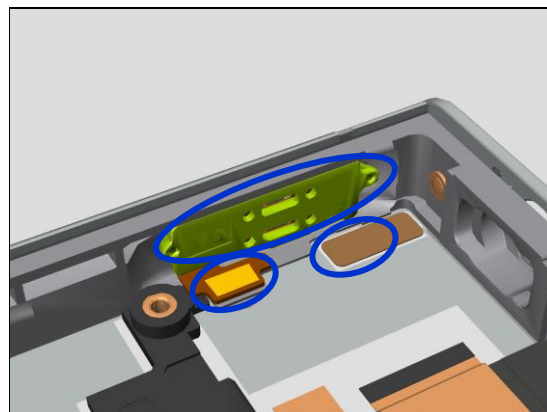


Check:

Inspect the WLAN/BT embedded antennas and their contact pads on Cover Main.

Action:

1. If the pads are dirty or oxidized – clean the pads.
2. If the pads or antenna bodies are damaged or missing – replace the Cover Main.



Problem Areas

1.16 WLAN

1.16.1 WLAN connection failure

Refer to 1.15.

Problem Areas

1.17 NFC

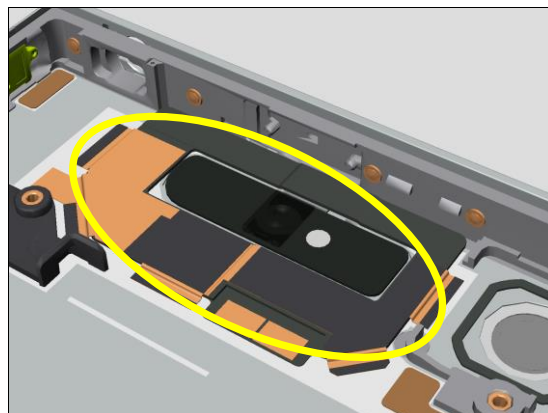
1.17.1 NFC malfunctions

Check:

Inspect the condition of the Antenna NFC and Sheet RF Conductive NFC.

Action:

1. If the contact pads are dirty or oxidized – clean them.
2. If damaged or broken – replace them.

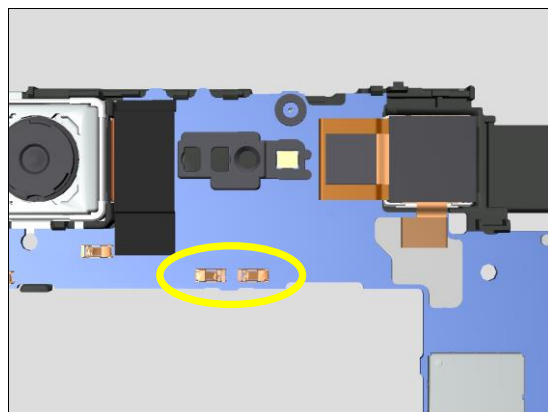


Check:

Inspect the NFC contact pins on PBA Main.

Action:

1. If dirty or oxidized – clean the pins.
2. If damaged or missing – escalate to SL3 repair.



Problem Areas

1.18 GPS

1.18.1 GPS malfunctions

Check:

Inspect the GPS contact pins on PBA Main.

Action:

1. If dirty or oxidized – clean the pins.
2. If damaged or missing – escalate to SL3 repair.

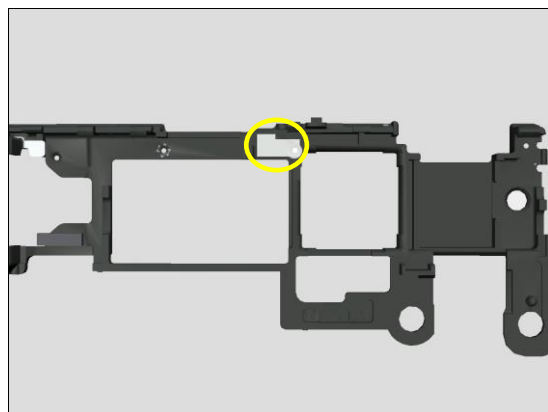


Check:

Inspect the GPS contact pad on Holder Ant Sub.

Action:

1. If dirty or oxidized – clean the pad.
2. If damaged – replace the Holder Ant Sub.



Problem Areas

1.19 Compass

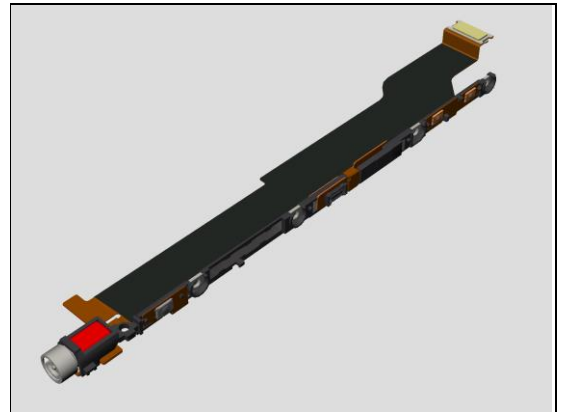
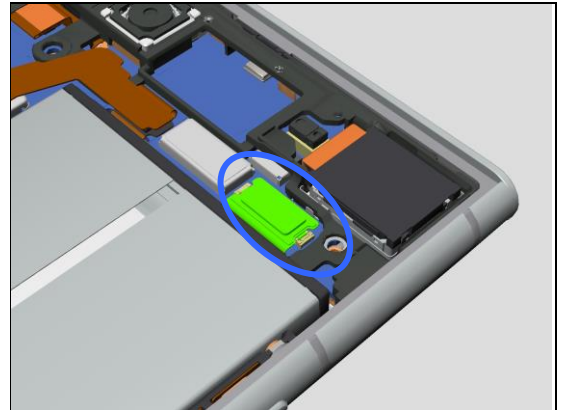
1.19.1 Compass fails

Check:

Inspect the BtoB connector of FPC Key to PBA Main.

