

Troubleshooting Guide

- mechanical -



Xperia XA2 Ultra
H32 13, H3223, H42 13, H4233

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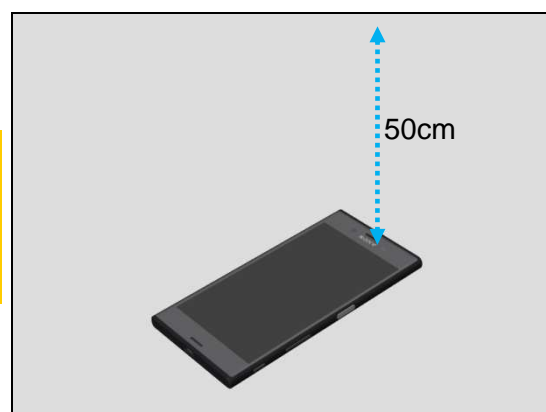
For general information about mechanical repair related issues, refer to 000154064: Generic Repair Manual – mechanical

1309-7255 CS-Everest (Repair -Mechanical- Tools and Equipment (include Repair Software), Info-Center number is RE4251) Calibration or Flashing Customize by Emma or Aged Battery Reset by Emma must be performed when following Reassembly or Replacement.

		CS-Everest Calibration			Emma
		Proximity Light Sensor	Smart Amp	Color ID Flashing	Aged Battery Reset
Reassembly	Main PBA	O			
	Front Cover Assy	O			
	P- Sensor Rubber	O			
Replacement	Main PBA	O	O	O	
	Front Cover Assy	O			
	P- Sensor Rubber	O			
	Battery				O
	Main Antenna & Speaker Box Assy		O		

Note! When performing proximity sensor calibration, put the phone unit on a stable place, facing up, and no any objects within 50cm.

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



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 11 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.

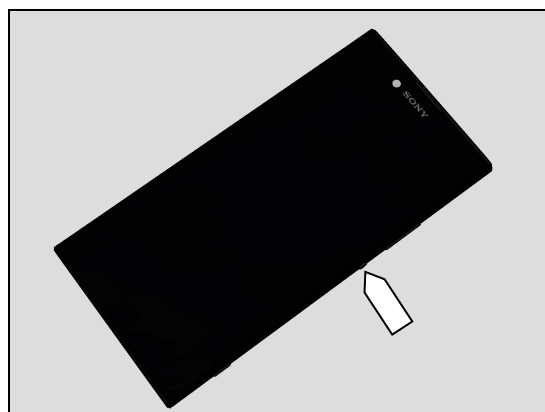
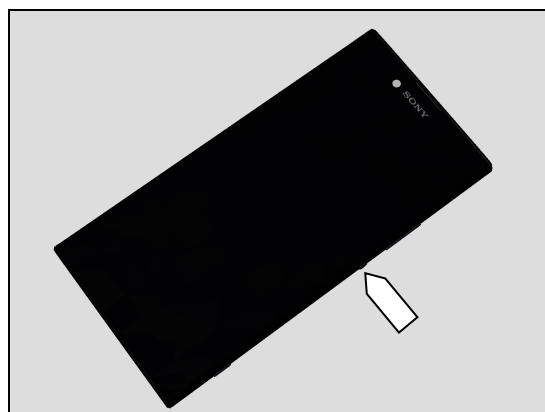
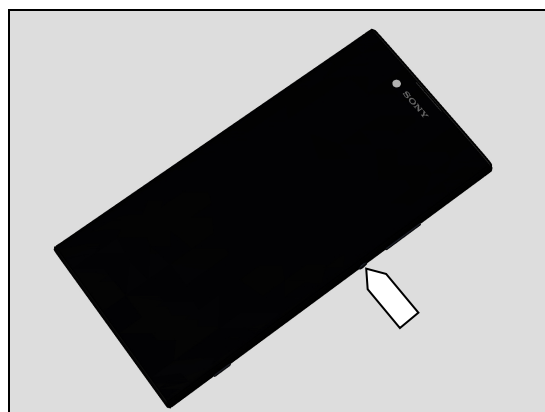
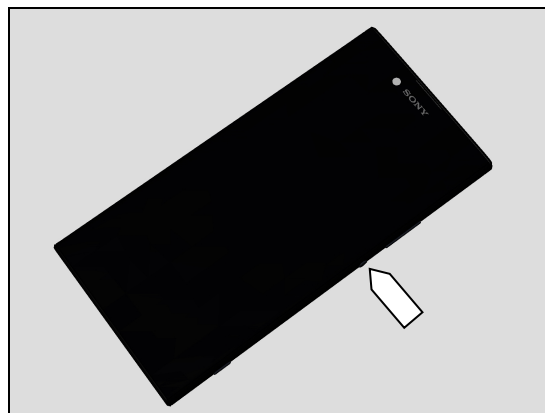
Follow Test Instruction - mechanical chapter of Charging via Charger or Computer, Diagnostic Battery / Charging status.

Check:

Inspect the on/off key.

Action:

Refer to section 1.2.3 'On/Off Key'.



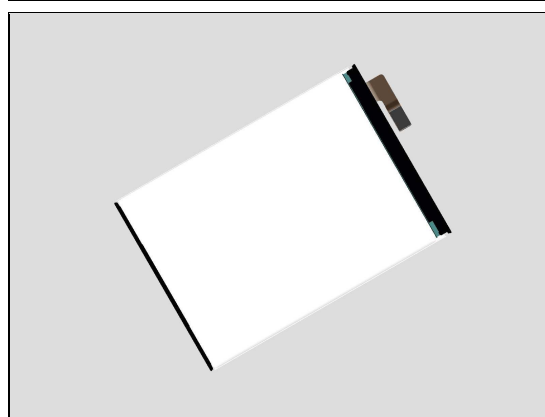
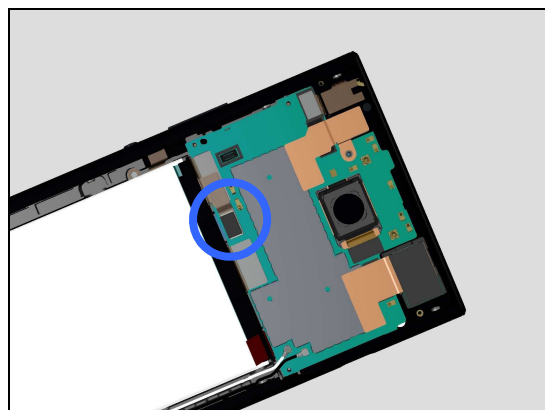
Problem Areas: Power

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.



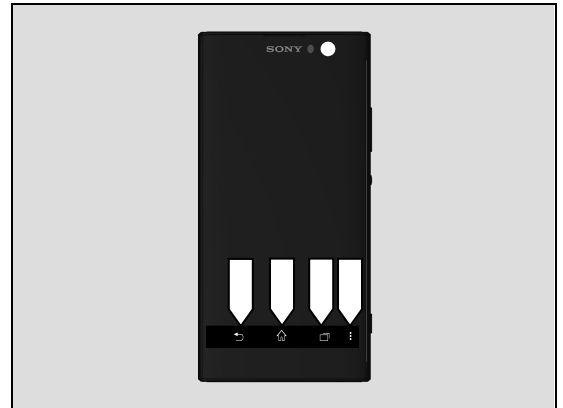
Problem Areas

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.



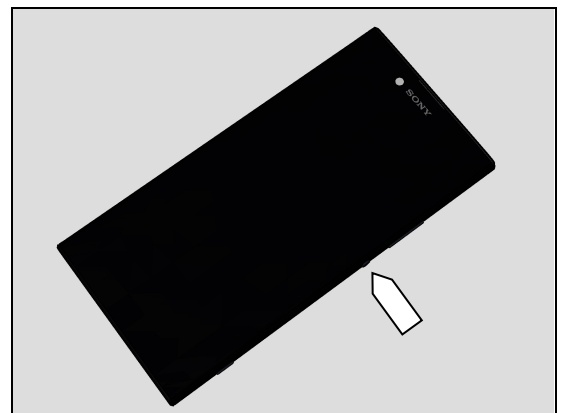
1.2.2 Volume Key

Check:

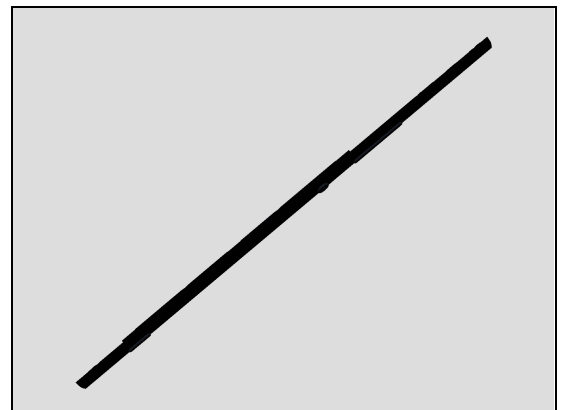
Inspect the external area of the Volume Key.

Action:

1. If dirty – clean it.



2. If damaged – replace the Side Panel Keys Assy.

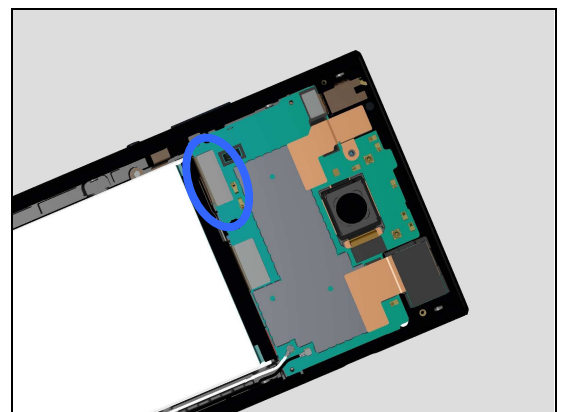


Check:

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

Action:

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



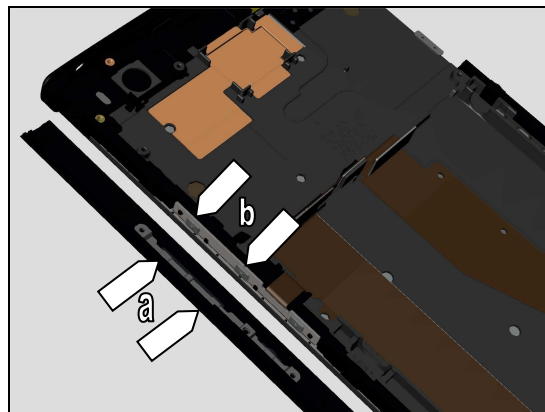
Problem Areas: Keys

Check:

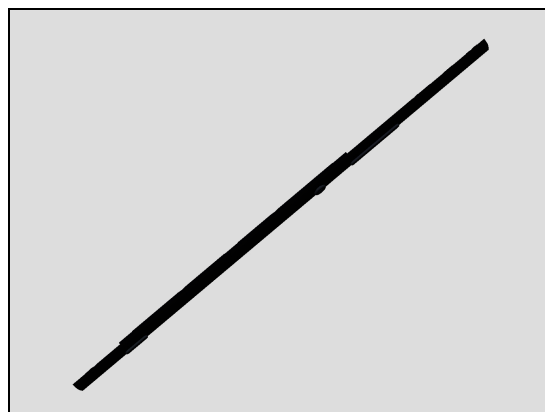
Inspect the condition of the On/Off Key rubber (a) and On/Off Key switch (b).

Action:

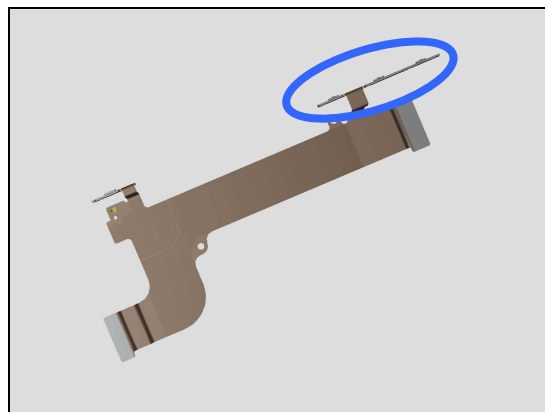
1. If dirty – clean them.
2. Disconnect and reconnect the On/Off Key rubber (a) and On/Off Key switch (b).



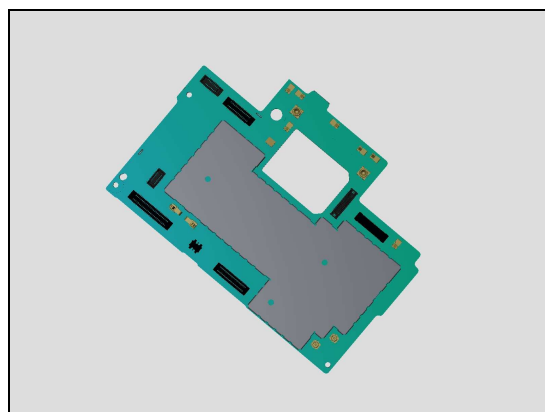
3. If the On/Off Key rubber is damaged – replace the Side Panel Keys Assy.



4. If the Side Key FPC Assy or the volume key switch on the Side Key FPC is damaged – replace it.



5. Replace Main PBA.



Problem Areas: Keys

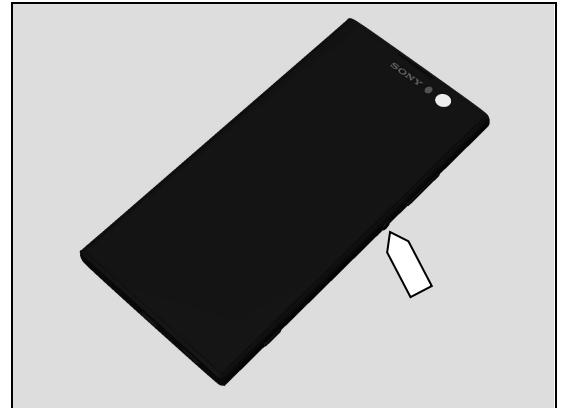
1.2.3 On/Off Key

Check:

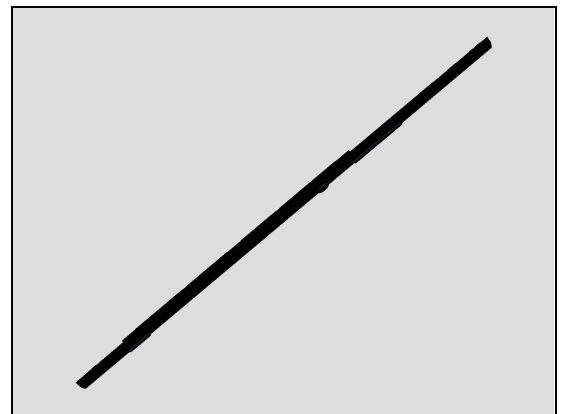
Inspect the external area of the On/Off Key.

Action:

1. If dirty – clean it.



2. If damaged – replace the Side Panel Keys Assy.



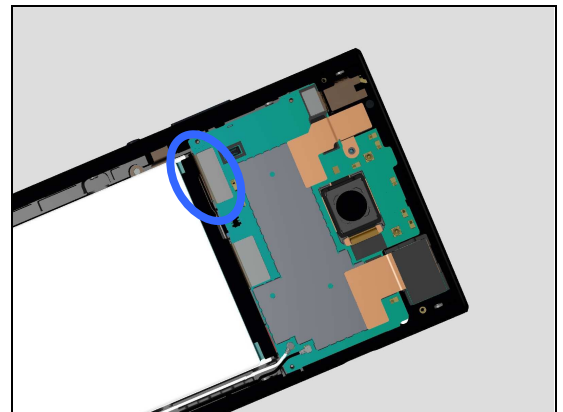
Check:

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

Action:

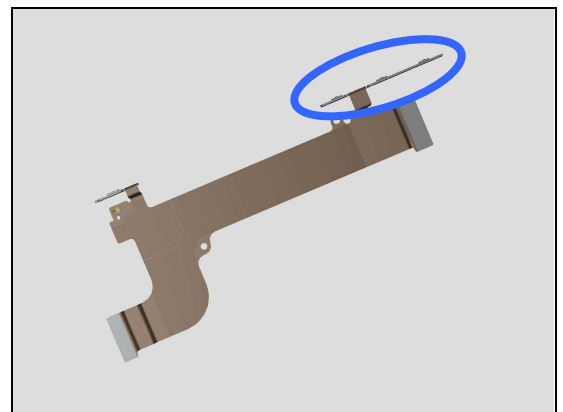
1. If not properly connected – disconnect and reconnect it.

2. If dirty or oxidized – clean it.



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

4. Replace Main PBA.



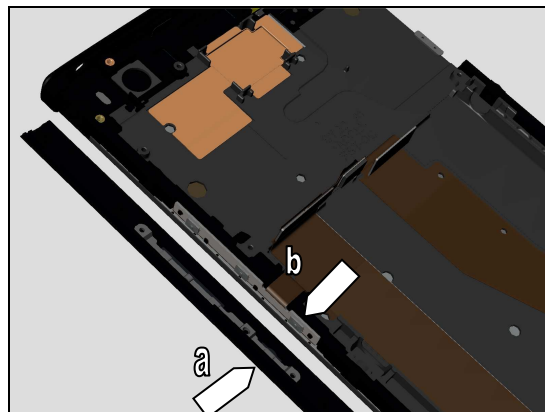
Problem Areas: Keys

Check:

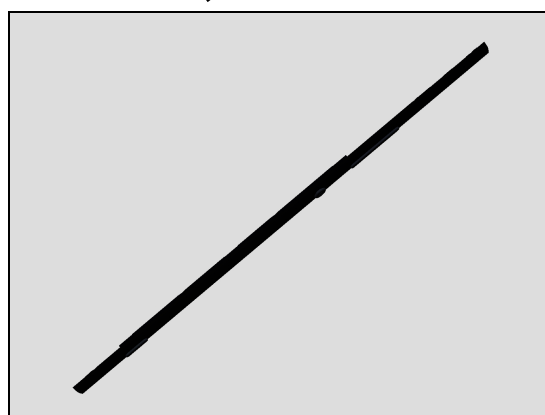
Inspect the condition of the On/Off Key rubber (a) and On/Off Key switch (b).

