

Trouble Shooting Guide, Mechanical

Applicable for W950i and W950c

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1 General

This document outlines the mechanical repairs that should be made in an attempt to fix the common failures that are seen in the field. To gain a complete understanding of how to test and repair a specific failure, this document should be used in conjunction with the Test Instructions, Mechanical and the Working Instructions, Mechanical.

1.1 Service functions in the software

The service menu will be accessed with the following key combination. Use the jog dial and keyboard.

▲*▼▼*▼*

They are as follows:

Service information

Service tests

Format internal disk

The phones software has a built in service functionality that allows you to test some of the phones functions. (See point 2 above) It looks like this:

Display

Touch screen

Illumination

LED's

Keyboard

Vibrator

Speaker's

Microphone

Memory stick

NOTE: Different names may occur depending on language setting and customization.

1.2 Misuse and other no warranty issues


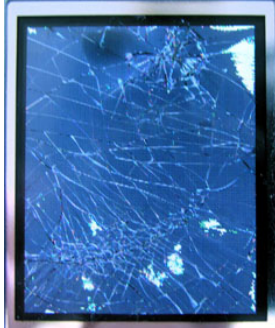


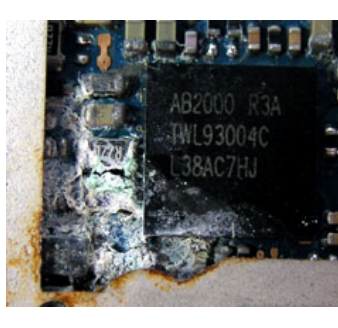
Misuse is not covered by warranty. This chapter will explain what's not covered by warranty. Phones that have been exposed to misuse will not be covered by warranty.

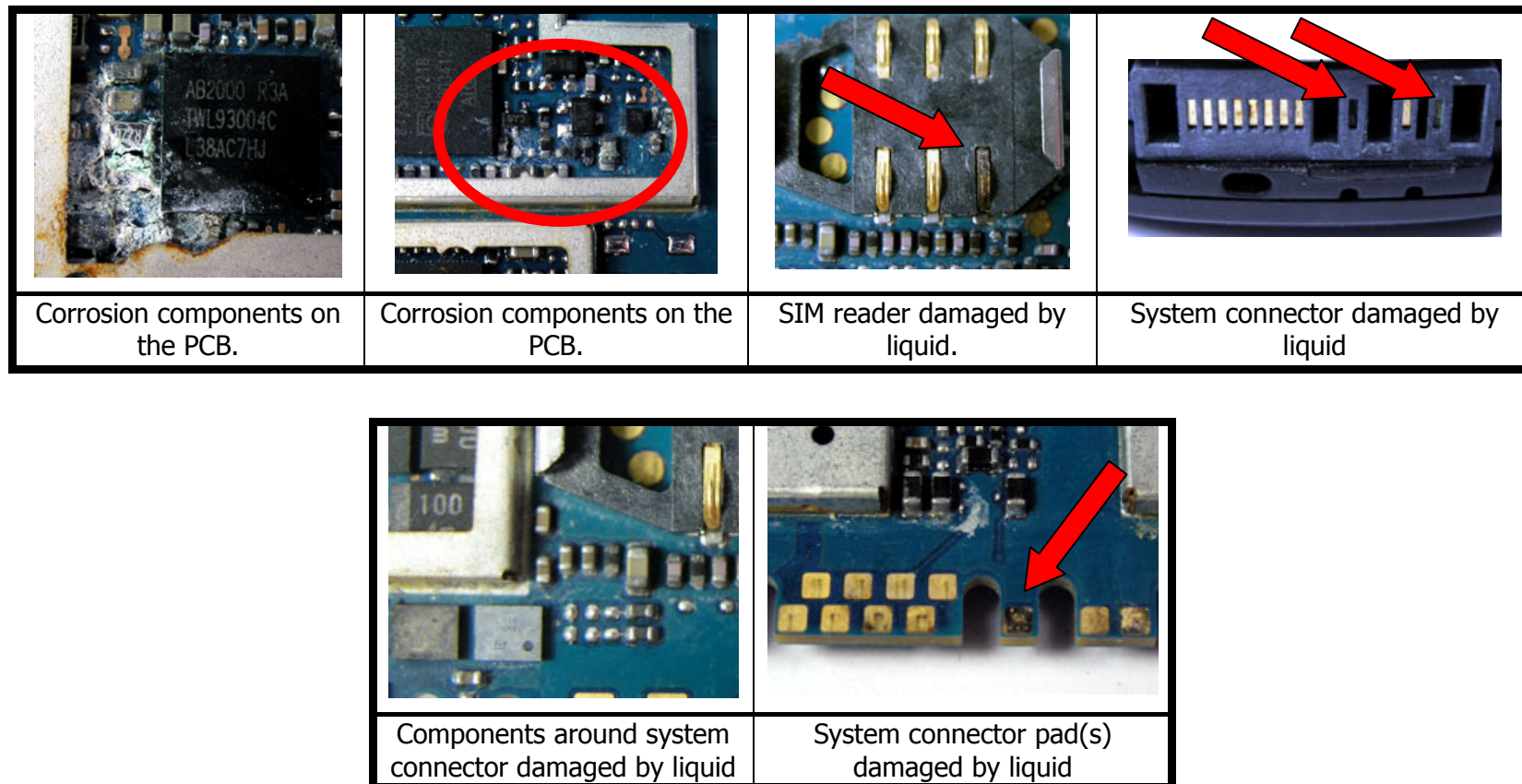
This means: if it is possible to repair the phone, the customer will have to pay for the repair. SEMC will not allow any of these phones to be claimed into WCMS. Some local perspectives may interfere with this. Please reference to local directives.