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. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas

1.20 Accelerometer

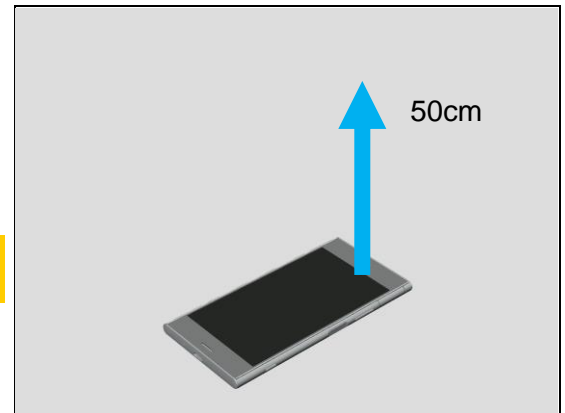
1.20.1 Accelerometer test fails

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate the Accelerometer.

The sensor window should not be covered by any material more than 50cm during calibration.

2. Replace PBA Main.



Problem Areas

1.21 Gyroscope

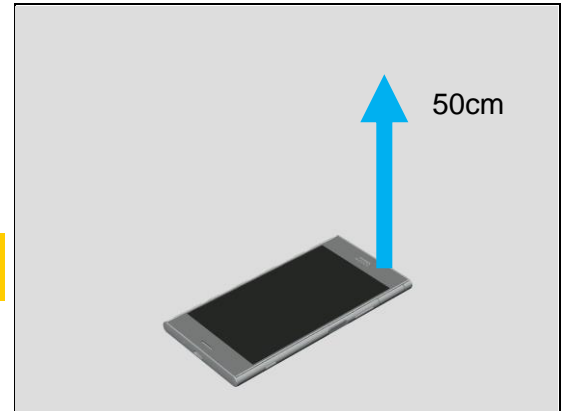
1.21.1 Gyroscope test fails

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate the Gyroscope.

The sensor window should not be covered by any material more than 50cm during calibration.

2. Replace PBA Main.



Problem Areas

1.22 Ambient Light Sensor

1.22.1 Light Sensor malfunctions

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate the sensor.

The sensor window should not be covered by any material more than 50cm during calibration.

Check:

Inspect the sensor window area on the Display.

Action:

1. If dirty – clean it.

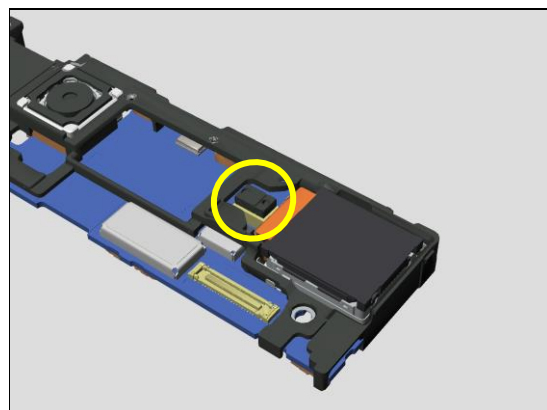
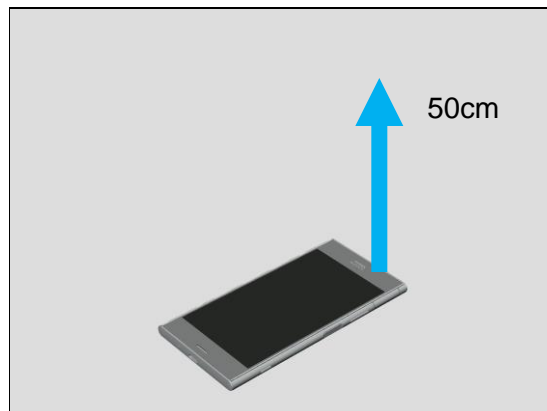
2. If scratched or damaged – replace the Display.

Check:

Inspect the Light Sensor / Proximity switch on PBA Main.

Action:

1. If dirty or clogged – clean it.
2. If damaged – replace PBA Main.



Problem Areas

1.23 Proximity Switch

1.23.1 Proximity switch malfunctions

Refer to 1.22.

Problem Areas

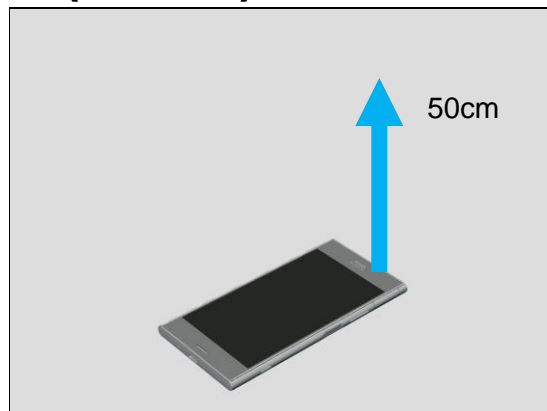
1.24 Capacitive Proximity Sensor (G8343)

1.24.1 Sensor malfunctions

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate the sensor.

The sensor window should not be covered by any material more than 50cm during calibration.

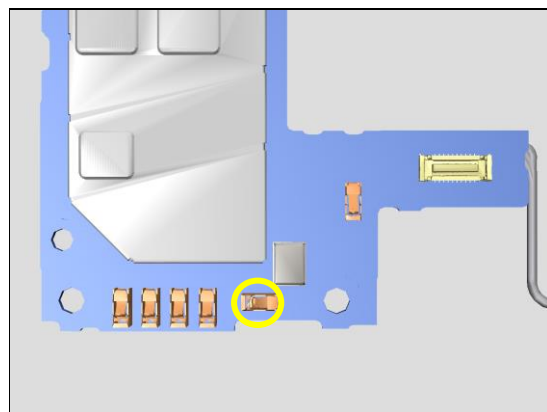


Check:

Inspect the sensor contact pin on PBA Main.

Action:

1. If dirty or oxidized – clean the pin.
2. If damaged or missing – escalate to SL3 repair.



Check:

Inspect the sensor contact pad on Holder Ant Main.