Action:

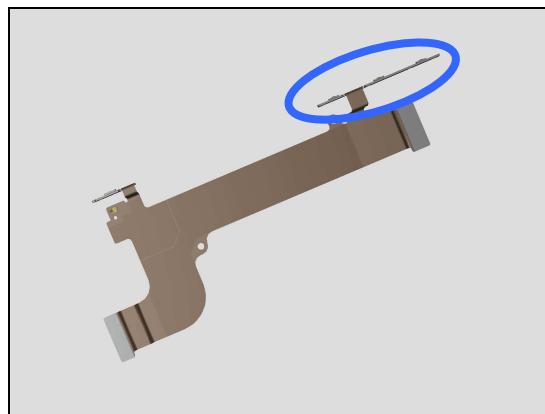
1. If dirty – clean them.
2. Disconnect and reconnect the On/Off Key rubber (a) and On/Off Key switch (b).



3. If the On/Off Key rubber is damaged – replace the Side Panel Keys Assy.



4. If the On/Off key switch is damaged – replace the Side Key FPC Assy.
5. Replace Main PBA.



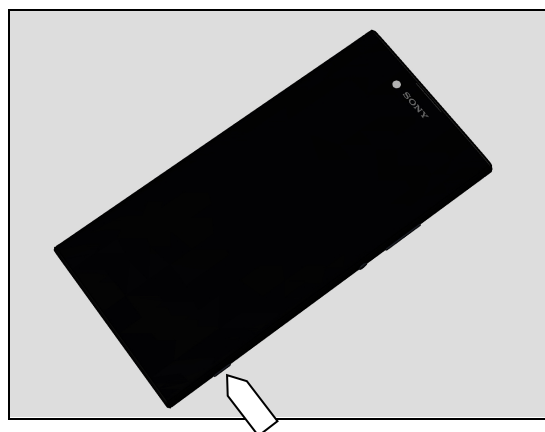
1.2.4 Camera Key

Check:

Inspect the external area of the Camera Key.

Action:

1. If dirty – clean it.



Problem Areas: Keys

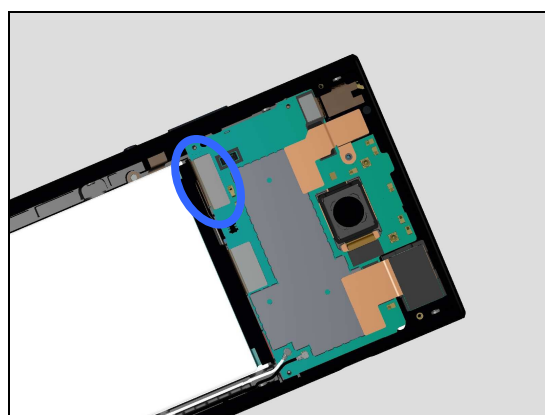
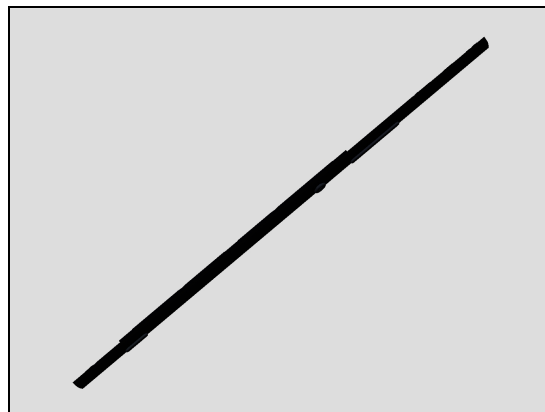
2. If damaged – replace the Side Panel Keys Assy.

Check:

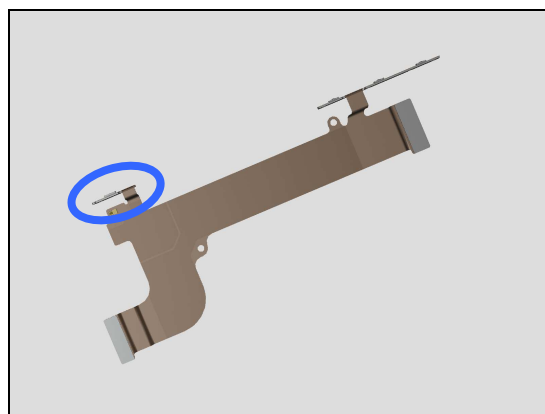
Inspect the BtB connector of Side Key FPC Assy to Main PBA.

Action:

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



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

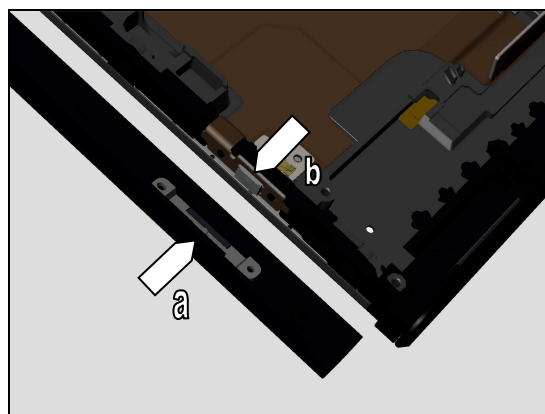


Check:

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

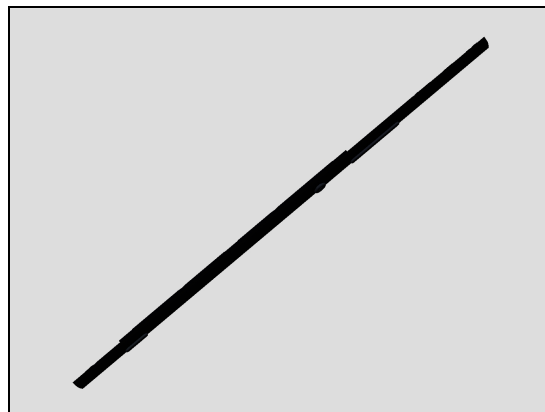
Action:

1. If dirty – clean them.
2. Disconnect and reconnect the Camera Key rubber (a) and Camera Key switch (b).

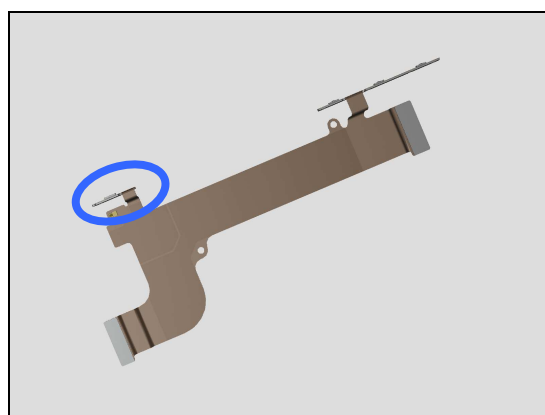


Problem Areas: Keys

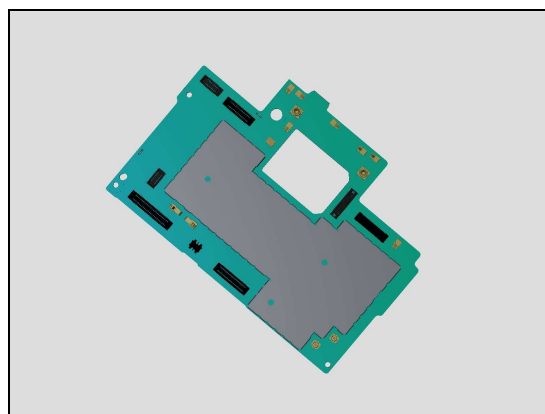
3. If the Camera Key rubber is damaged – replace the Side Panel Keys Assy.



4. If the Camera Key switch is damaged – replace the Side Key FPC Assy.



5. Replace Main PBA.



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

Check:

Inspect the touch screen of the Front Cover Assy.

Action:

1. If dirty – clean it.

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

Check:

Inspect the BtB connector of display FPC to Main PBA.

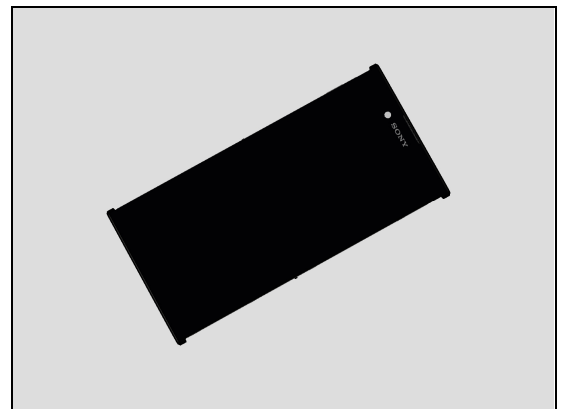
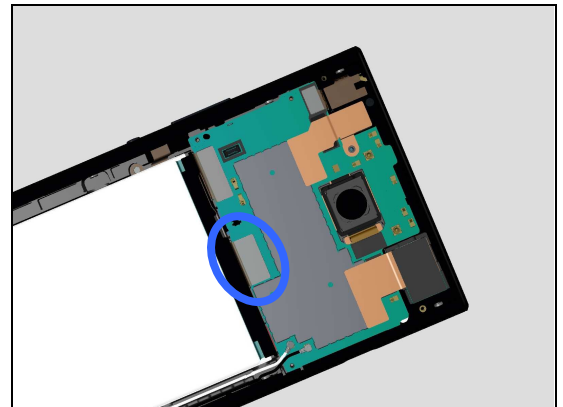
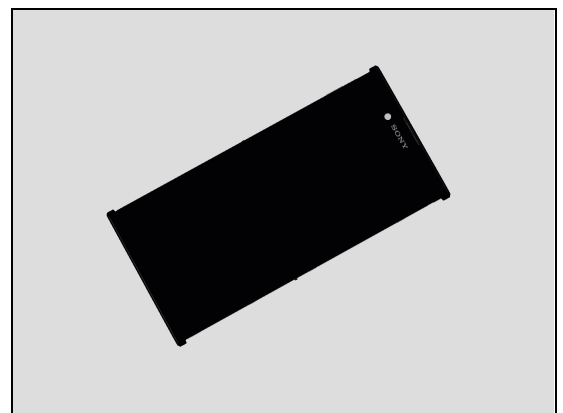
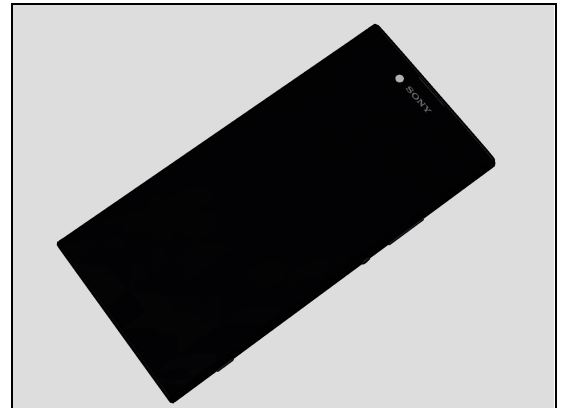
Action:

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

2. If dirty or oxidized – clean it.

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

Check:

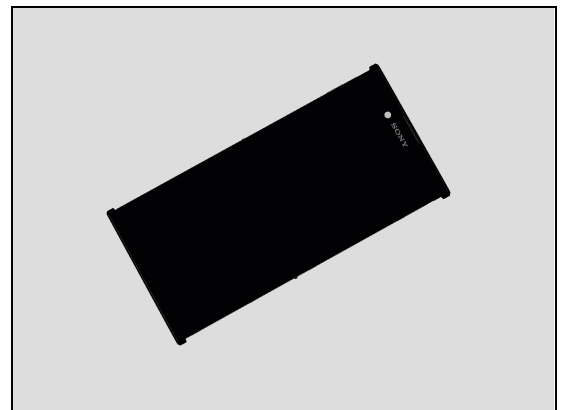
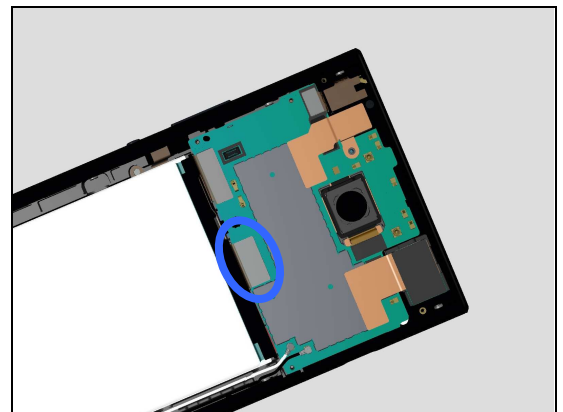
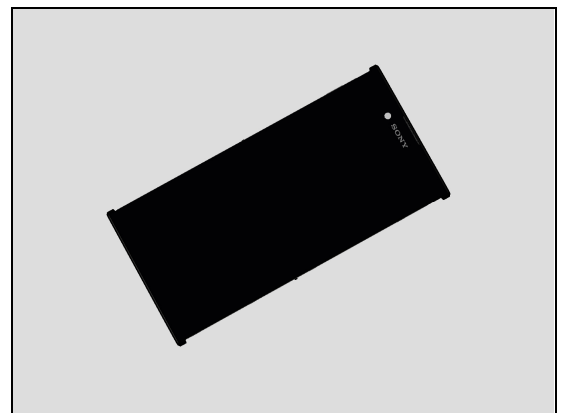
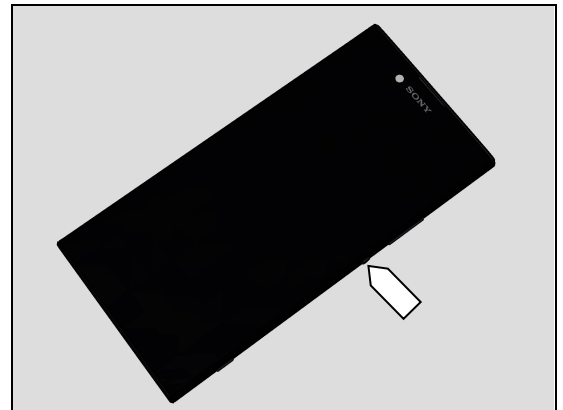
Inspect the BtB connector of display FPC to Main PBA.

Action:

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

3. If the display FPC is damaged – replace the Front 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 Front Cover Assy.

Action:

1. If dirty – clean it.

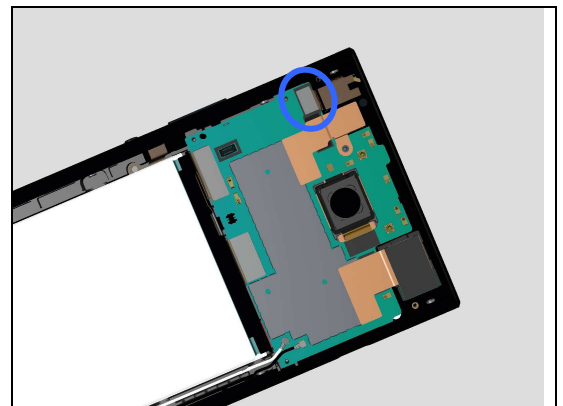


Check:

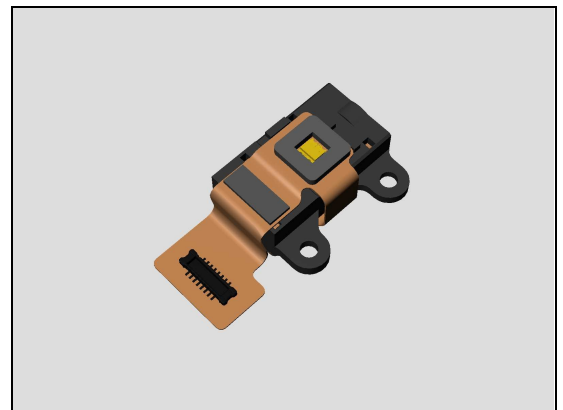
Inspect the BtB connector of Audio Jack FPC to Main PBA.

Action:

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



3. If Audio Jack FPC is damaged – replace it.
4. Replace Main PBA

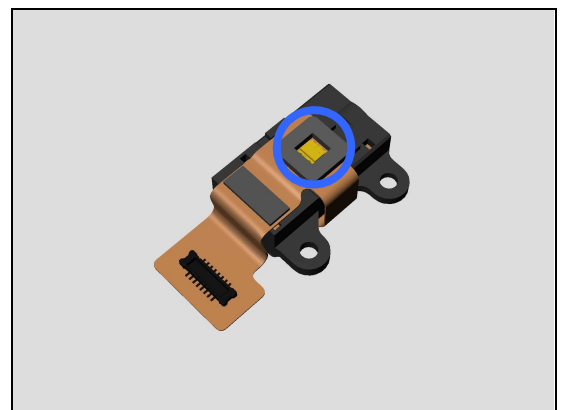


Check:

Inspect the Notification LED on the Audio Jack FPC.