1.2.1 Action

Make a general visual inspection for misuse.

Below are some **examples** of what is not covered by warranty.

				
Front window broken due to misuse.	LCD cracked due to drop.	Clear scratches	Mark after drop	Corrosion components on the PCB.



1.2.2 Liquid damage sticker

In the phone there is placed a sticker that can give you a hint to see if the phone is damage by liquid or not. This sticker is located near the SIM reader (Fig. 1.2.1) and it is possible to see it without disassemble the phone.

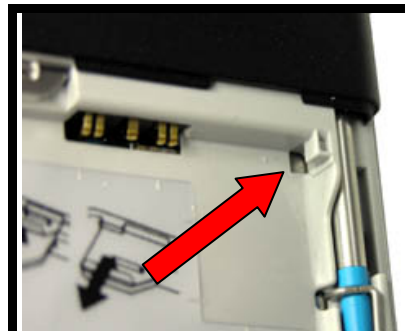
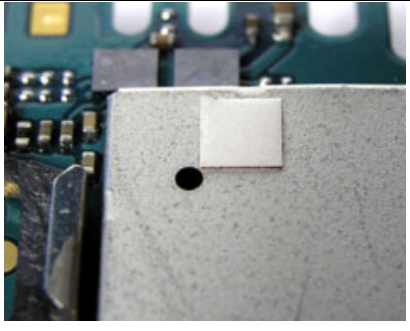
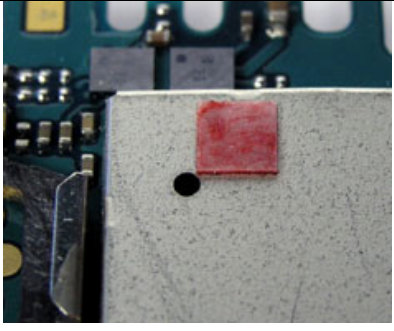


Fig. 1.2.1


On the pictures below you will see the different between a sticker that has been in contact with liquid (Fig. 1.2.3) and with one that hasn't (Fig. 1.2.2).

This sticker is ok	This sticker <u>is not</u> ok	
		<p>The white sticker that has been in contact with liquid turns into a red or pink sticker. In this case you should check the phone for liquid damage (See point 1.1.1).</p> <p>Note: There must be clear marks after liquid on the PCB before rejecting the phone for repair.</p>
Fig. 1.2.2	Fig. 1.2.3	

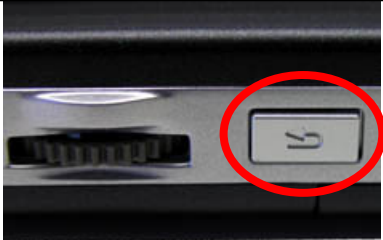
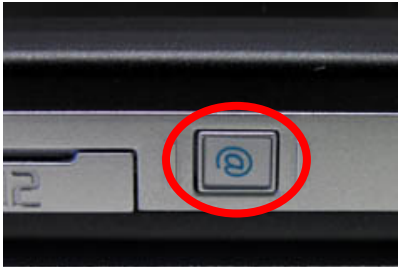
1.2.3 Action

Make a general visual inspection for misuse, corrosion or oxidation from liquid damage. No further action should be taken for a liquid damaged phone. Handle the unit according to local directives.