Action:

1. If dirty or oxidized – clean the pad.
2. If damaged – replace the Holder Ant Main.
3. Replace the Cover Main.



Problem Areas

1.25 Hall Element Test

1.25.1 Hall Element Test fails

Replace the PBA Main.

Problem Areas

1.26 Pressure Sensor

1.26.1 Pressure Sensor test fails

Replace the PBA Main.

Problem Areas

1.27 Real Time Clock

1.27.1 Real time clock test fails

Replace the PBA Main.

Problem Areas

1.28 Total call time

1.28.1 Total call time fails

Replace the PBA Main.

Problem Areas

1.29 Storage

1.29.1 Memory Card not detected

Check:

Inspect 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 Cap Tray.
2. If damaged - replace it.

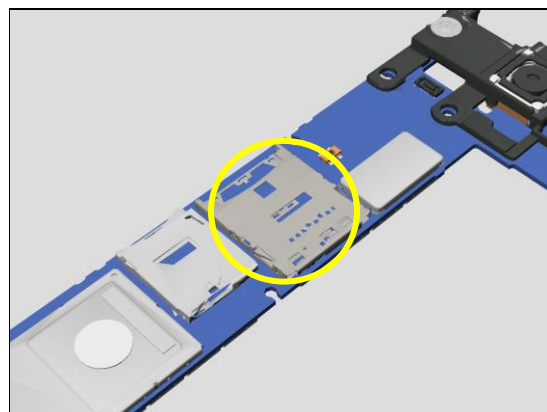


Check:

Inspect the SIM/SD card connector on PBA Main.

Action:

1. If dirty or clogged – clean the connector.
2. If damaged – escalate to SL3 repair.



Problem Areas

1.30 Security

1.30.1 Security fails

Replace the PBA Main.

Problem Areas

1.31 Battery Health test

1.31.1 Replace message displays

Replace the Battery.

Problem Areas

1.32 Verify Certificates

N/A.

Problem Areas

1.33 WLAN Antenna TX/RX

N/A.

Problem Areas

1.34 Finger Print Test (Including function test)

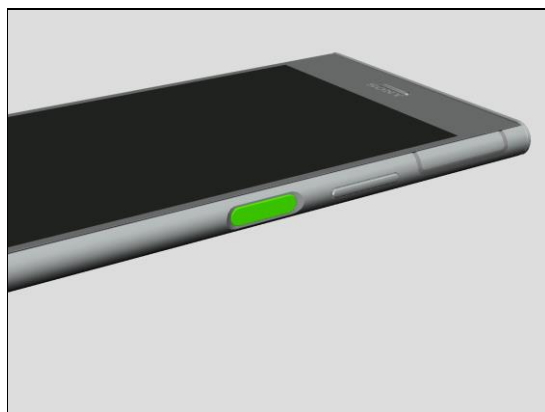
1.34.1 Finger Print Test fails

Check:

Make sure your finger is clean and dry.

Action:

1. If dirty or wet – wash your hand and dry.



Check:

Refer to 1.2.3 On/Off Key.

* Fingerprint functionality is not available in the US market.

Problem Areas

1.35 Speaker Calibration Status

1.35.1 Status does not change

Action:

1. Refer to 1.6.2 Too small sound – Action 1.

Do not process anything or ring any sound on the phone during 40 min of charging.

Problem Areas

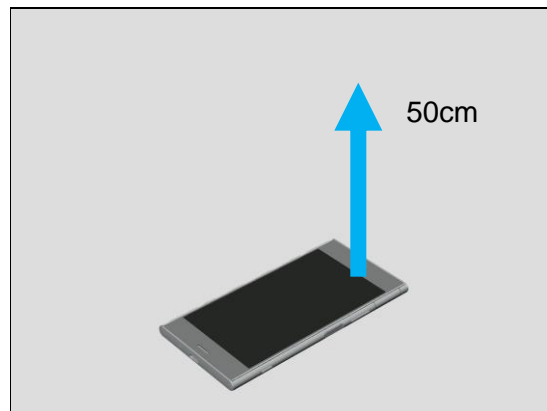
1.36 RGB-IR sensor

1.36.1 RGB-IR sensor fails

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate the RGB-IR sensor.

The sensor window should not be covered by any material more than 50cm during calibration.



Check:

Inspect the external area of the RGB-IR sensor.

Action:

1. If dirty – clean it.



2. If scratched or damaged – replace the Cover Main.

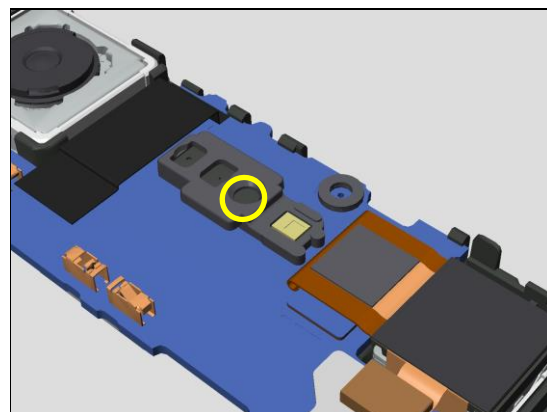


Check:

Inspect the RGB-IR sensor on the PBA Main.

Action:

1. If dirty – clean it.
2. If damaged or missing – replace the PBA Main.



Problem Areas

1.37 ToF sensor

1.37.1 ToF sensor fails

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate the ToF sensor.

The sensor window should not be covered by any material more than 50cm during calibration.

Check:

Inspect the external area of the ToF sensor.