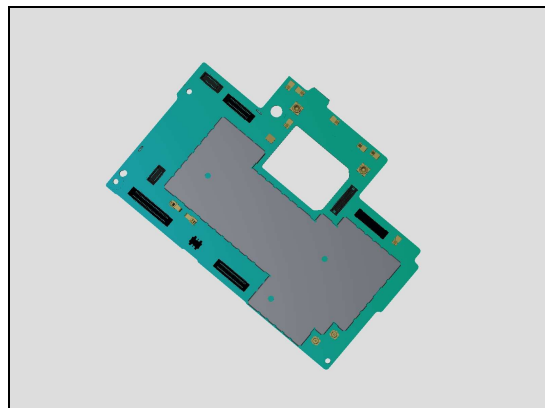
Action:

1. If dirty – clean it.
2. If damaged – Replace Audio Jack FPC.



Problem Areas: LED/Illumination

3. Replace Main PBA



Problem Areas

1.6 Speaker

1.6.1 Loudspeaker

Check:

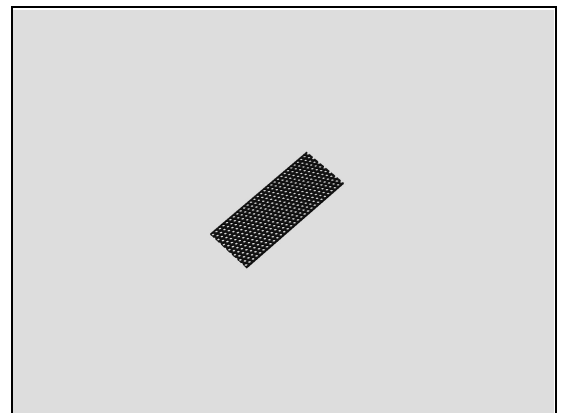
Inspect the Loudspeaker external port on the Front Cover Assy.

Action:

1. If clogged – clean it.



2. If damaged – replace the Speaker Mesh.

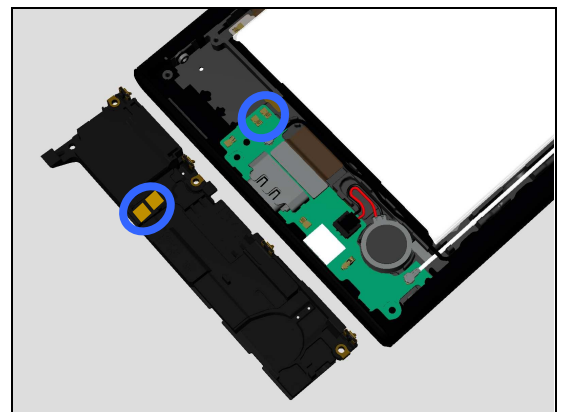


Check:

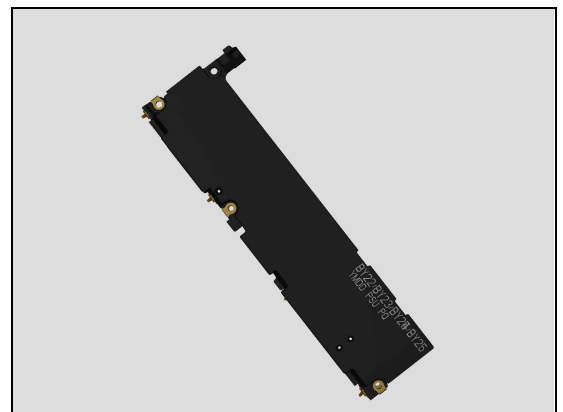
Inspect the contact pads on the Main Antenna & Speaker Box Assy and the contact pins on the Sub PBA.

Action:

1. If pins and pads dirty – clean them.



2. If contact pads or Loud Speaker is damaged – replace the Main Antenna & Speaker Box Assy.



Problem Areas: Speaker

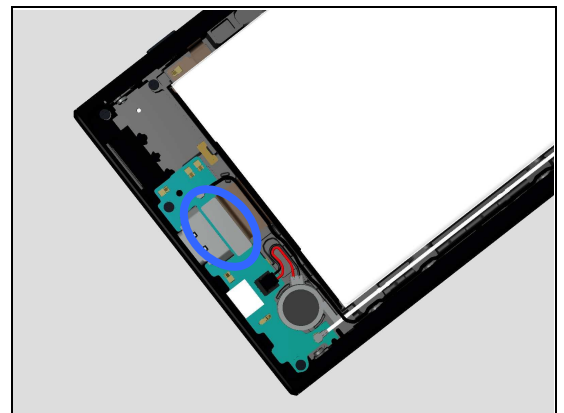
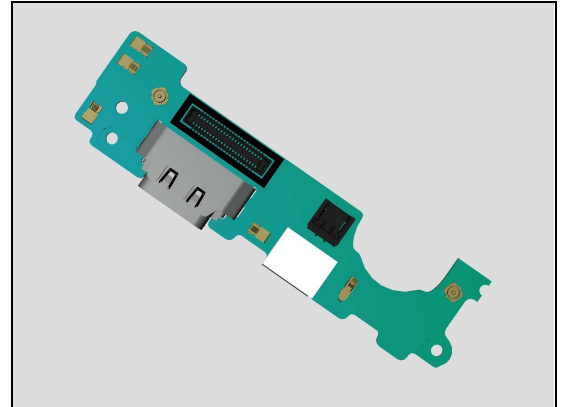
3. If contact pins are damaged – Replace Sub PBA.

Check:

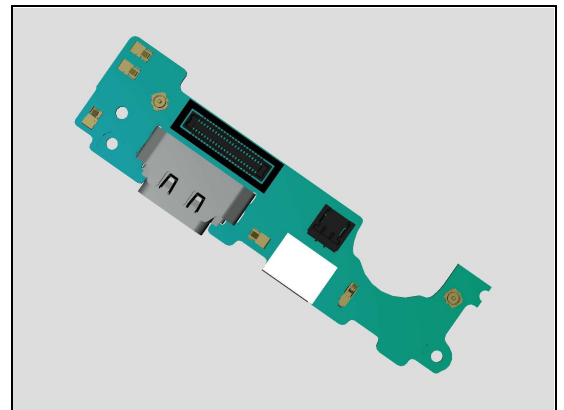
Inspect the BtB connector of the Side Key FPC Assy to Sub PBA.

Action:

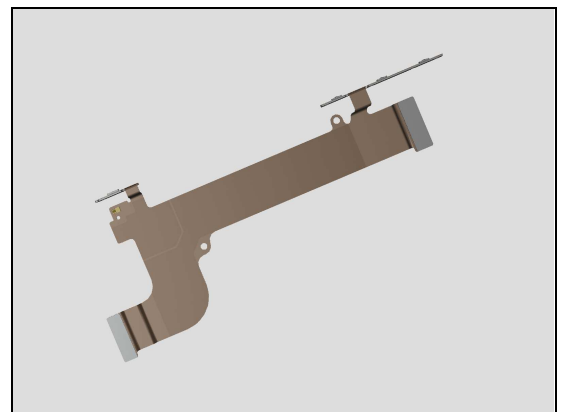
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If Sub PBA is damaged – Replace it.



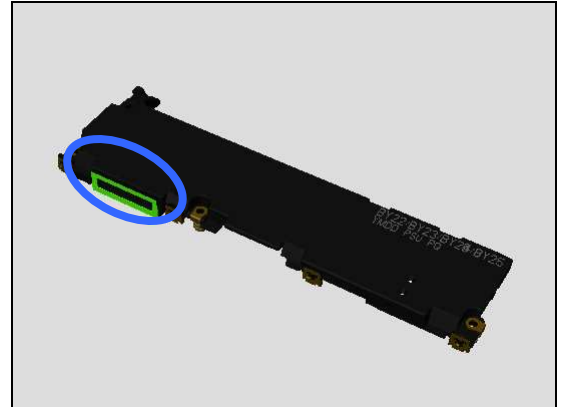
4. If the Side Key FPC Assy is damaged – Replace it.



Problem Areas: Speaker

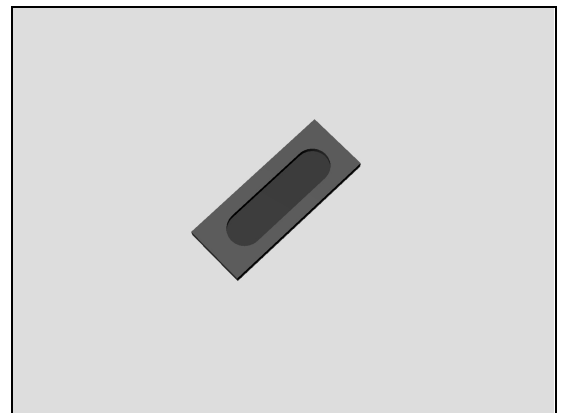
Check:

Inspect the Speaker Mesh on the Main Antenna & Speaker Box Assy.



Action:

1. If damaged – replace the Speaker Mesh.

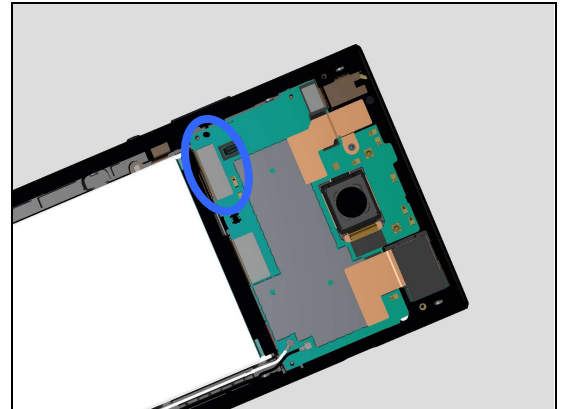


Check:

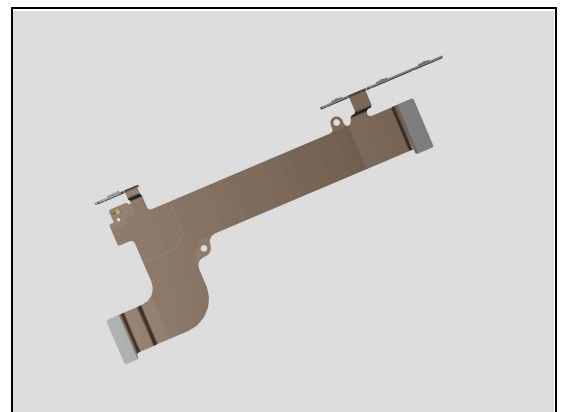
Inspect the BtB connector of Side Key FPC Assy to Main PBA.

Action:

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



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



Problem Areas

1.7 Earphone

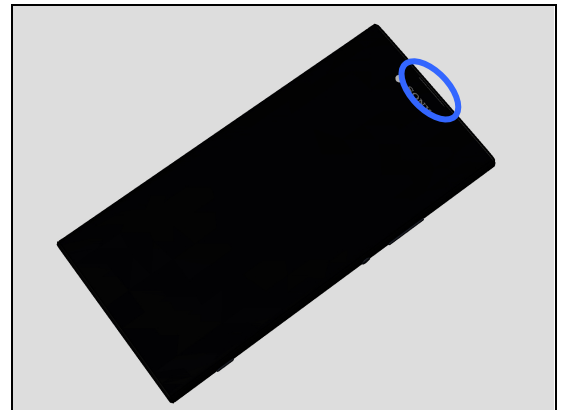
1.7.1 Ear Speaker

Check:

Inspect the external port of Ear Speaker on the Front Cover Assy.

Action:

1. If clogged – clean it.

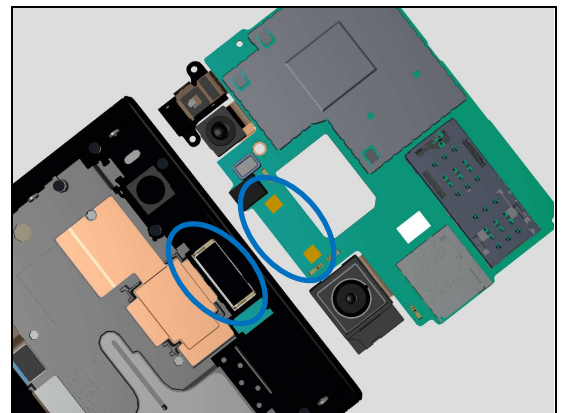


Check:

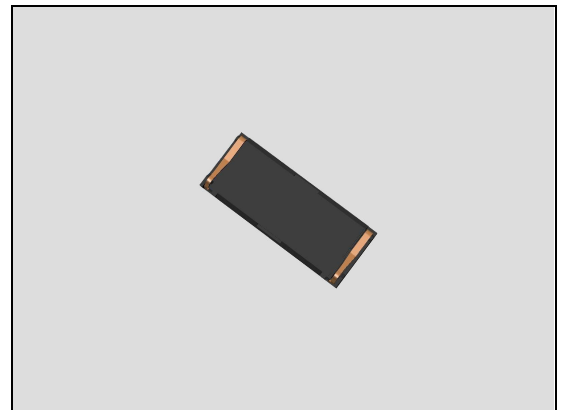
Inspect the contact pads on the Main PBA and the contact pins on the Ear Speaker.

Action:

1. If dirty – clean them.



2. If the contact pins of the Ear Speaker or the Ear Speaker is damaged – replace the Ear Speaker.
3. Replace Main PBA.



Problem Areas

1.8 Microphone

1.8.1 Primary Microphone

Check:

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

Action:

1. If clogged – clean it.

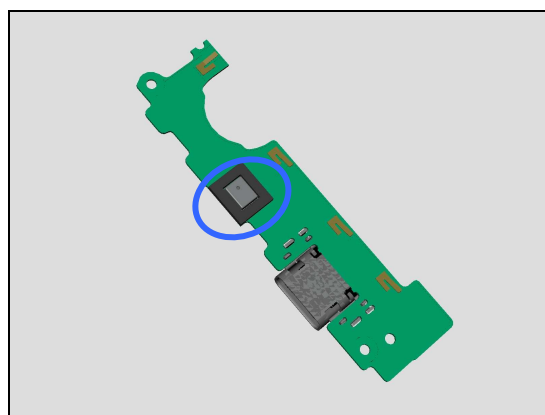


Check:

Inspect main Mic of the Sub PBA.

Action:

1. If the Main Mic is damaged – replace Sub PBA.

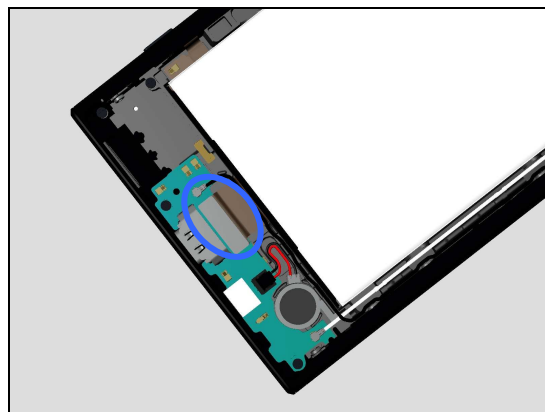


Check:

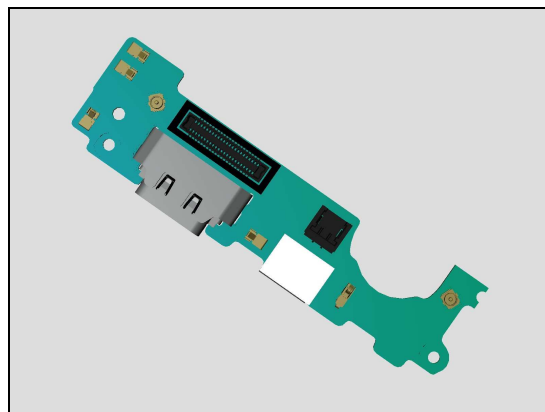
Inspect the BtB connector of Side Key FPC Assy to Sub PBA.

Action:

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

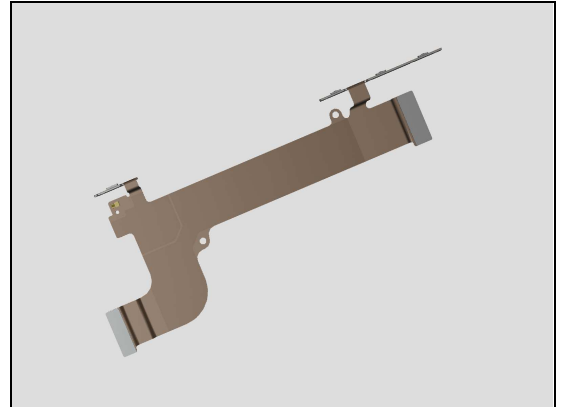


3. If Sub PBA is damaged – replace it.



Problem Areas: Microphone

4. If Side Key FPC Assy is damaged – replace it.

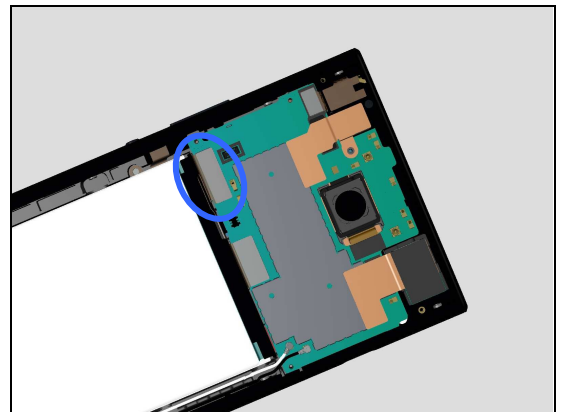


Check:

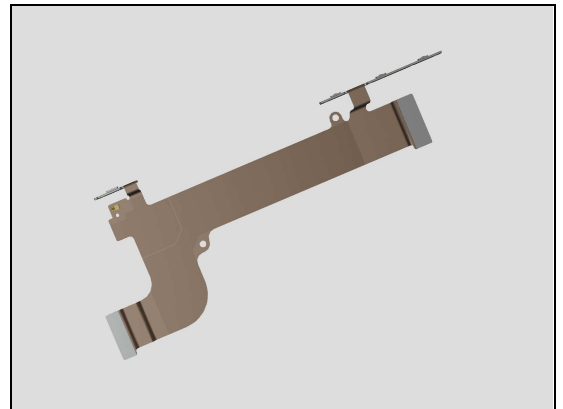
Inspect the BtB connector of Side Key FPC Assy to Main PBA.