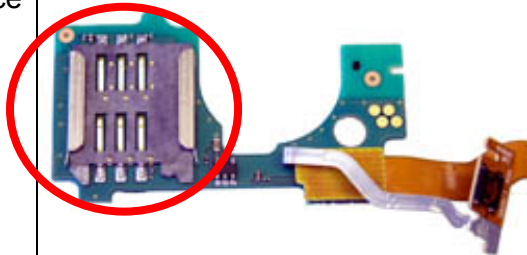
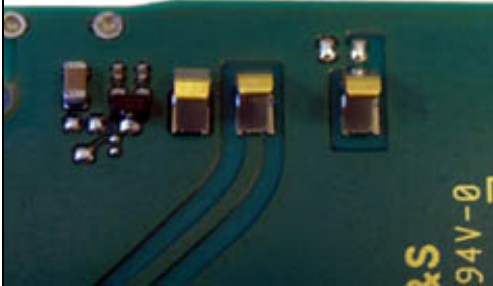

2 Appearance Problems

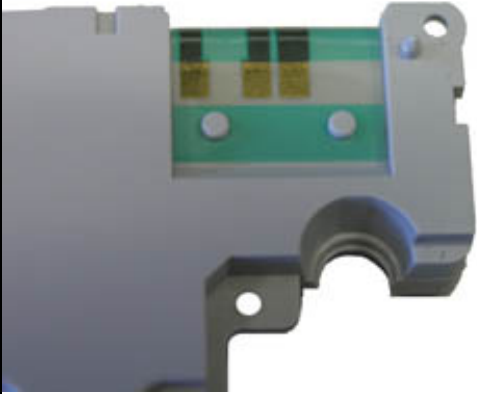

Problem Area	Items to Check	Repair Action	Reference Image
Appearance	Visually inspect the cosmetic quality of all user viewable surfaces	<ul style="list-style-type: none"> If dirty – Clean parts as necessary. If unacceptably scratched or damaged – Replace damage parts as necessary. <p>NOTE: Misuse is not covered by warranty. Refer to chapter 1.2</p>	
	Visually inspect all keys	<ul style="list-style-type: none"> If dirty – Clean parts as necessary. If unacceptably scratched or damaged – Replace damaged parts as necessary. <p>NOTE: Misuse is not covered by warranty. Refer to chapter 1.2</p>	
	Visually inspect for improper gap between seams	<ul style="list-style-type: none"> Reassemble or replace damaged parts as necessary. 	

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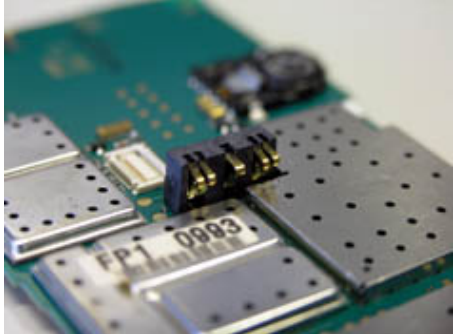
Problem Area	Items to Check	Repair Action	Reference Image
			 

3 Network/Signal Problems


Problem Area	Items to Check	Repair Action	Reference Image
No Signal or Poor Signal	Before proceeding →	Perform a flash upgrade.	
	Visually inspect SIM holder	<ul style="list-style-type: none"> If dirty, oxidized or damaged – Replace the SIM PWB ASM. 	
	Visually inspect antenna contact pads	<ul style="list-style-type: none"> If dirty or oxidized – Send to electrical repair center 	
	Visually inspect antenna	<ul style="list-style-type: none"> If dirty, damaged or oxidized – Replace Antenna ASM. 	