Action:

1. If dirty – clean it.

2. If scratched or damaged – replace the Cover Main.

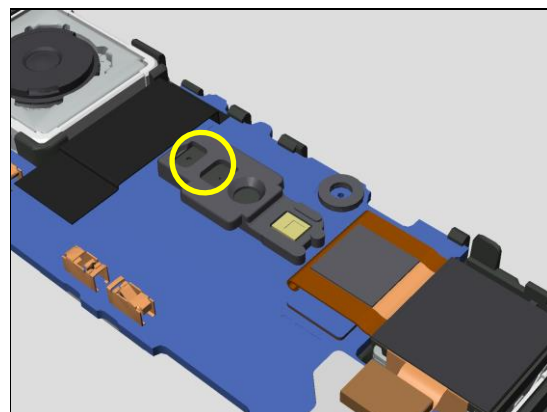
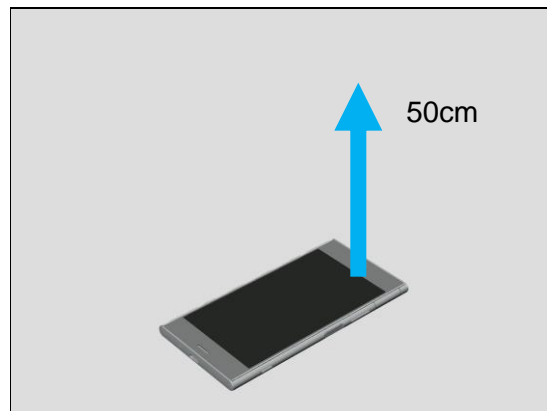
Check:

Inspect the ToF sensor on the PBA Main.

Action:

1. If dirty – clean it.

2. If damaged or missing – replace the PBA Main.



Problem Areas

1.38 WRT

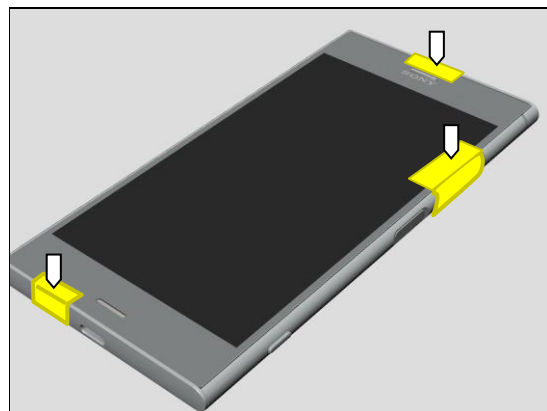
1.38.1 WRT fails

Check:

Make sure if the two mic holes and the Key Volume are properly sealed during the WRT.

Action:

1. If any problem – remove the tape and seal again.

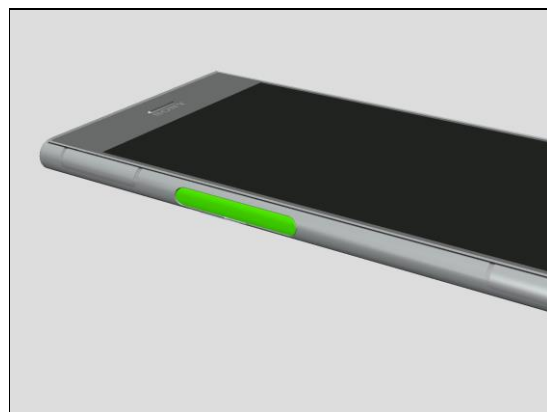


Check:

Inspect the external area of the Cap Tray.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace the Cap Tray.

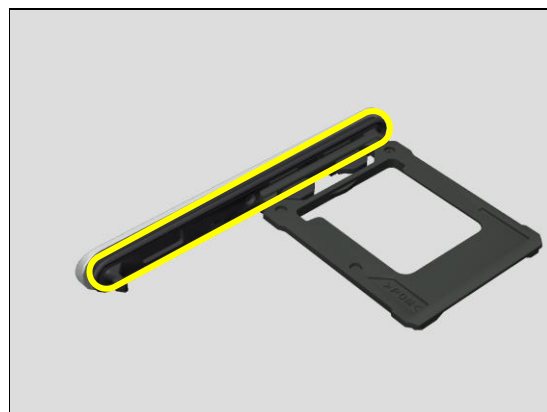


Check:

Inspect the internal gasket area of the Cap Tray.

Action:

1. If dirty – clean it.
2. If damaged – replace the Cap Tray.

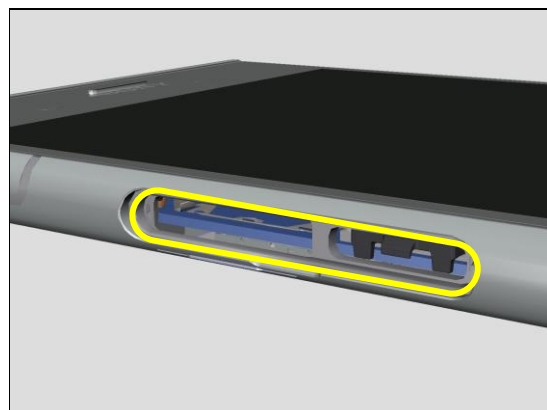


Check:

Inspect the internal concave area of the Cover Main

Action:

1. If dirty – clean it.
2. If damaged – replace the Cover Main.



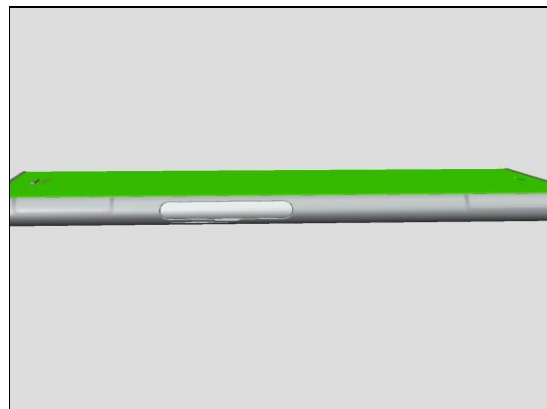
Problem Areas: WRT

Check:

Inspect if the Display is lifting from the Cover Main.