Action:

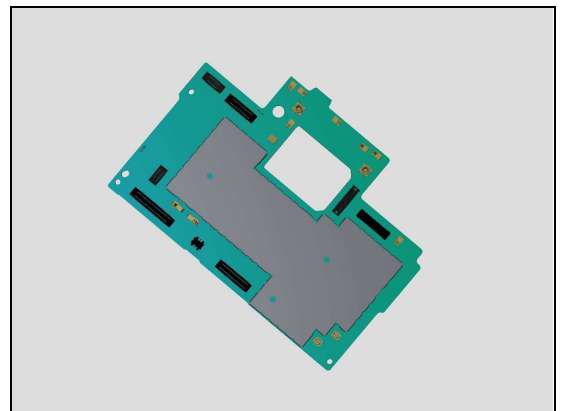
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



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



4. Replace Main PBA.



Problem Areas: Microphone

1.8.2 Secondary Microphone

Check:

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

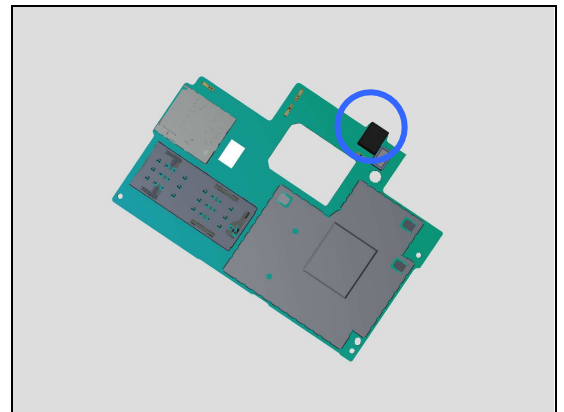
Action:

1. If clogged – clean it.



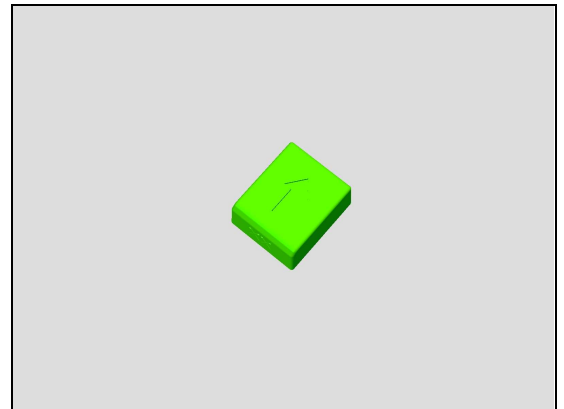
Check:

Inspect the 2nd Mic Rubber.



Action:

1. If 2nd Mic Rubber is not properly attached or damaged – replace the 2nd Mic Rubber.
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 or its wire is damaged – replace the Vibrator.

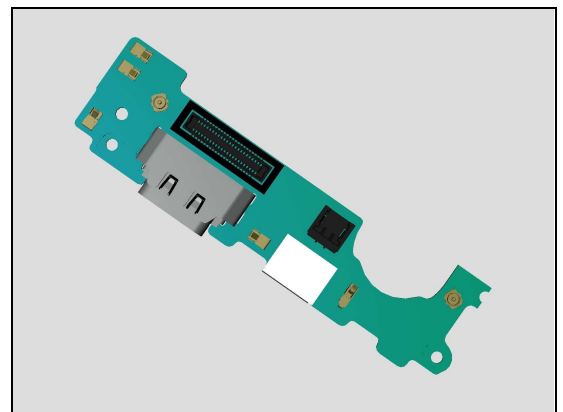
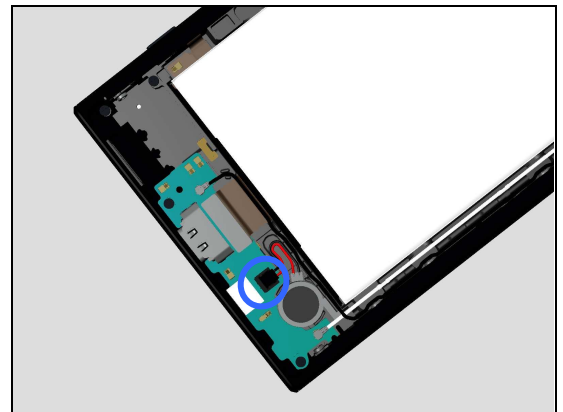
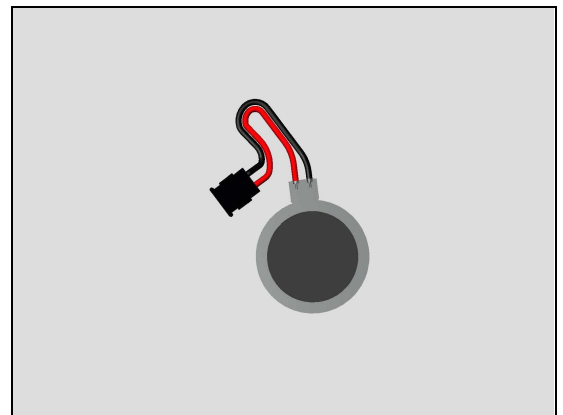
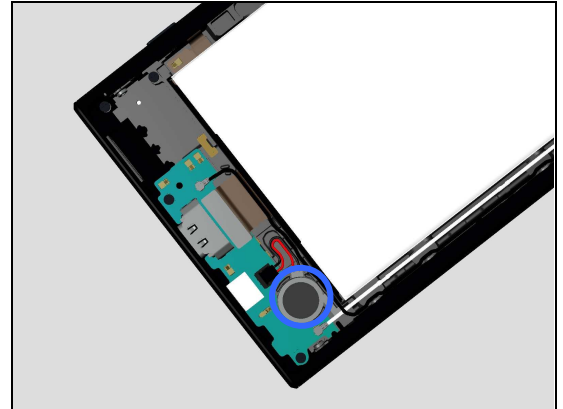
Check:

Inspect the connector of Vibrator to Sub PBA.

Action:

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

3. If Sub PBA is damaged – replace it.



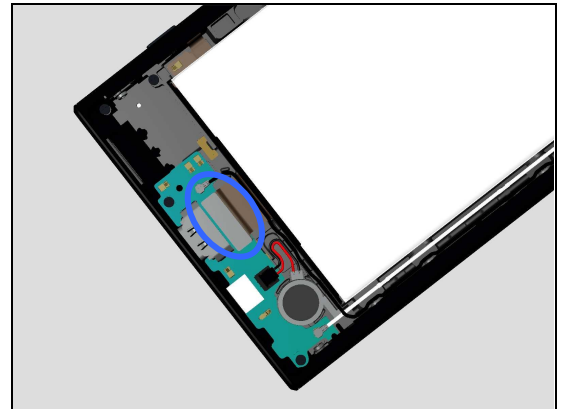
Problem Areas: Vibrator

Check:

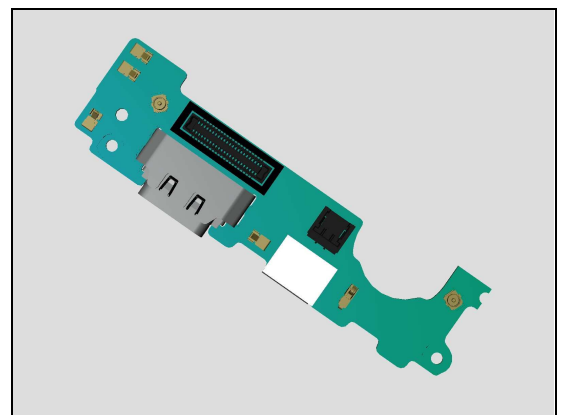
Inspect the BtB connector of Side key FPC Assy to Sub PBA.

Action:

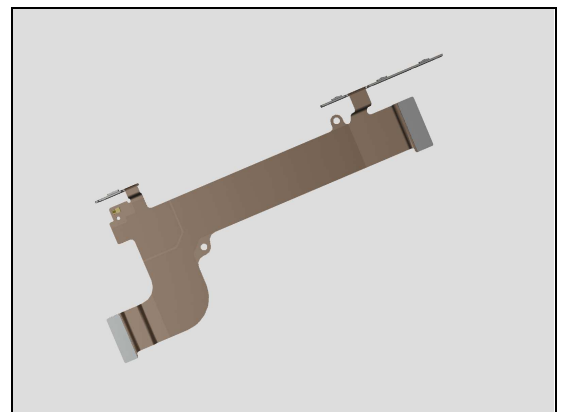
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If Sub PBA is damaged – replace it.



4. If Side Key FPC Assy is damaged – replace it.

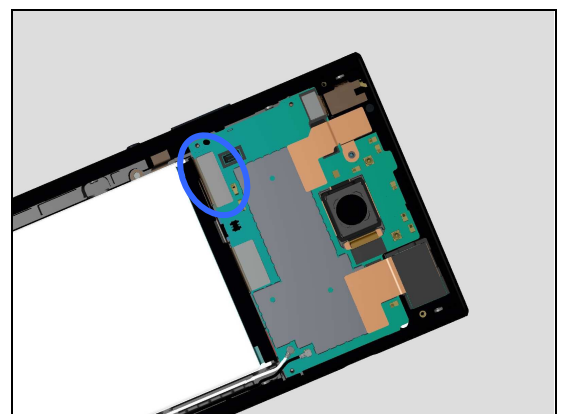


Check:

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

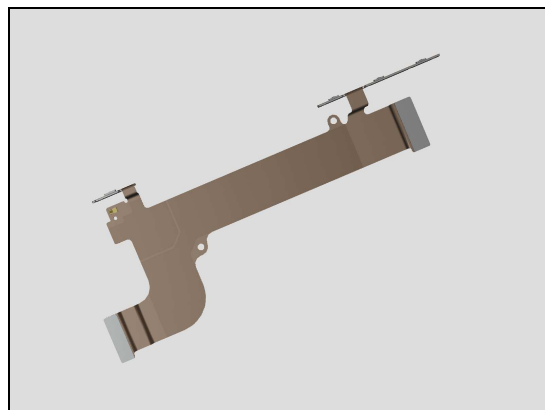
Action:

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



Problem Areas: Vibrator

3. If Side Key FPC Assy 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 Shielding.

Check:

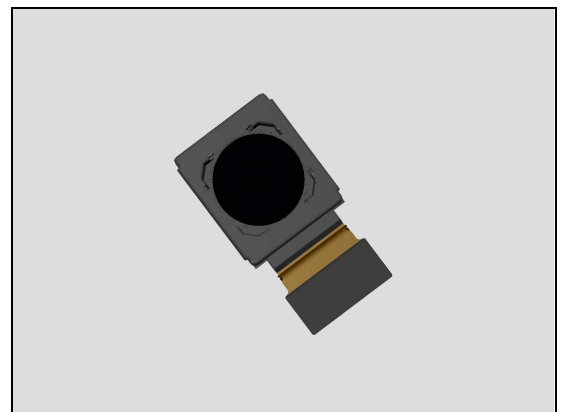
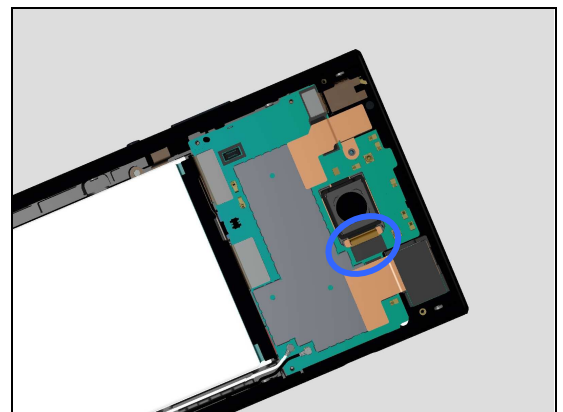
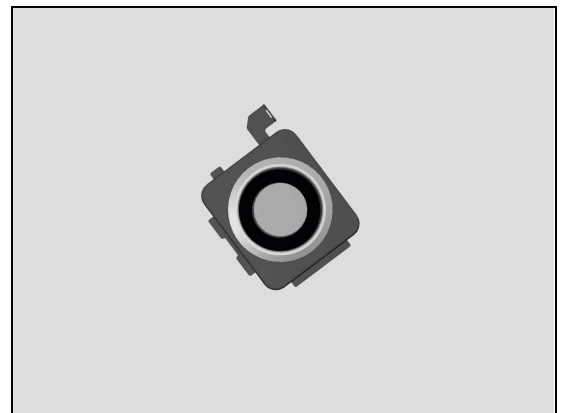
Inspect the BtB connector of Main Camera to Main PBA.

Action:

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

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

4. Replace Main PBA.



Problem Areas: Camera

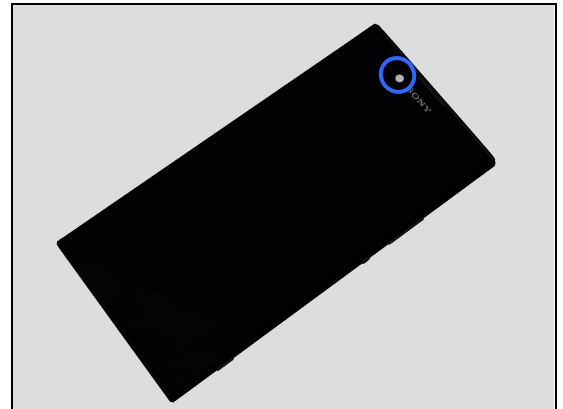
1.10.2 Front Camera defects

Check:

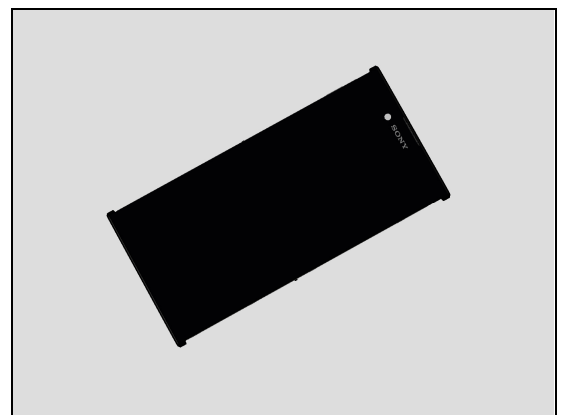
Inspect the external area of the Front camera window.

Action:

1. If dirty – clean it.



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



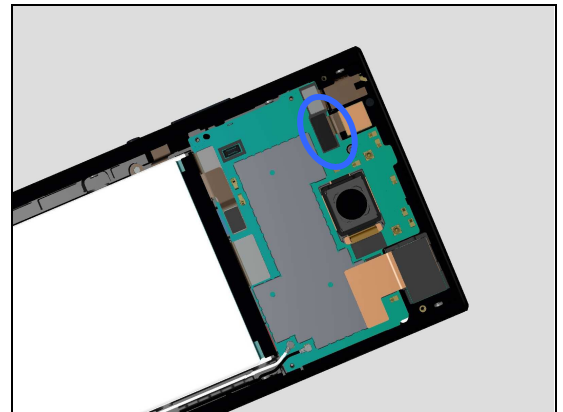
Check:

Inspect the BtB connector of Front Camera to Main PBA.

Action:

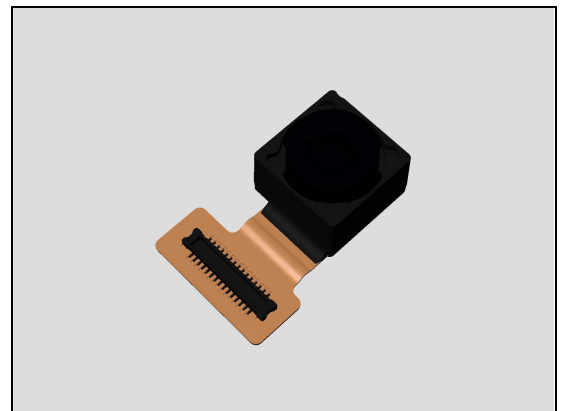
1. If not properly connected – disconnect and reconnect it.

2. If dirty or oxidized – clean it.



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

4. Replace Main PBA.



Problem Areas: Camera

1.10.1 Wide-angle Front Camera defects

Check:

Inspect the external area of the Wide-angle Front camera window.

Action:

1. If dirty – clean it.

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

Check:

Inspect the BtB connector of Wide-angle Front Camera to Main PBA.

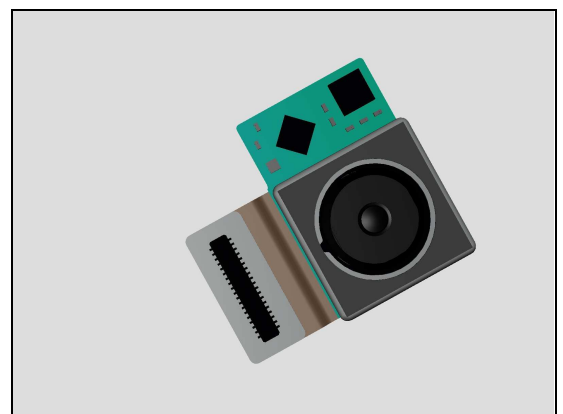
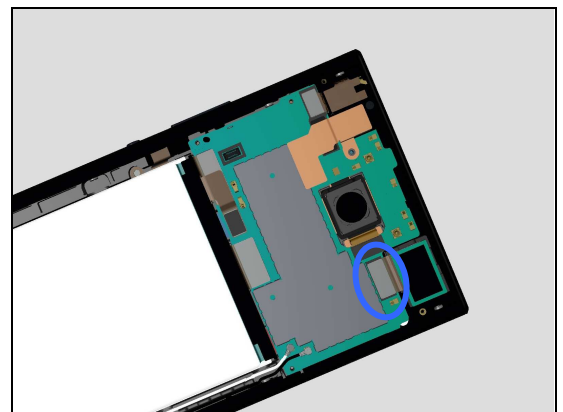
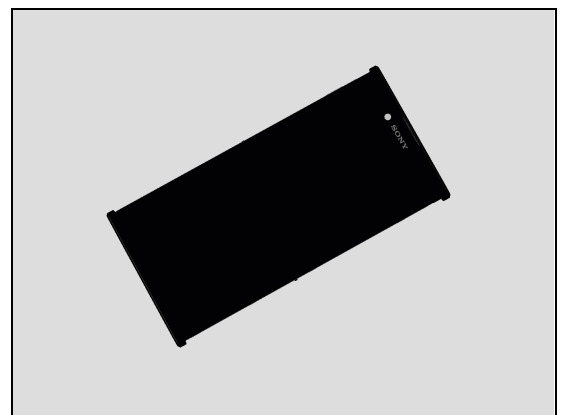
Action:

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

2. If dirty or oxidized – clean it.

3. If the Wide-angle Front Camera is damaged – replace the Wide-angle Front Camera.

4. Replace Main PBA.



Problem Areas

1.11 Flash LED

1.11.1 Main Camera Flash LED not flashing

Check:

Inspect the Main Camera flash LED lens.