Problem Area	Items to Check	Repair Action	Reference Image
			
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	
No signal when using external antenna (ex. Hands free in car).	Connect the phone to a handsfree car kit connected with external antenna. Visually inspect the antenna bar on the phone.	<ul style="list-style-type: none"> If no or only very less signal – Push the middle pin of the ext. antenna connector a few times. <p>Note: Be gently it might damage the connector.</p>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	


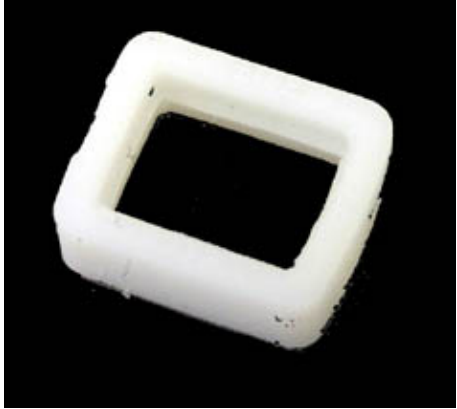
4 On/Off Problems

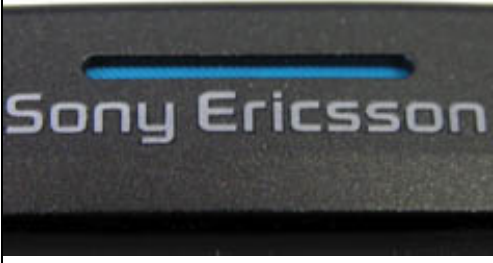

Problem Area	Items to Check	Repair Action	Reference Image
Power On problems	Check whether the phone vibrates 10 to 15 seconds after pressing the power key and whether the keypad illuminates	<ul style="list-style-type: none"> If activation of the vibrator or keypad are detected, refer to the “Display Problems” chapter 7 	
	Before proceeding →	<ul style="list-style-type: none"> Perform a flash upgrade. 	
	Visually inspect contact pads on battery	<ul style="list-style-type: none"> If dirty or oxidized – Clean pads. <p>Note: Be gentle do not bend or damage the gold surface on connector pad's</p> <ul style="list-style-type: none"> If damaged – Replace the battery. 	
	Visually inspect battery connector	<ul style="list-style-type: none"> If dirty or oxidized – Clean it. <p>Note: Be gentle do not bend or damage the gold surface on connector pin's</p> <ul style="list-style-type: none"> If damaged – Send to an electrical repair location. 	


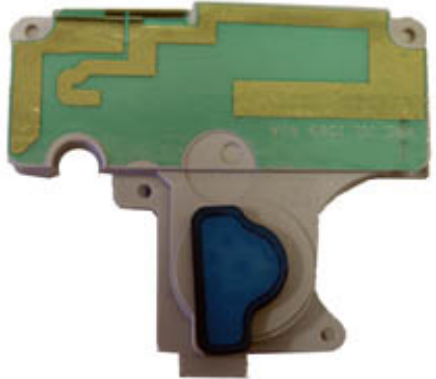
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Problem Area	Items to Check	Repair Action	Reference Image
	Visually inspect the power key	<ul style="list-style-type: none"> If damaged – Replace it. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

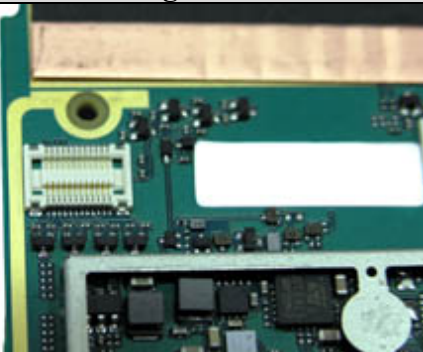

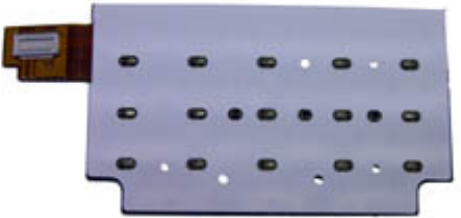
5 Audio Problems

Problem Area	Items to Check	Repair Action	Reference Image
Microphone:	Before proceeding →	<ul style="list-style-type: none"> Perform a flash upgrade and a setting reset. 	
	Visually inspect the microphone's external port	<ul style="list-style-type: none"> If clogged - Clean or replace frame ASM. 	
	Visually inspect the microphone cushion	<ul style="list-style-type: none"> If improperly mounted - Secure properly connection If damaged – Replace it 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