Action:

1. If lifting – disassemble and reassemble the Display.

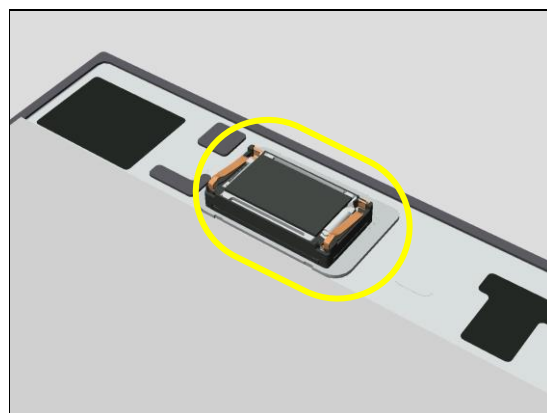


Check:

Inspect the condition of the Holder Speaker Top and Loudspeaker.

Action:

1. If not properly connected – replace them.



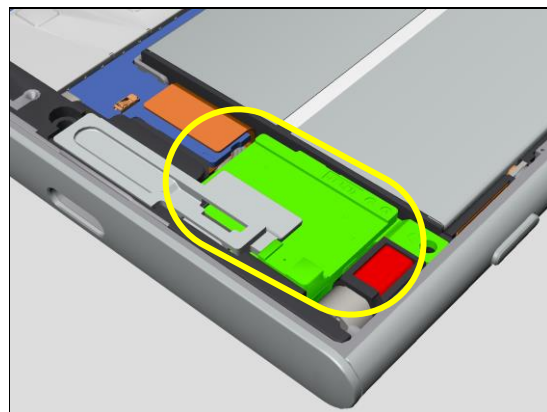
Check:

Inspect the condition of the Speaker Box.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.

Holder Speaker Bottom always needs to be replaced when disassembling Display.

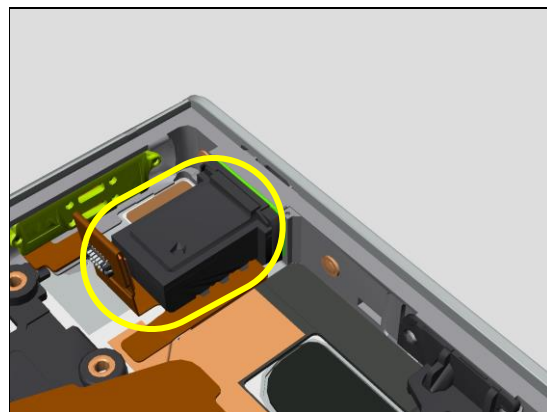


Check:

Inspect the condition of the FPC JK.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.



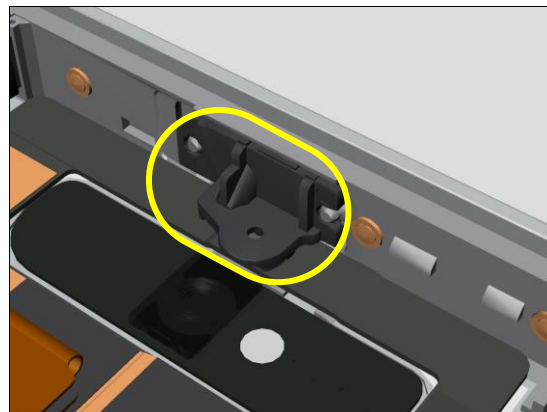
Problem Areas: WRT

Check:

Inspect the condition of the Holder Mic 2.

Action:

1. If not properly connected – replace it.



Check:

Inspect the condition of the Holder Mic 1

Action:

1. If not properly connected – replace it.

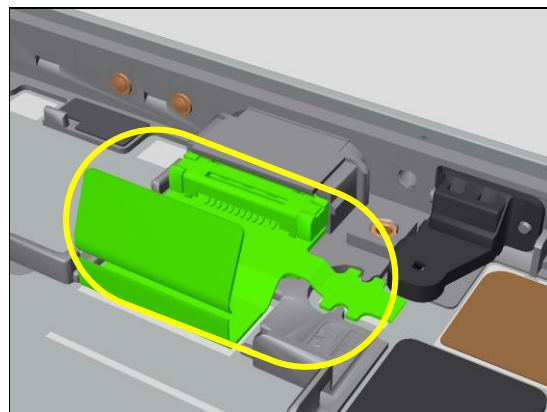


Check:

Inspect the condition of the FPC USB.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.



Check:

Inspect the condition of the Gasket WR Key Volume.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.



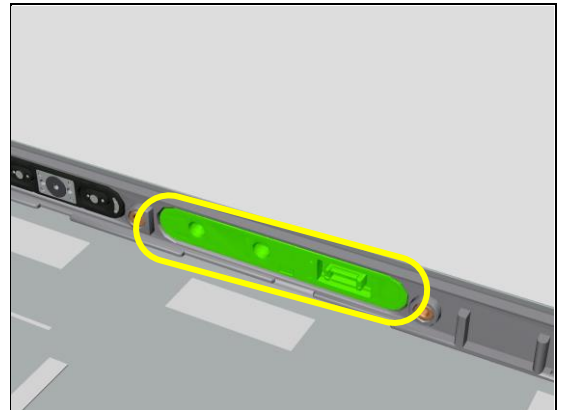
Problem Areas: WRT

Check:

Inspect the condition of the FP Sensor.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.

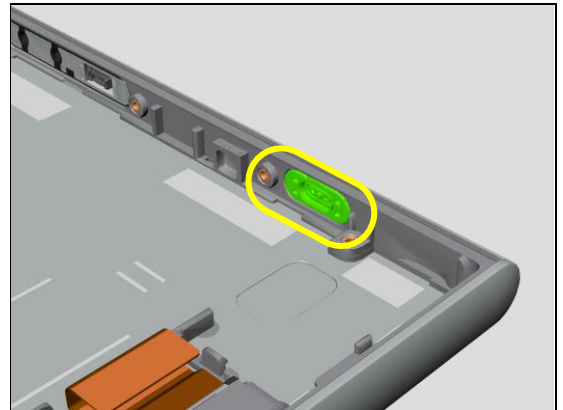


Check:

Inspect the condition of the Gasket WR Key Camera.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.