Action:

1. If dirty – clean it.

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

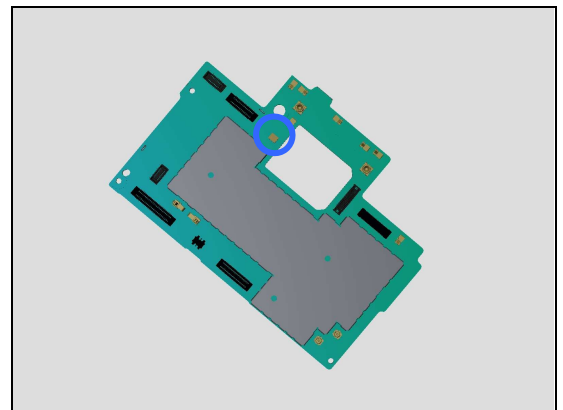
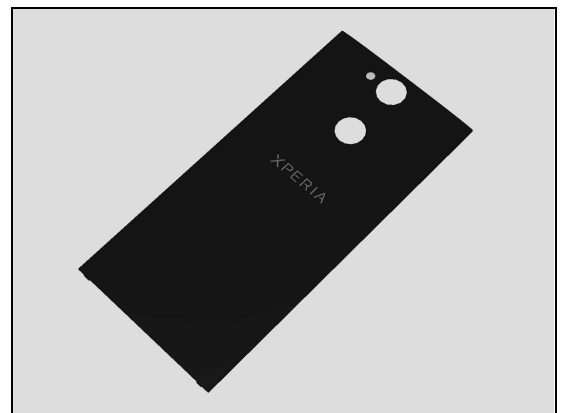
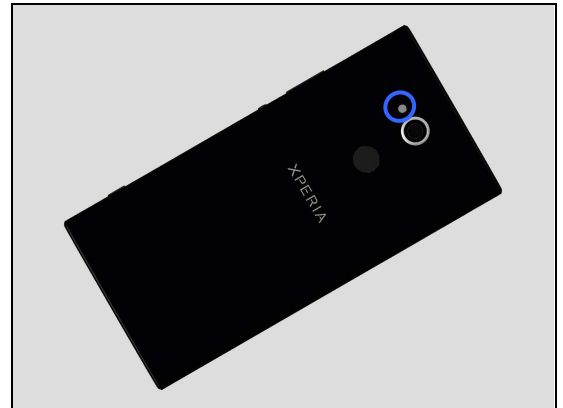
Check:

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 Antenna Box Assy BT/Wi-Fi and the contact pins on main PBA.

Action:

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

2. If the contact pads on Antenna Box Assy BT/Wi-Fi are damaged – replace the Antenna Box Assy BT/Wi-Fi.

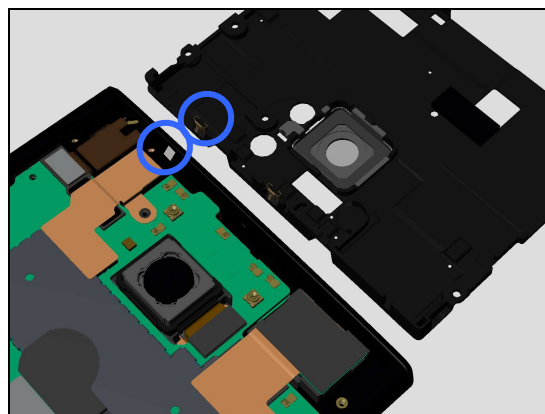
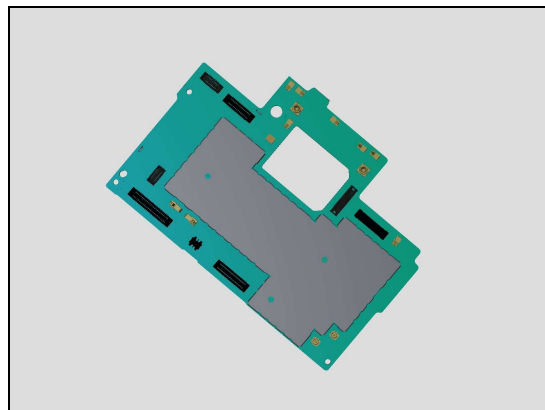
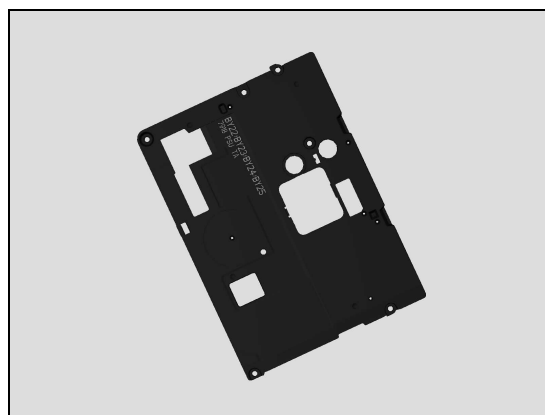
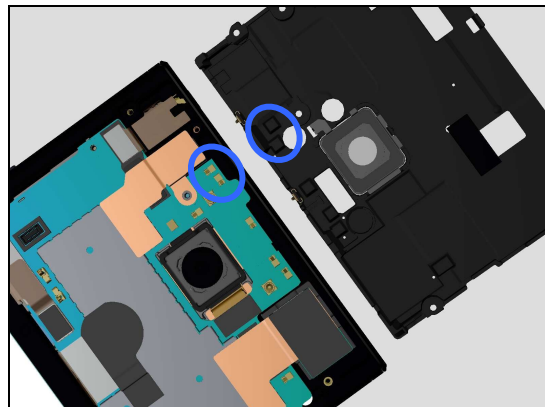
3. If the contact pins on Main PBA is damaged – replace Main PBA.

Check:

Inspect the Spring Antenna on Antenna Box Assy BT/Wi-Fi and the contact pads on Front Cover Assy.

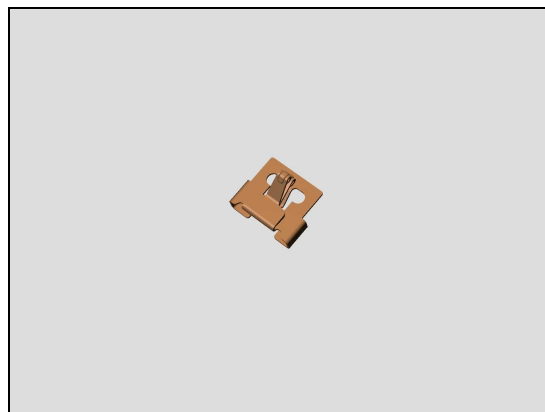
Action:

1. If dirty or oxidized – clean Spring Antenna and the pads on the Front Cover Assy.



Problem Areas: Bluetooth and WLAN

2. If the Spring Antenna on Antenna Box Assy BT/Wi-Fi are damaged – replace it.



Problem Areas

1.13 NFC

1.13.1 NFC malfunctions

Check:

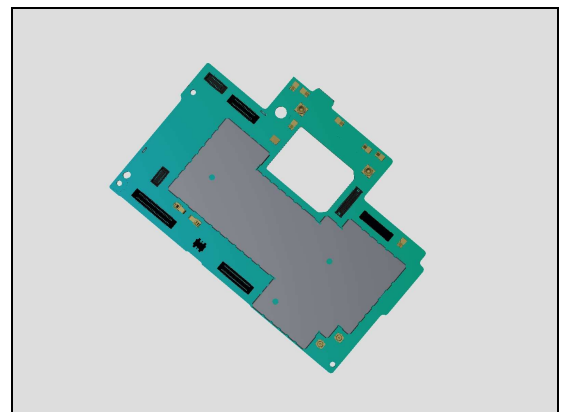
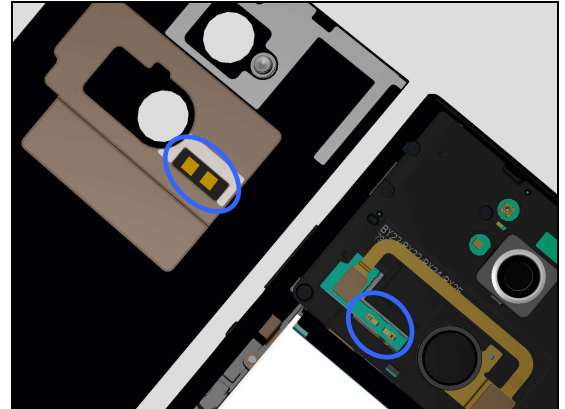
Inspect the contact pads on NFC Antenna Assy and the contact pins on Main PBA.

Action:

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

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

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 Antenna Box Assy BT/Wi-Fi and the contact pins on main PBA.

Action:

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

2. If the contact pads on Antenna Box Assy BT/Wi-Fi are damaged – replace the Antenna Box Assy BT/Wi-Fi.

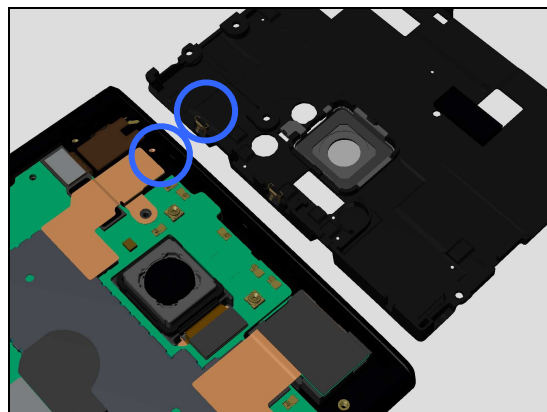
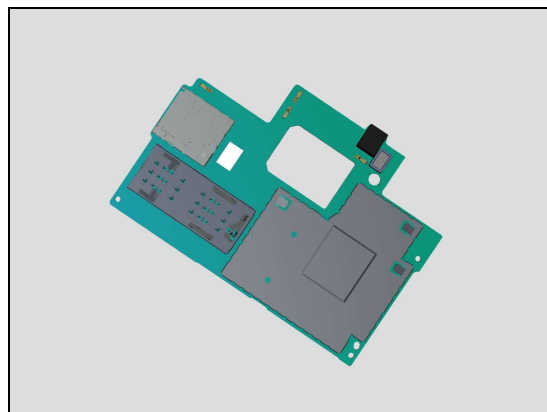
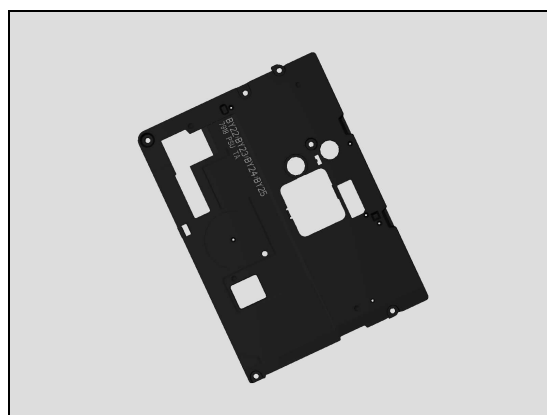
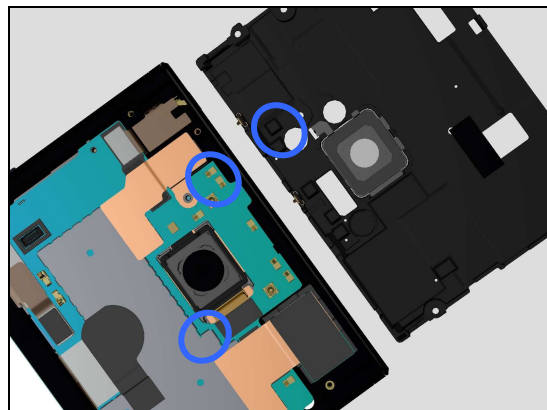
3. If the contact pins on Main PBA are damaged – replace Main PBA.

Check:

Inspect the Spring Antenna on Antenna Box Assy BT/Wi-Fi and the contact pads on Front Cover Assy.

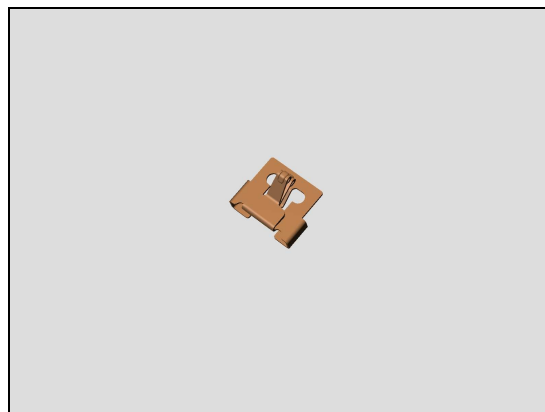
Action:

1. If dirty or oxidized – clean Spring Antenna and the pads.



Problem Areas: GPS

2. If the Spring Antenna on Antenna Box Assy BT/Wi-Fi are damaged – replace them.



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. 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

Follow 1309-7255 CS-Everest (Repair -Mechanical- Tools and Equipment (include Repair Software), Info-Center number is RE4251) to run Light sensor Calibration.

Check:

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

Action:

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

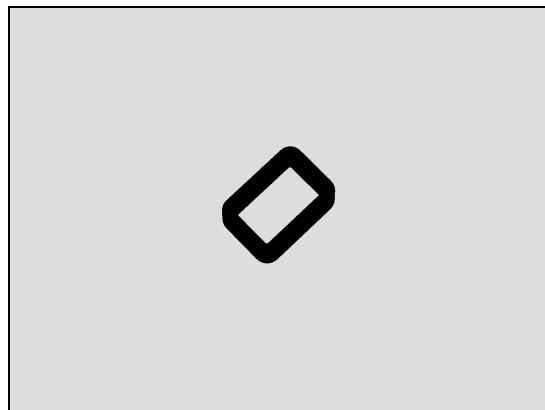
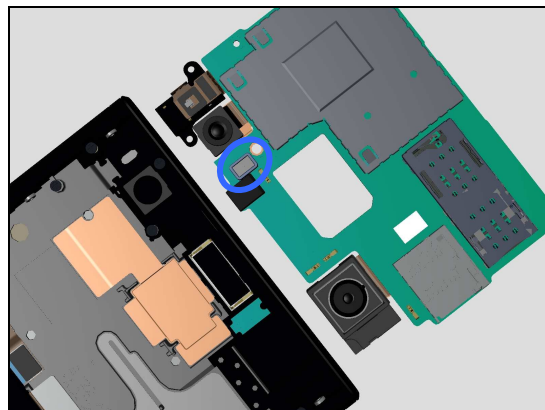
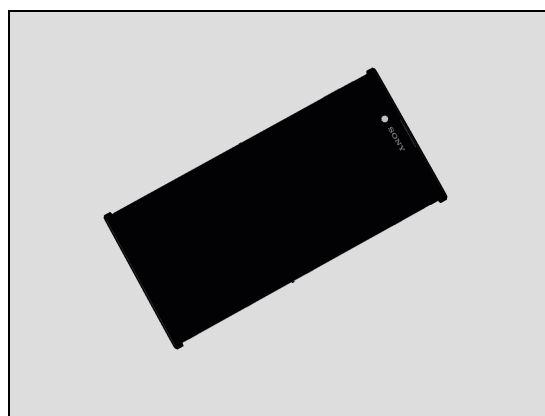
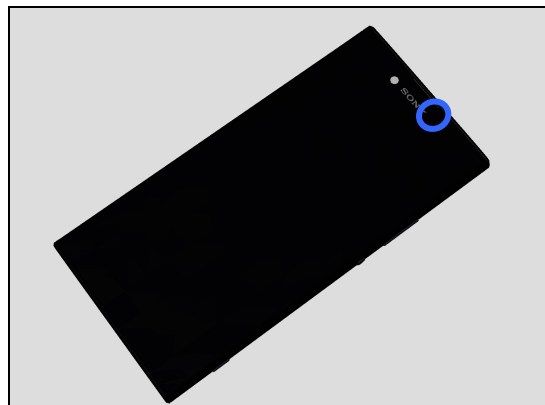
Check:

Inspect the P-Sensor Rubber.

Action:

1. If not properly assembled – reassemble it.

2. If damaged – replace the Rubber PL Sensor.



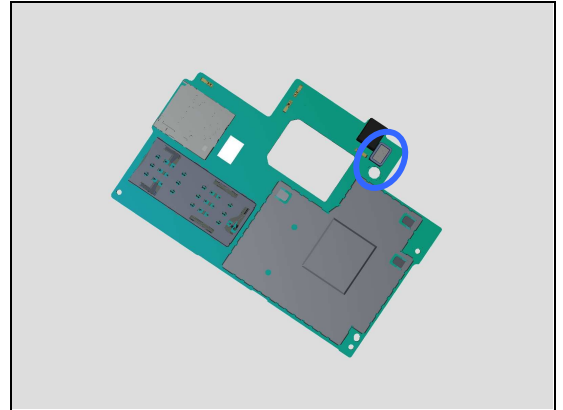
Problem Areas: Ambient Light Sensor

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 1309-7255 CS-Everest (Repair -Mechanical- Tools and Equipment (include Repair Software), Info-Center number is RE4251) to run Proximity sensor Calibration.