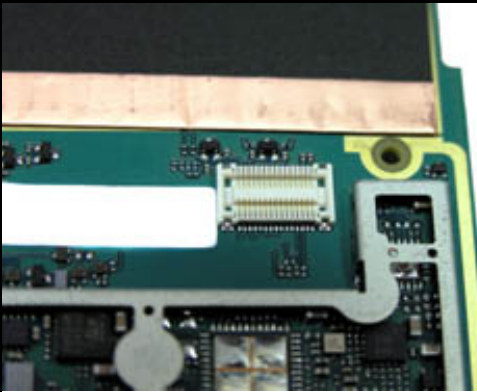

Ear speaker: No or poor sound quality	Before proceeding →	<ul style="list-style-type: none"> Perform a flash upgrade and a setting reset. 	
	Visually inspect ear speaker's external port	<ul style="list-style-type: none"> If clogged – Clean or replace Front sub ASM. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Replace ear speaker. <p>Note: When replacing speaker remember to add a new cushion.</p>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

Loud speaker: No or poor sound quality	Before proceeding →	<ul style="list-style-type: none"> Perform a flash upgrade and a setting reset. 	
	Visually inspect the loud speaker's dust cloth	<ul style="list-style-type: none"> If dirty or damaged – Replace the net, loud speaker 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Replace antenna ASM. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

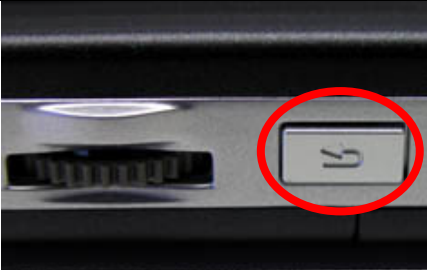
6 Key Problems

Problem Area	Items to Check	Repair Action	Reference Image
Keyboard: A key on the keyboard is not functioning or is intermittent	Visually inspect if the BtB connector is properly connected.	<ul style="list-style-type: none"> If improperly connected – Re-establish proper connection. If damaged – Send to electrical repair. 	
	Visually inspect for debris between keypad and flex film ASM and for damage to the keypad or flex film ASM.	<ul style="list-style-type: none"> If dirty – Clean both parts. If damaged - Replace keypad and/or flex film ASM as necessary. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Replace flex film ASM, if it has not already been replaced. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

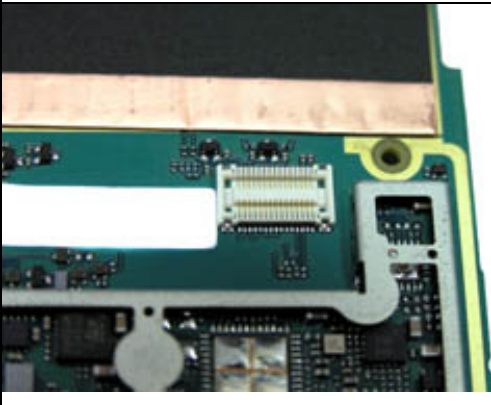
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Problem Area	Items to Check	Repair Action	Reference Image
Touch screen	Visually inspect if the BtB connector is properly connected	<ul style="list-style-type: none"> If improperly connected – Re-establish proper connection. If damaged – Send to electrical repair. 	
	Visually inspect for damage to the touch screen	<ul style="list-style-type: none"> If damaged – Replace touch screen panel + frame. <p>Note: When replacing display take care not to damage the two LCD gaskets.</p>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	


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Problem Area	Items to Check	Repair Action	Reference Image
Side keys	Visually inspect for damage to the back key	<ul style="list-style-type: none"> If damaged - Replace it. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

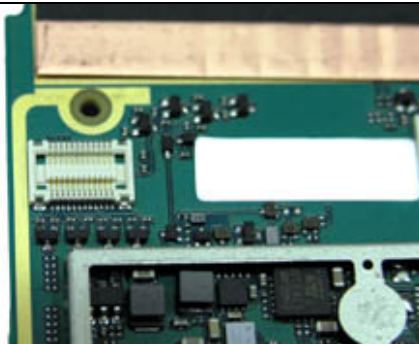
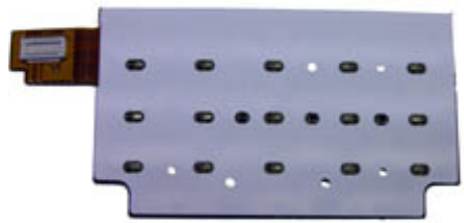
7 Display Problems