Problem Areas

1.39 Network & Signal

1.39.1 No/Poor signal

Check:

Inspect the condition of Holder Ant Main. (Cellular main antenna)

Action:

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

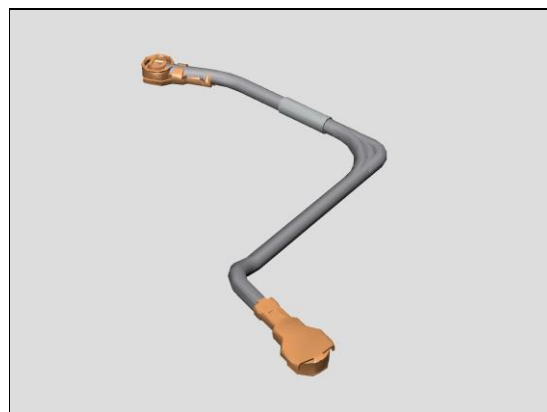


Check:

Inspect the condition of RF Cable.

Action:

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

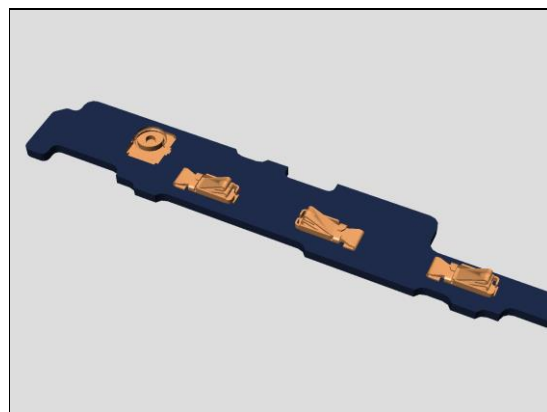


Check:

Inspect the PBA Sub.

Action:

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

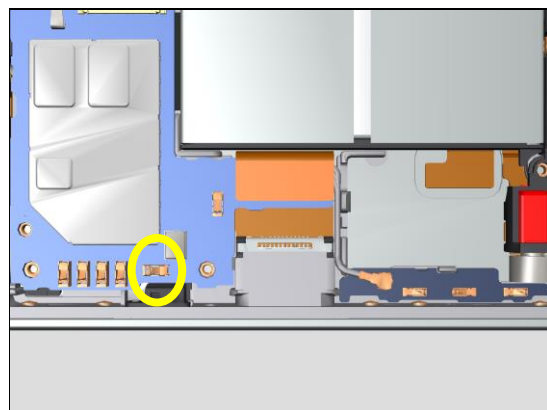


Check:

Inspect the contact pin on the PBA Main to Holder Ant Main.

Action:

1. If dirty or oxidized – clean them.
2. If broken or missing – escalate to SL3 repair.



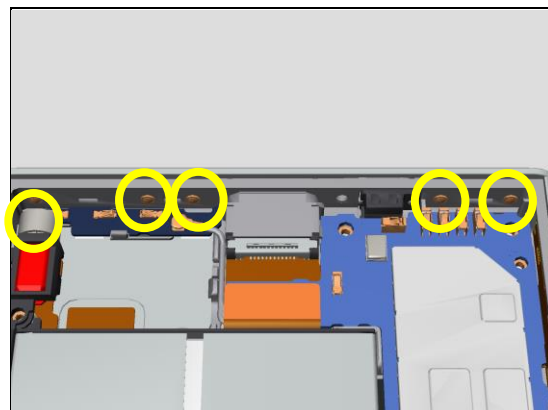
Problem Areas: Network & Signal

Check:

Inspect the spring pins on the Cover Main to Holder Ant Main.

Action:

1. If dirty or oxidized – clean them
2. If broken – replace the Cover Main.

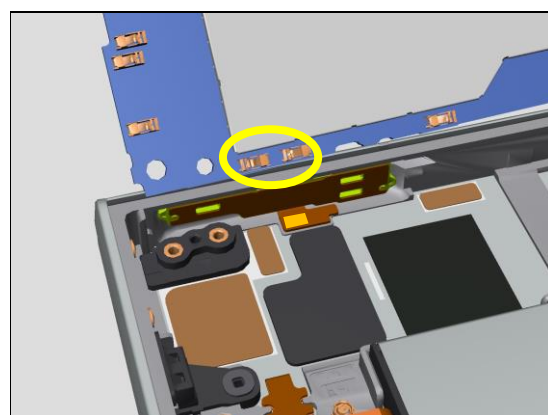


Check:

Inspect the contact pins on the PBA Main to the embedded antenna on the Cover Main.

Action:

1. If dirty or oxidized – clean them
2. If broken – escalate to SL3 repair.

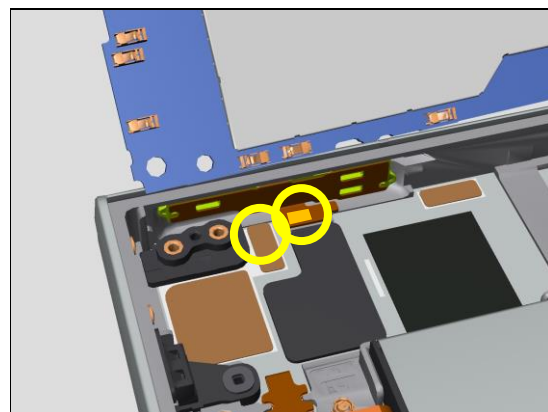


Check:

Inspect the contact pads on the embedded antenna on the Cover Main.