Check:

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

Action:

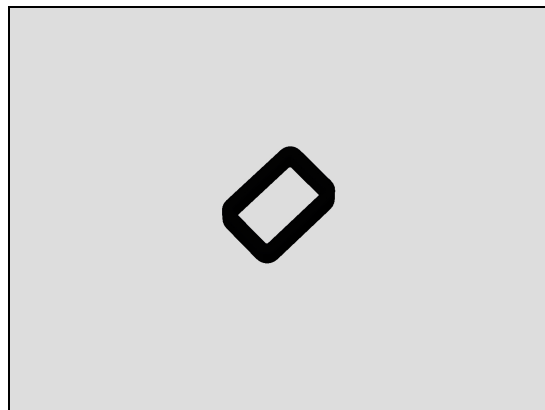
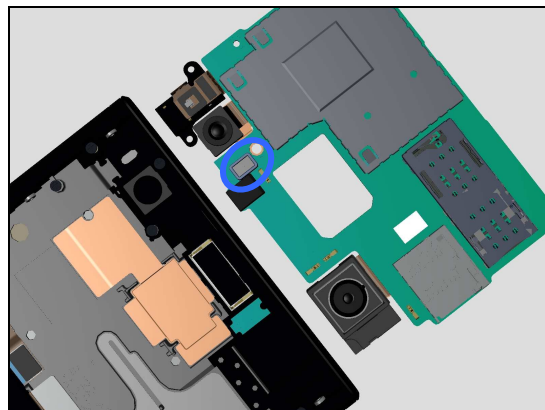
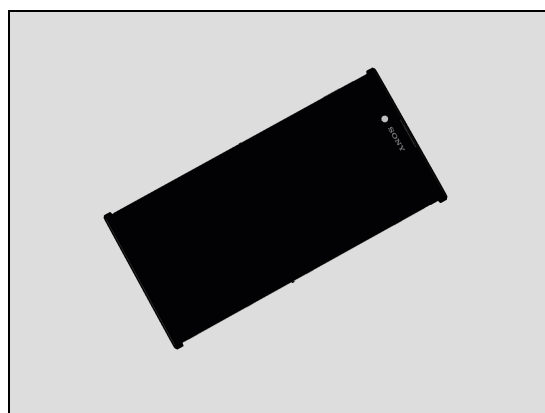
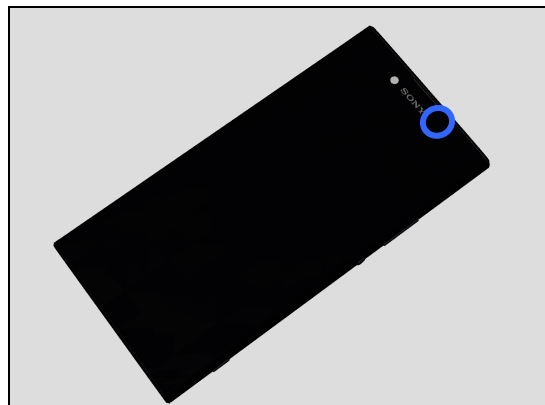
1. If dirty – clean it.
2. If scratched or damaged – replace the Front Cover Assy.

Check:

Inspect the P-Sensor Rubber.

Action:

1. If not properly assembled – reassemble it.
2. If damaged – replace the P-Sensor Rubber.



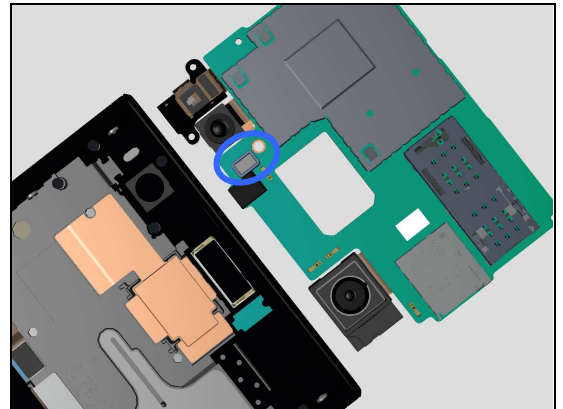
Problem Areas: Proximity Switch

Check:

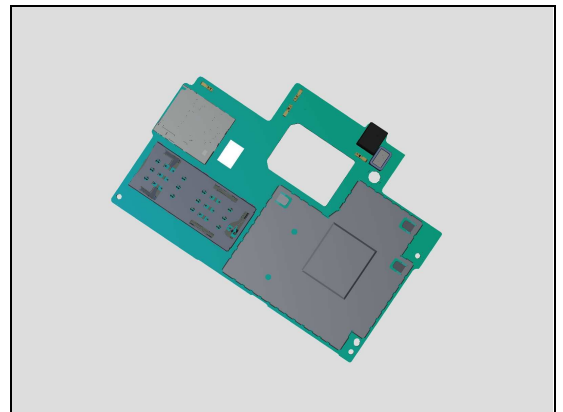
Inspect the Proximity sensor on the Main PBA.

Action:

1. If dirty – clean it.



2. If damaged – Replace Main PBA.



Problem Areas

1.20 Hall Sensor

1.20.1 Hall Sensor test fails

Check:

Inspect the Hall Sensor on the Sub PBA.

Action:

1. If the Hall Sensor is damaged – replace the Sub PBA.

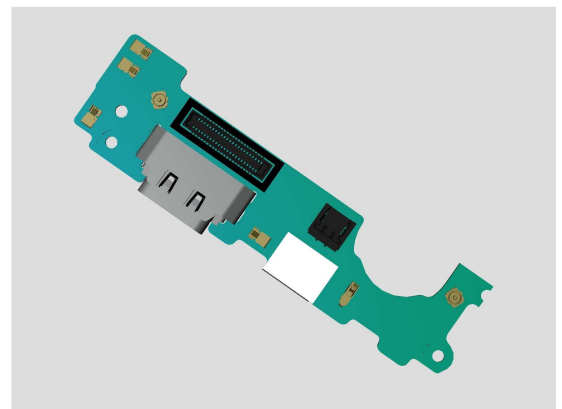
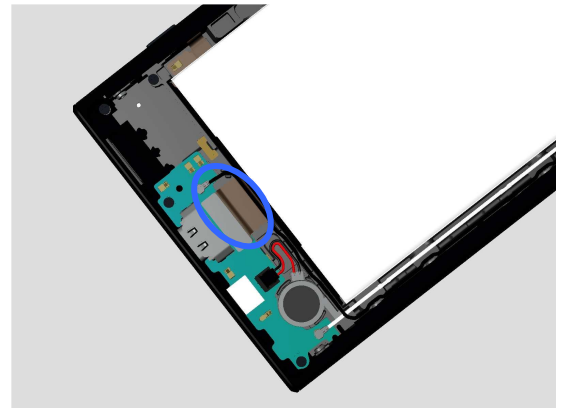
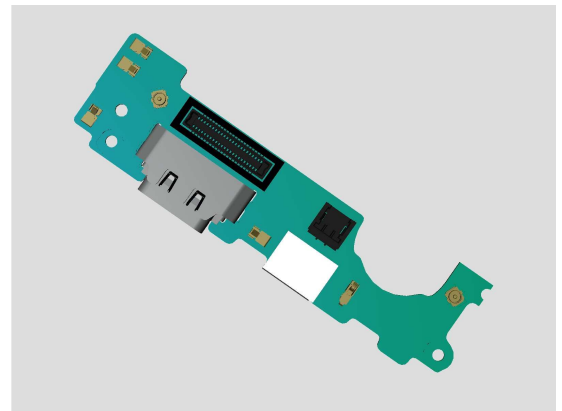
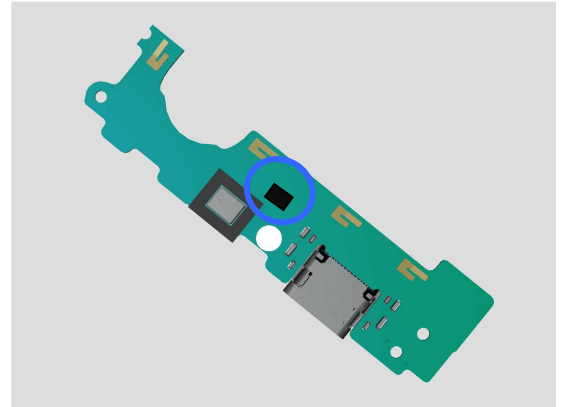
Check:

Inspect the BtB connector of Side Key FPC Assy to Sub PBA.

Action:

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

3. If Sub PBA is damaged – replace it.



Problem Areas: Hall Sensor

4. If Side Key FPC Assy is damaged – replace it.

Check:

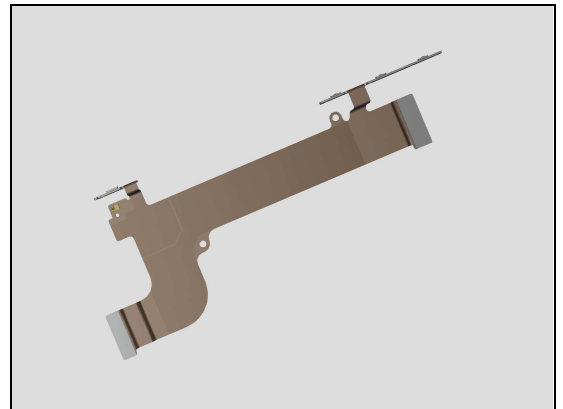
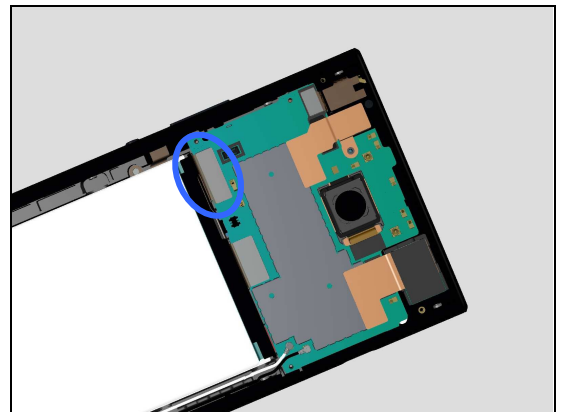
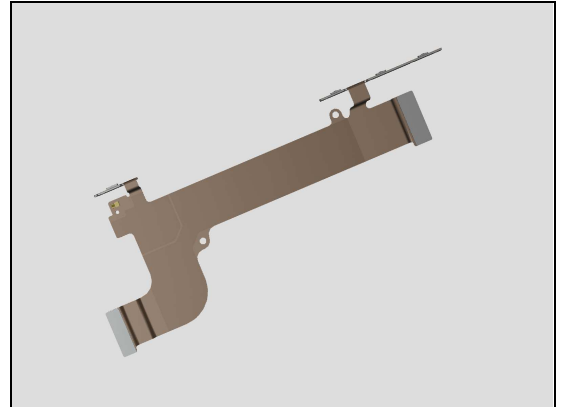
Inspect the BtB connector of Side Key FPC Assy to Main PBA.

Action:

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

3. If Side Key FPC Assy is damaged – replace it.

4 Replace Main PBA.



Problem Areas

1.21 Real Time Clock

1.21.1 Real time clock test fails

Action:

Replace Main PBA.

Problem Areas

1.22 Total call time

1.22.1 Total call time fails

Action:

Replace Main PBA.

Problem Areas

1.23 External Memory

1.23.1 Memory Card not detected

Check:

Inspect the external port of the memory card holder.

Action:

If dirty or clogged – clean the external port.

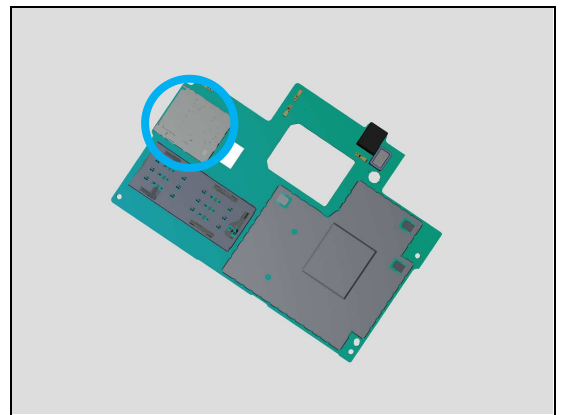


Check:

Inspect the memory card holder on Main PBA.

Action:

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



Problem Areas

1.24 Security

1.24.1 Security fails

Action:

Replace Main PBA.

Problem Areas

1.25 FM Radio

1.25.1 No/Poor FM Radio reception

Check:

Inspect the external port of the Audio Jack FPC.

Action:

1. If dirty or oxidized – clean it.

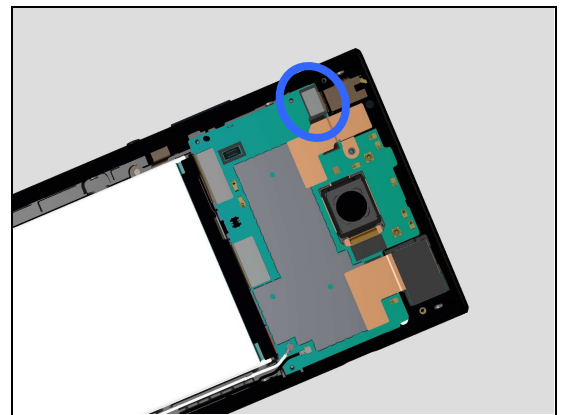


Check:

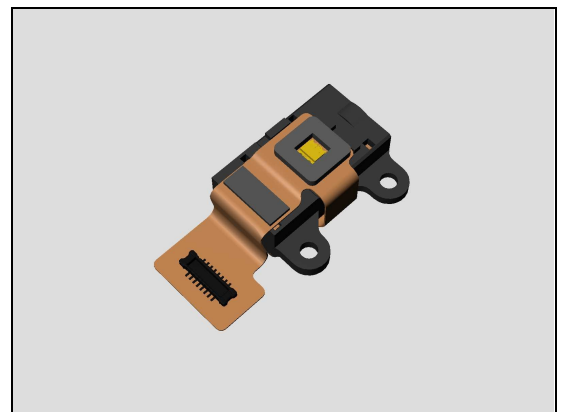
Inspect the BtB connector of Audio Jack FPC to Main PBA.

Action:

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



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



Problem Areas

1.26 Verify Certificates

1.26.1 Verify Certificates fails

Action:

N/A.

Problem Areas

1.27 Network & Signal

1.27.1 No/Poor signal

Check:

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

Action:

1. If dirty or oxidized – clean them.

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

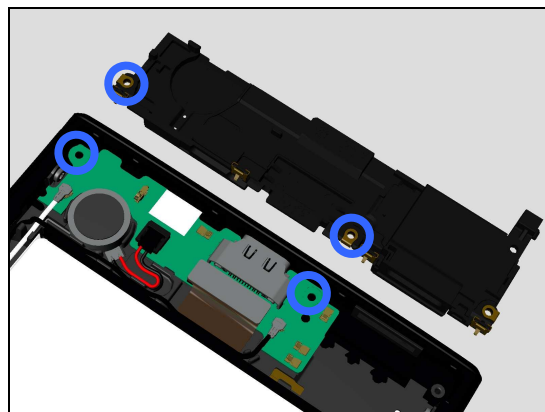
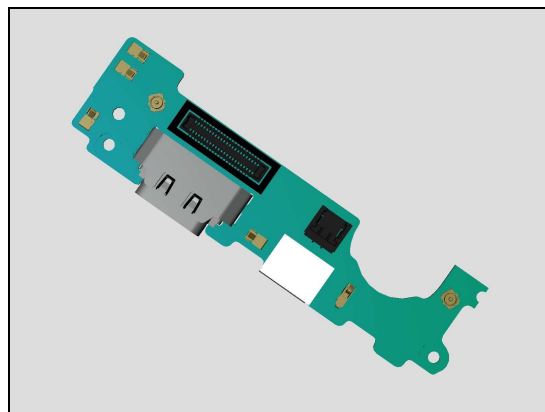
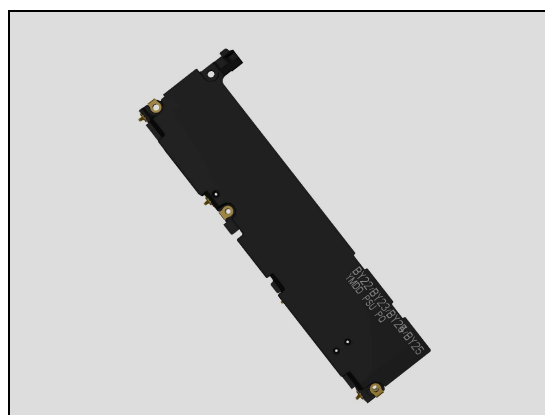
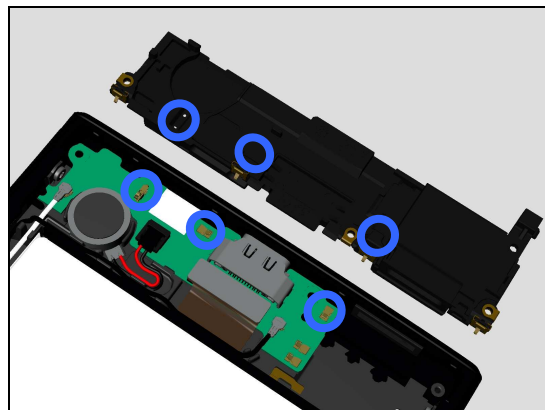
3. If the contact pins on the Sub PBA are damaged – replace Sub PBA.

Check:

Inspect the Contact Clip of the Main Antenna & Speaker Box Assy and contact pad on Sub PBA.

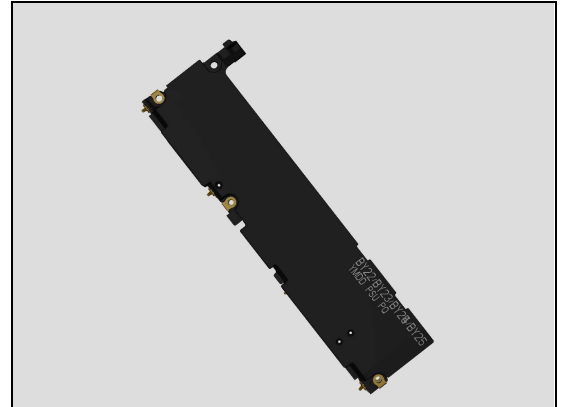
Action:

1. If dirty or oxidized – clean them.

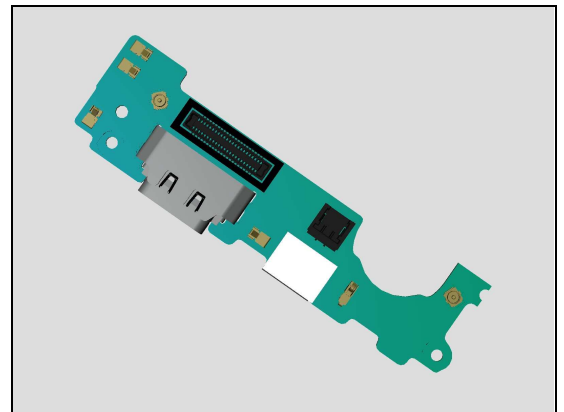


Problem Areas: Network & Signal

2. If the Contact Clip is damaged – replace the Main Antenna & Speaker Box Assy.



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

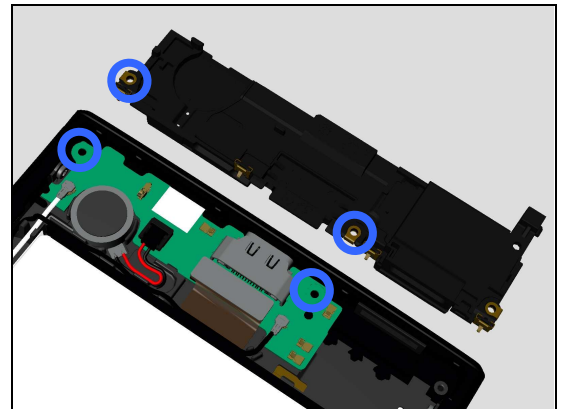


Check:

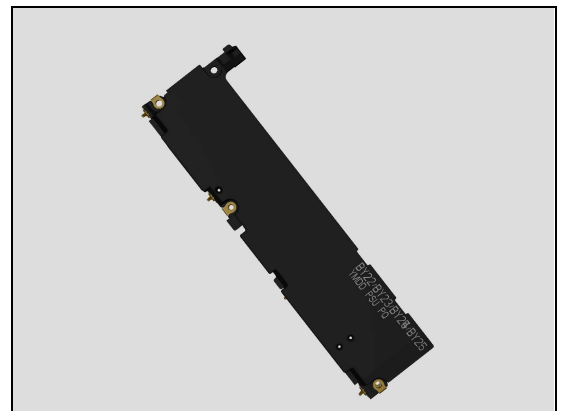
Inspect the Contact Clip of the Main Antenna & Speaker Box Assy and contact pad on Front Cover Assy.

Action:

1. If dirty or oxidized – clean them.



2. If the Contact Clip is damaged – replace the Main Antenna & Speaker Box Assy.



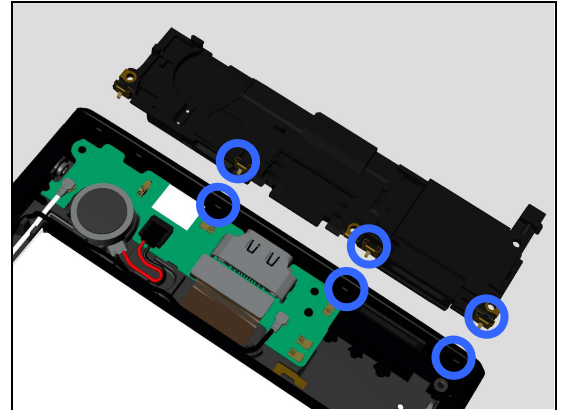
Problem Areas: Network & Signal

Check:

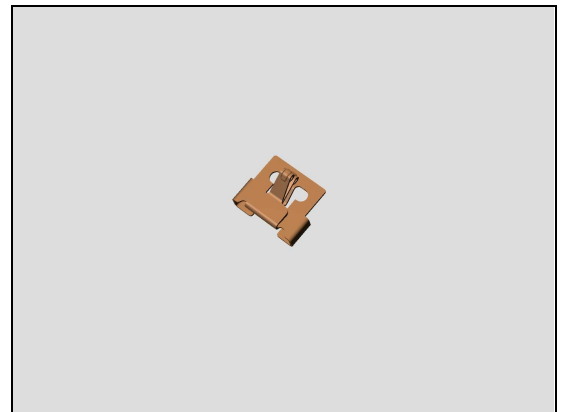
Inspect the Spring Antenna on the Main Antenna & Speaker Box Assy and contact pad on Front Cover Assy.

Action:

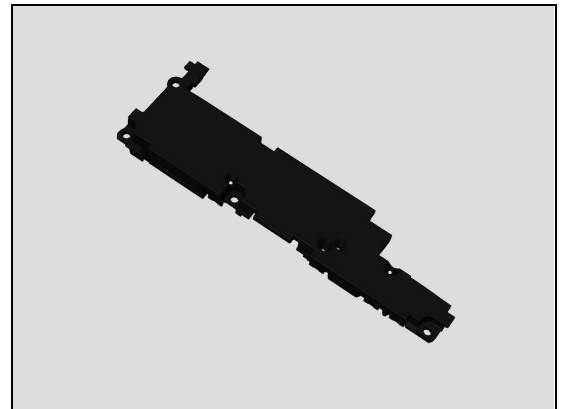
1. If dirty or oxidized – clean them.



2. If the Spring Antenna on Antenna Box Assy BT/Wi-Fi are damaged – replace them.



3. If the contact pad on the Main Antenna & Speaker Box Assy are damaged – replace the Main Antenna & Speaker Box Assy.

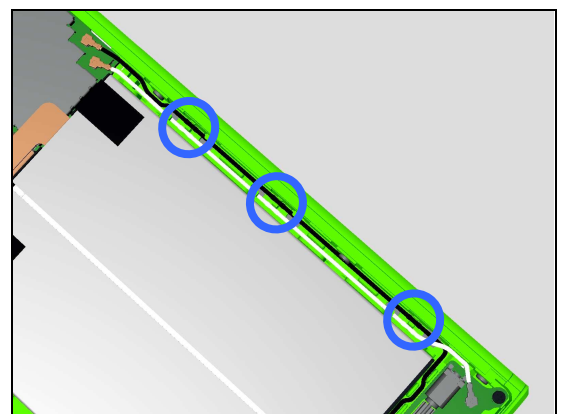


Check:

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

Action:

If not properly assembled – reassemble it.



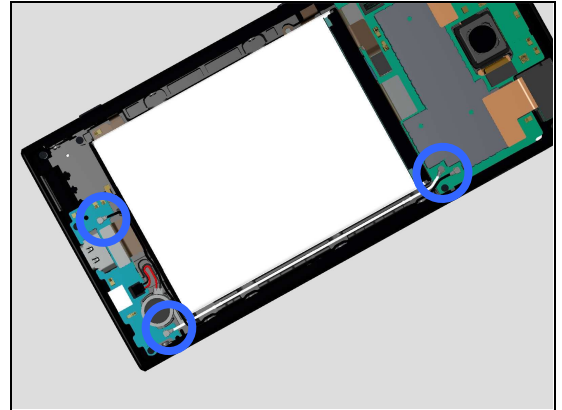
Problem Areas: Network & Signal

Check:

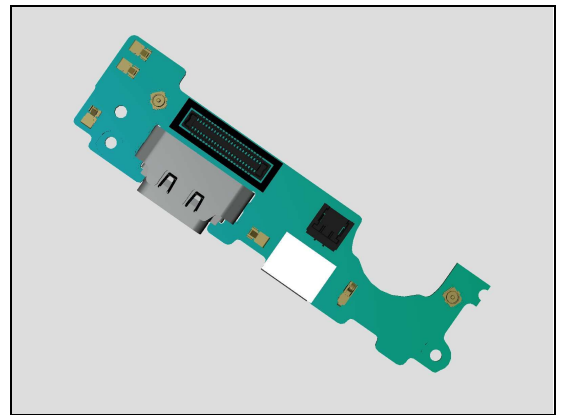
Inspect the RF connectors of RF Cable to the Main PBA and Sub PBA.

Action:

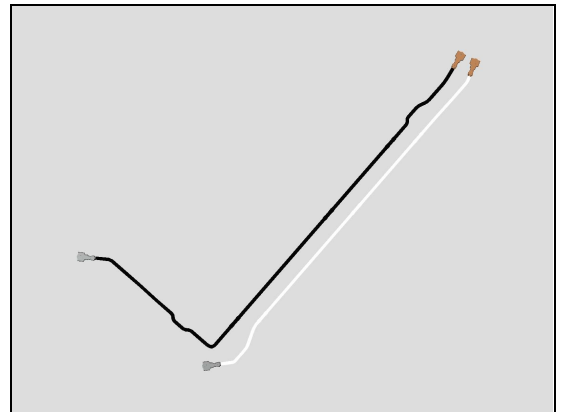
1. If not properly connected – disconnect and reconnect them.
2. If dirty or oxidized – clean them.



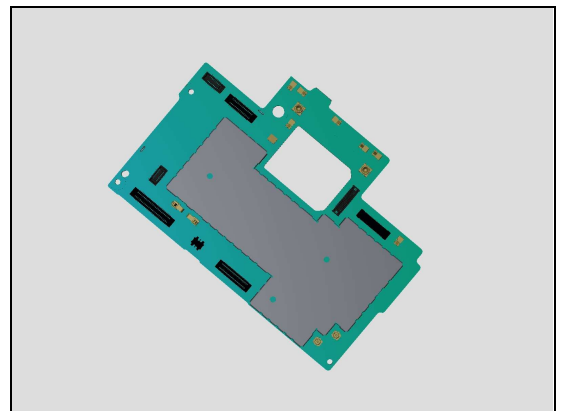
3. If the connectors on the Sub PBA is damaged – replace Sub PBA.



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



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



Problem Areas: Network & Signal

Check:

Inspect the contact pins on the Main PBA and contact pads on the Antenna Box Assy BT/Wi-Fi.

Action:

1. If dirty or oxidized – clean them.

2. If the contact pads on the Antenna Box Assy BT/Wi-Fi are damaged – replace Antenna Box Assy BT/Wi-Fi.

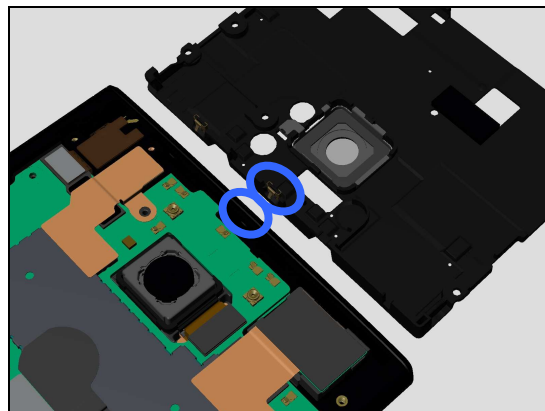
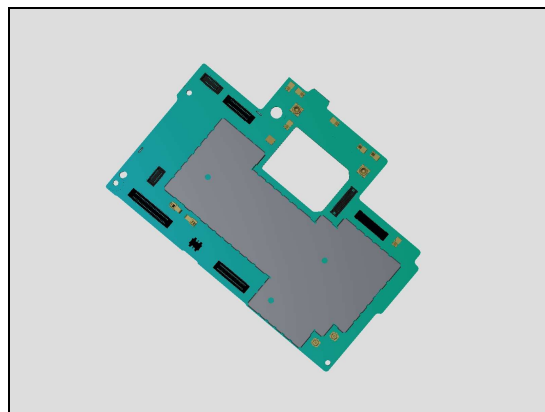
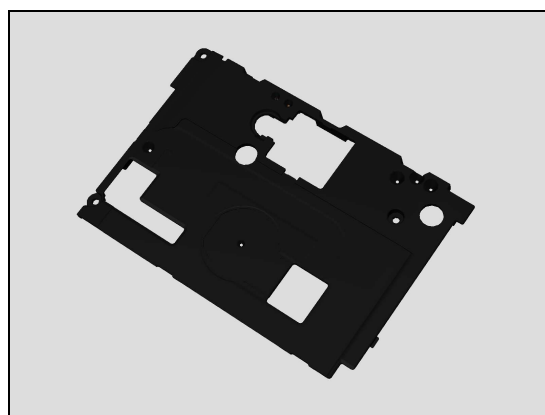
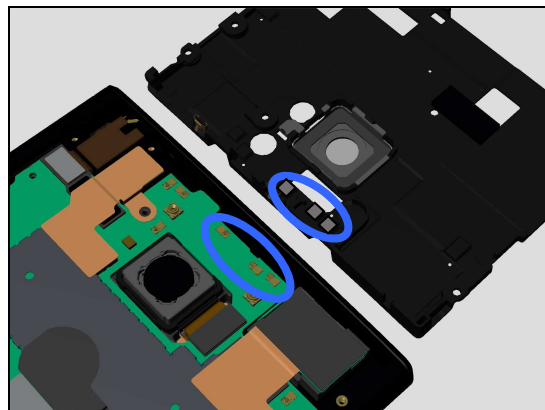
3. If the contact pins on the Main PBA are damaged – replace Main PBA.

Check:

Inspect the Spring Antenna and contact pads on the Front Cover Assy.

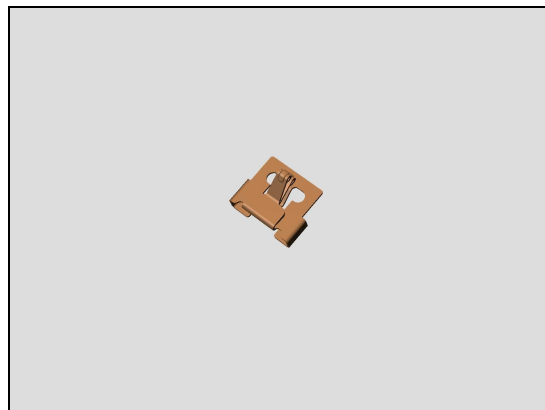
Action:

1. If dirty or oxidized – clean them.



Problem Areas: Network & Signal

2. If the Spring Antenna are damaged – replace them.



Problem Areas

1.28 SIM 1

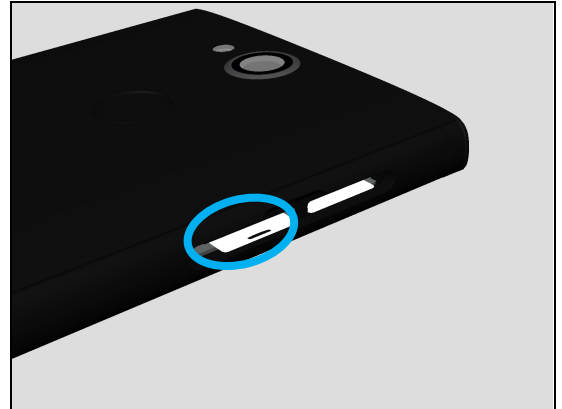
1.28.1 SIM 1 not detected

Check:

Inspect the external port of the SIM card 1 holder.

Action:

If dirty or clogged – clean the external port.



Check:

Check if Nano SIM is properly mounted into the Cap Tray SIM and if the Cap Tray SIM is properly inserted into its holder and inspect the Cap Tray SIM.

Action:

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

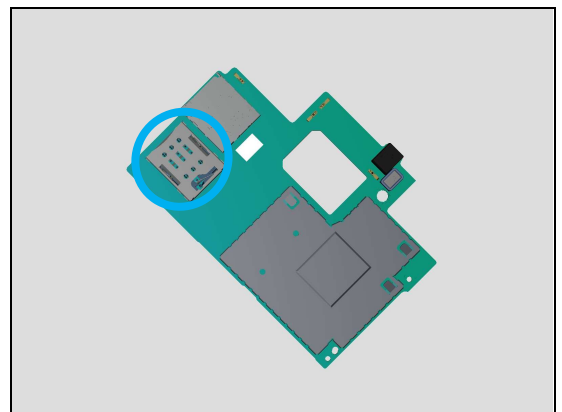


Check:

Inspect the SIM card 1 holder on Main PBA.

Action:

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



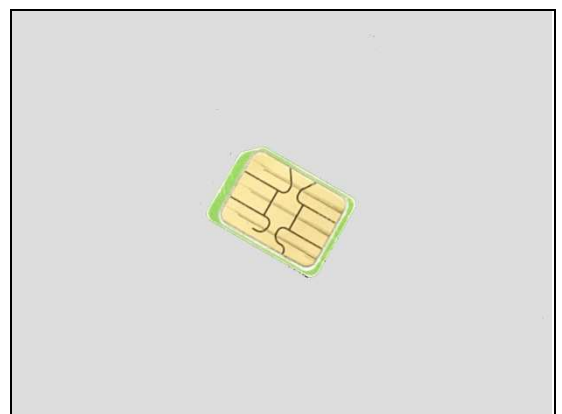
1.28.2 Incorrect Nano SIM indicated

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

1.29 SIM 2 (H4113,H4133)

1.29.1 SIM 2 not detected

Check:

Inspect the external port of the SIM card 2 holder.

Action:

If dirty or clogged – clean the external port.



Check:

Check if Nano SIM is properly mounted into the SD/SIM Tray and if the SD/SIM Tray is properly inserted into its holder and inspect the SD/SIM Tray.