Action:

1. If dirty or oxidized – clean them.
2. If broken – replace the Cover Main.

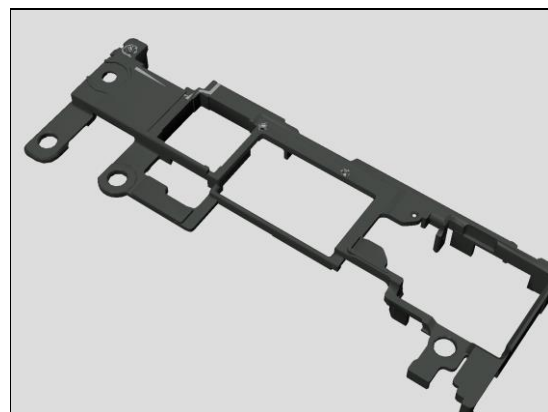


Check:

Inspect the condition of Holder Ant Sub. (Cellular diversity antenna)

Action:

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



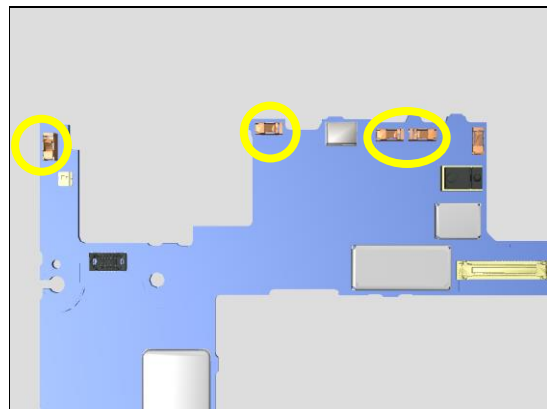
Problem Areas: Network & Signal

Check:

Inspect the contact pins on the PBA Main to Holder Ant Sub.

Action:

1. If dirty or oxidized – clean them.
2. If broken or missing – escalate to SL3 repair.

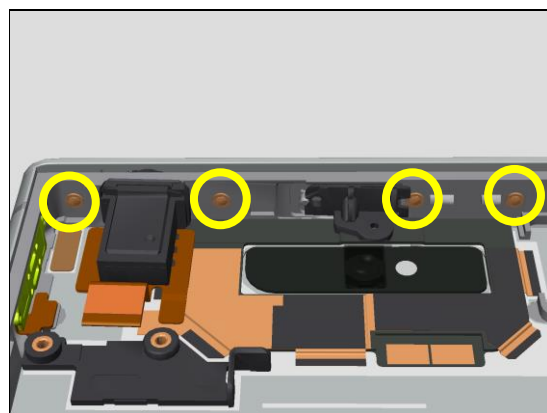


Check:

Inspect the spring pins on the Cover Main to Holder Ant Sub.

Action:

1. If dirty or oxidized – clean them
2. If broken – replace the Cover Main.



Problem Areas

1.40 SIM

1.40.1 SIM not detected

Check:

Check if Nano SIM is properly mounted onto the Tray Nano SIM and Cap Tray Assy (G8342) and if Cap Tray is properly inserted.

Action:

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

For G8342, SIM 2 slot shares the common space with Micro SD Card.

Note. You cannot use SIM 2 and Micro SD Card at the same time.

Check:

Inspect the SIM/SD card holder on PBA Main.

Action:

1. If dirty or clogged – clean the holder.
2. If broken – escalate to SL3 repair.

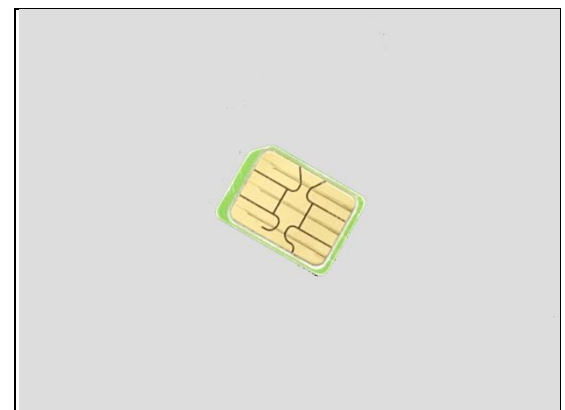
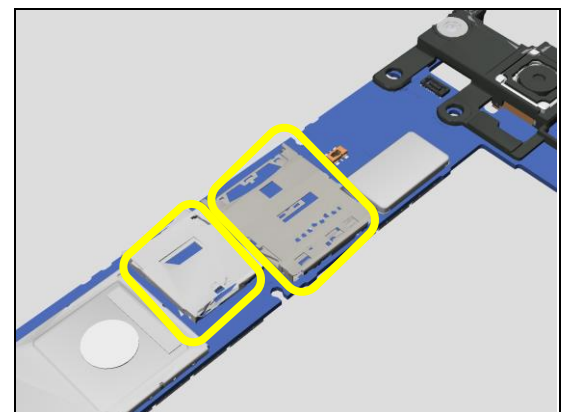
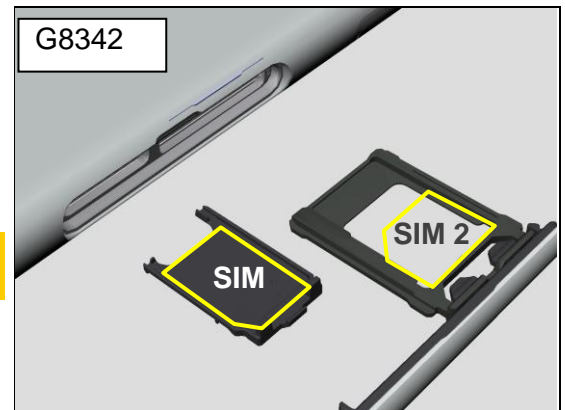
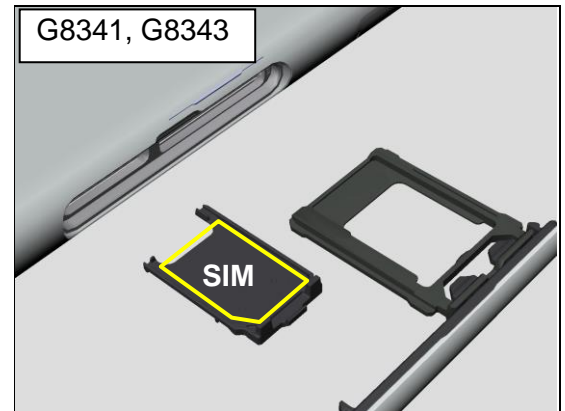
1.40.2 Incorrect Nano SIM indicated

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 PBA Main.



Problem Areas

1.41 Charging

1.41.1 Battery will not charge by USB connector

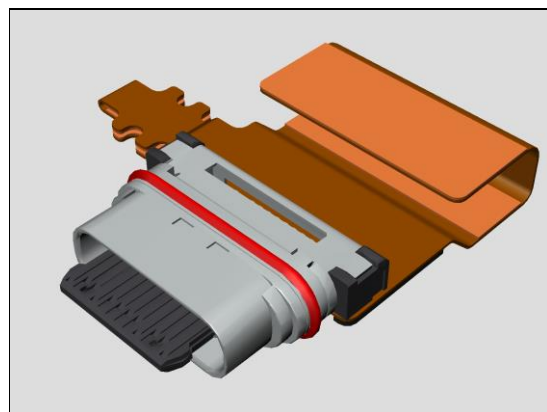
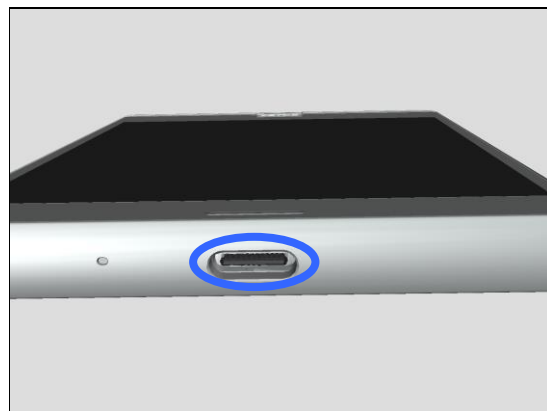
Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.

2. If damaged – replace FPC USB.

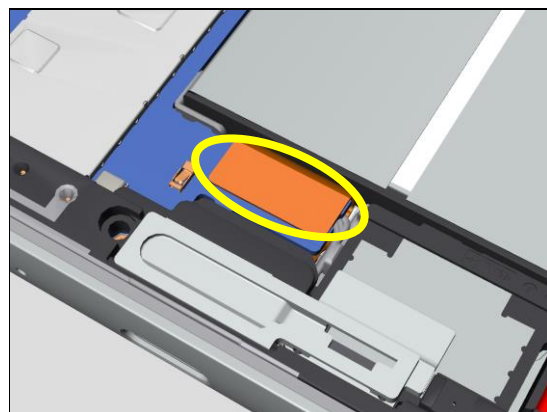


Check:

Inspect the BtoB connector of FPC USB to PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.
3. If the FPC USB is damaged – replace it.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.

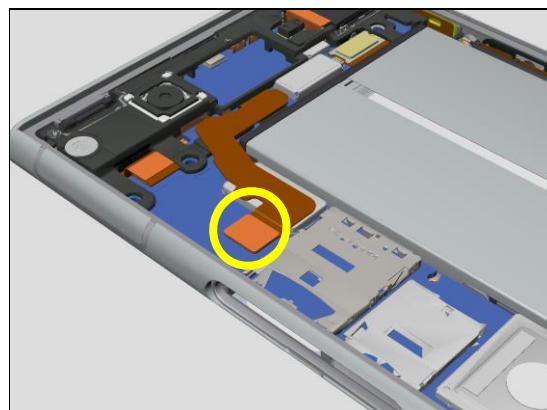


Check:

Inspect the BtoB connector of the Battery to PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtoB connector.
3. If the Battery is damaged – replace it.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas

1.42 Data Communication

1.42.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.

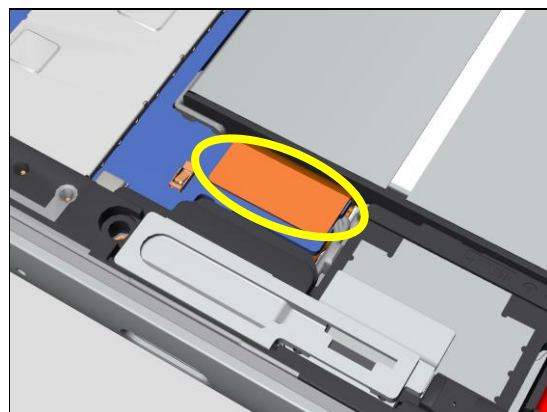
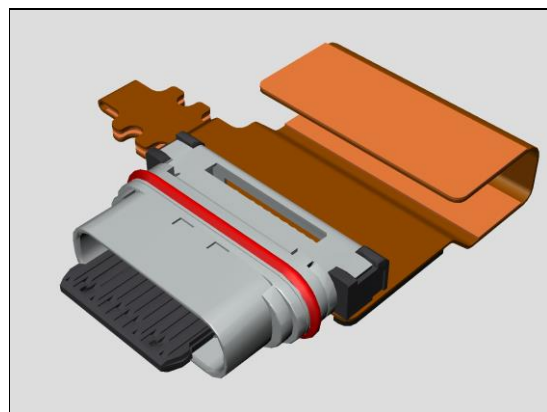
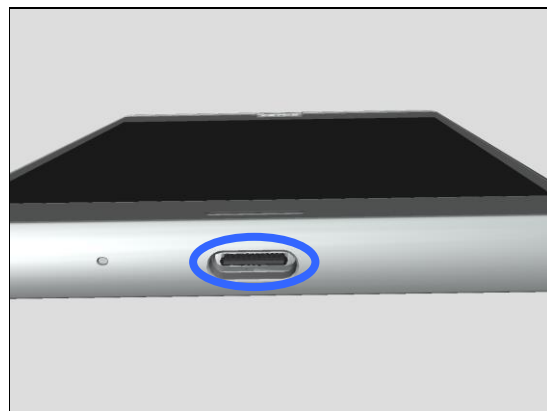
2. If damaged – replace FPC USB.

Check:

Inspect the BtoB connector of FPC USB to PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.
3. If the FPC USB is damaged – replace it.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



2 Revision History

Rev.	Date	Changes / Comments
1	2017-08-25	Initial release
2	2017-09-01	Update cover image. Add marketing name. Add two check areas (Holder Speaker Top / Loudspeaker and Speaker Box) in 1.38.1. Specify “main” and “diversity” of antenna in 1.39.1.
3	2017-10-20	Add one check area in 1.6.1 (Frame 3)