Action:

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

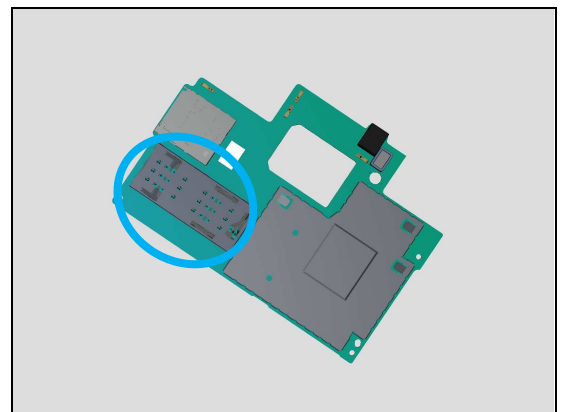


Check:

Inspect the SIM card 2 holder on Main PBA.

Action:

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



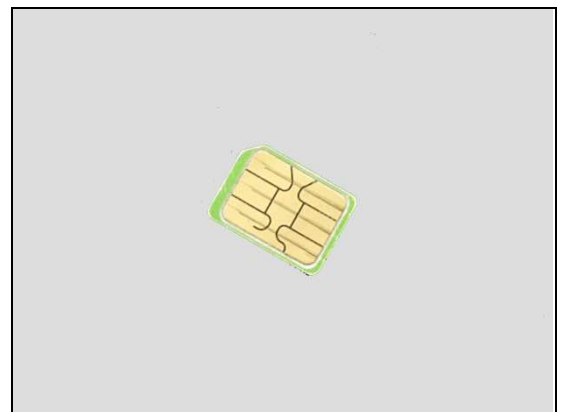
1.29.2 Incorrect Nano SIM indicated

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

1.30 Charging

1.30.1 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.

Check:

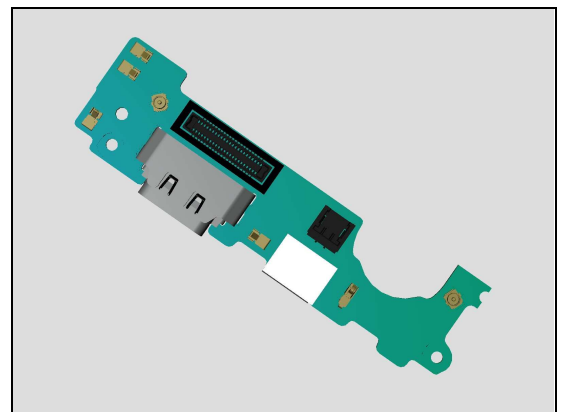
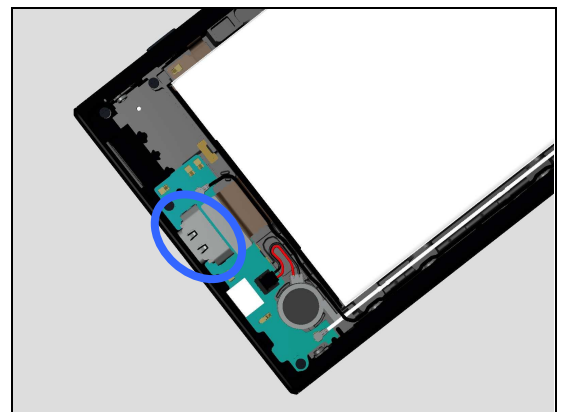
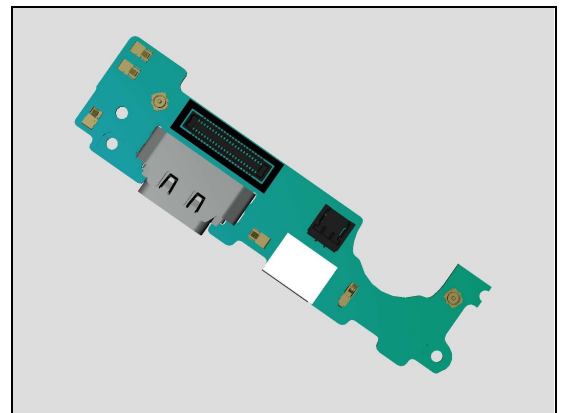
Inspect the BtB connector of Side Key FPC Assy to Sub PBA.

Action:

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

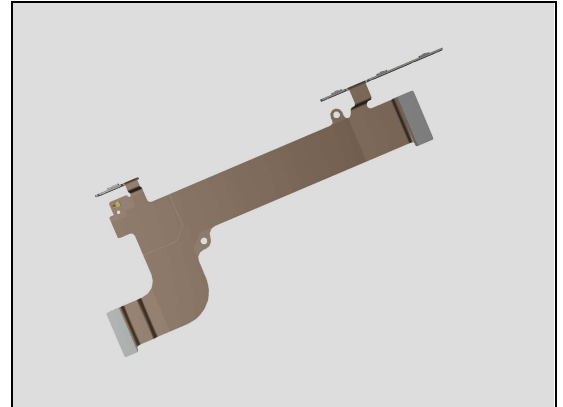
2. If dirty or oxidized – clean it.

3. If Sub PBA is damaged – replace it.



Problem Areas: Charging

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

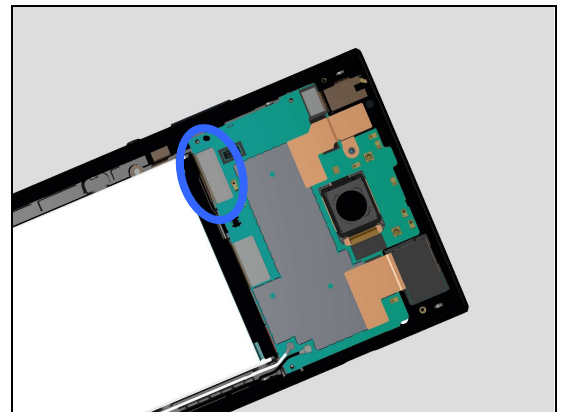


Check:

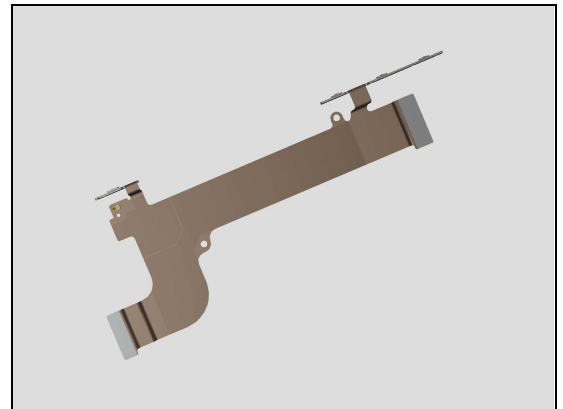
Inspect the BtB connector of Side Key FPC Assy to Main PBA.

Action:

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



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

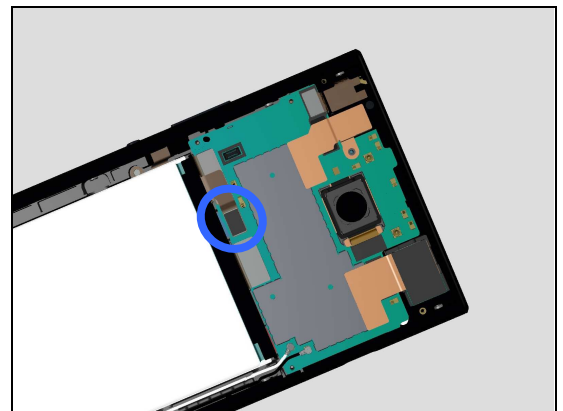


Check:

Inspect the Battery connector to Main PBA.

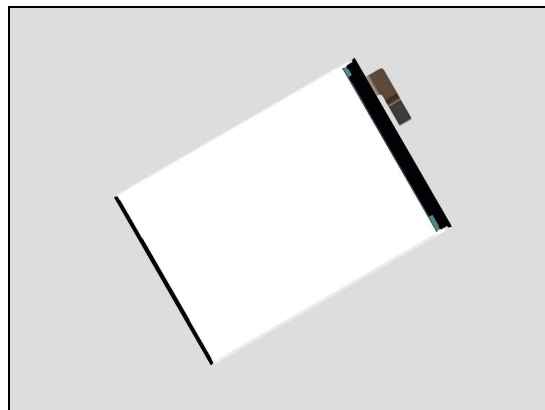
Action:

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

1.31 Audio Jack

1.31.1 Connection to headset fails

Check:

Inspect the external port of the Audio Jack FPC.

Action:

1. If dirty or oxidized – clean it.

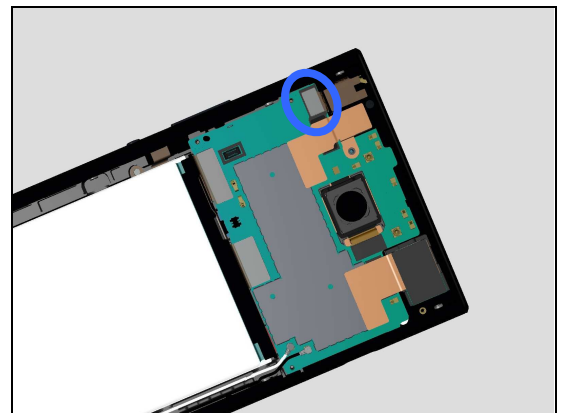


Check:

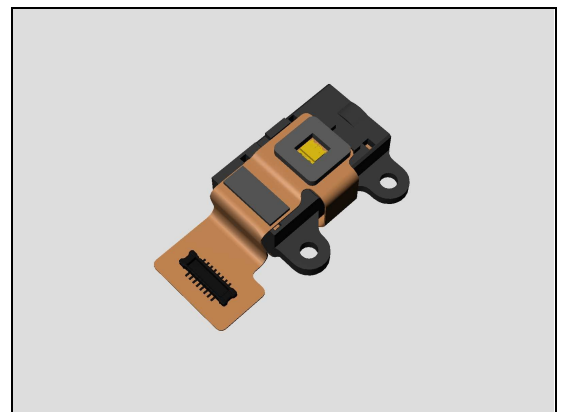
Inspect the BtB connector of Audio Jack FPC to Main PBA.

Action:

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



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



Problem Areas

1.32 Data Communication

1.32.1 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.

Check:

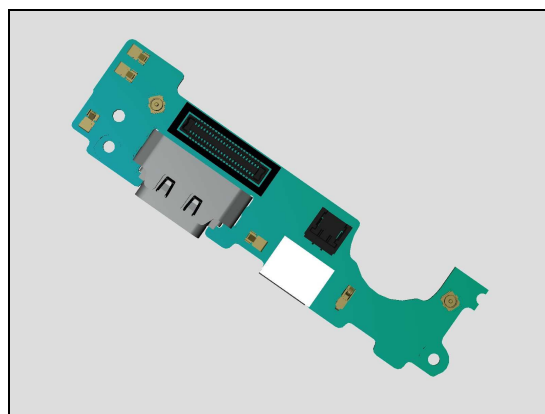
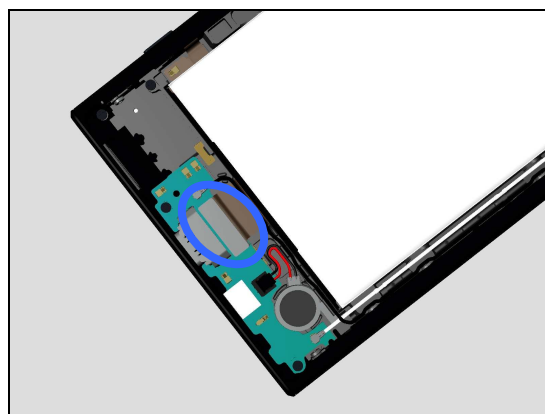
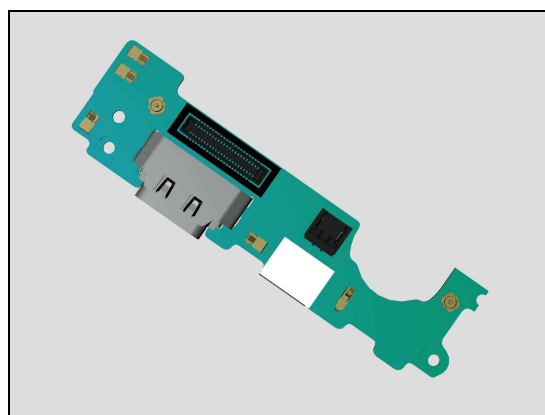
Inspect the BtB connector of Side Key FPC Assy to Sub PBA.

Action:

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

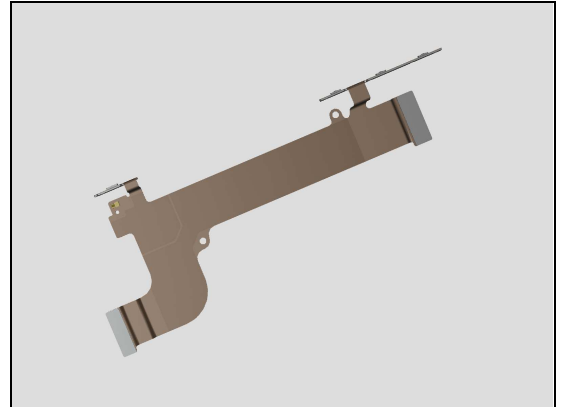
2. If dirty or oxidized – clean it.

3. If Sub PBA is damaged – replace it.



Problem Areas: Data Communication

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

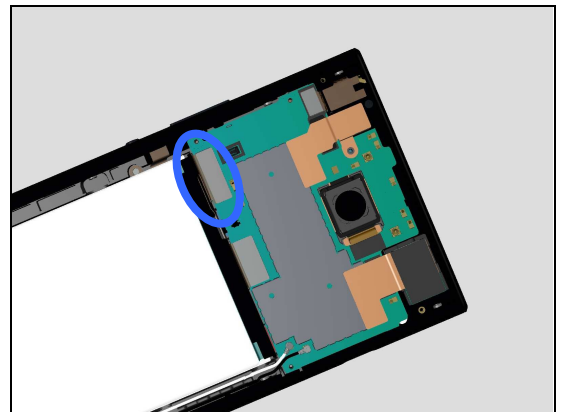


Check:

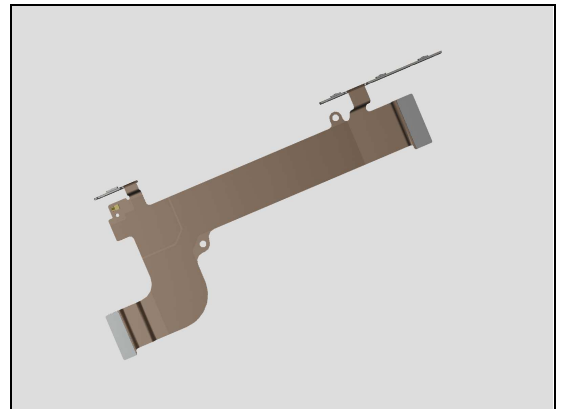
Inspect the BtB connector of Side Key FPC Assy to Main PBA.

Action:

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



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



Problem Areas

1.33 Fingerprint

1.33.1 Fingerprint function fails

Check:

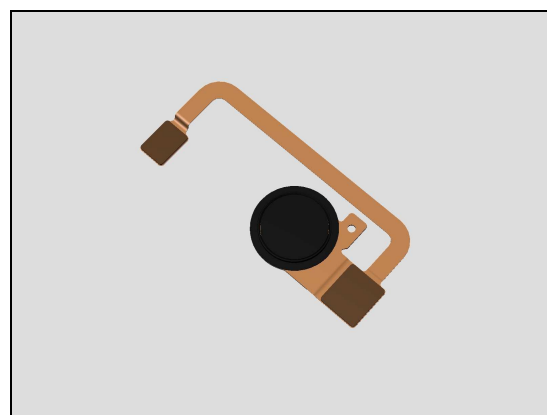
Inspect the external area of the finger print sensor area.

Action:

1. If dirty – clean it.



2. If damaged – replace the FP Module Assy.



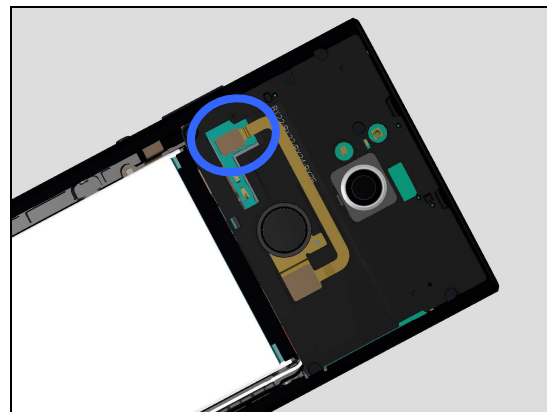
Check:

Inspect the BtB connector of FP Module Assy to Main PBA.

Action:

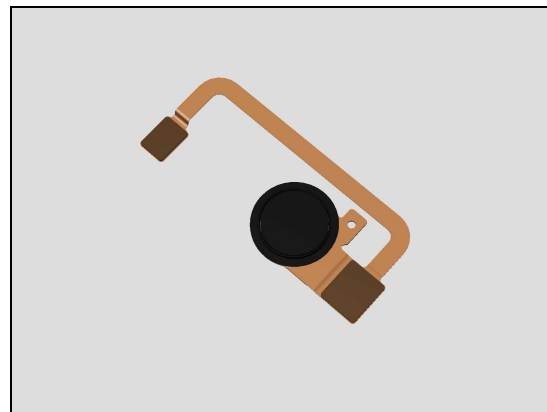
1. If not properly connected – disconnect and reconnect it.

2. If dirty or oxidized – clean it.



3. If the FP Module Assy is damaged – replace it.

4. Replace Main PBA.



2 Revision History

Rev.	Date	Changes / Comments
1	2018-Jan-12	Release