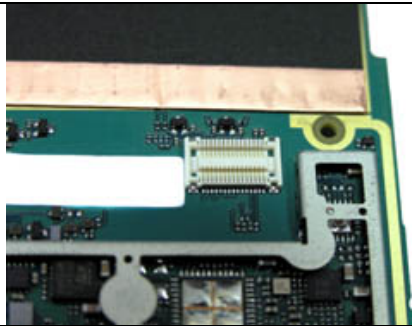

Problem Area	Items to Check	Repair Action	Reference Image
LCD problem	Check whether the phone vibrates 10 to 15 seconds after pressing the power key and whether the keypad illuminates	<ul style="list-style-type: none"> If activation of the vibrator are not detected, refer to the On/Off Problems” chapter 4 	
	Before proceeding →	<ul style="list-style-type: none"> Perform a flash upgrade and a setting reset. 	
	Visually inspect if the BtB connector is properly connected	<ul style="list-style-type: none"> If improperly connected – Re-establish proper connection. If damaged – Send to electrical repair. 	

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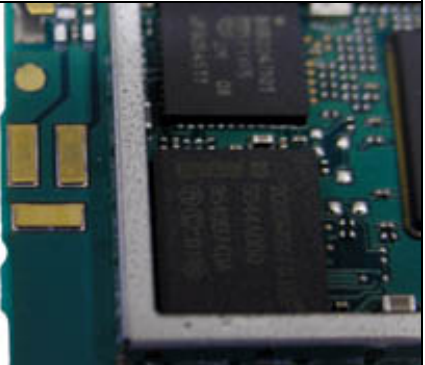

Problem Area	Items to Check	Repair Action	Reference Image
	If the issue has not been resolved →	<ul style="list-style-type: none"> Replace the LCD. <p>Note: When replacing display take care not to damage the two LCD gaskets.</p>	


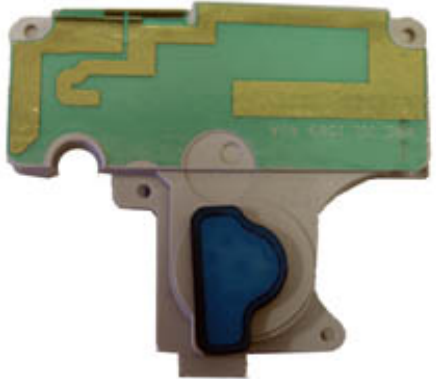
8 Illumination Problems

Problem Area	Items to Check	Repair Action	Reference Image
Keys: The entire keypad or a portion of the keypad does not illuminate.	Before proceeding →	<ul style="list-style-type: none"> Perform a flash upgrade and a setting reset. 	
	Visually inspect if the BtB connector is properly connected	<ul style="list-style-type: none"> If improperly connected – Re-establish proper connection. If damaged – Send to electrical repair. 	
	Visually inspect the dome sheet.	<ul style="list-style-type: none"> If damaged – Replace it 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Replace the dome sheet. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

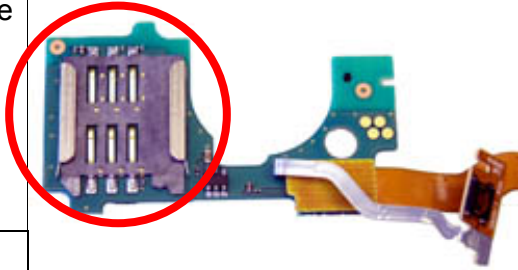
LCD	Before proceeding →	<ul style="list-style-type: none"> Perform a flash upgrade and a setting reset. 	
	Visually inspect if the BtB connector is properly connected	<ul style="list-style-type: none"> If improperly connected – Re-establish proper connection. If damaged – Send to electrical repair. 	
	If issue has not been resolved →	<ul style="list-style-type: none"> Replace the LCD. <p>Note: When replacing display take care not to damage the two LCD gaskets.</p>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

9 Alert Problems



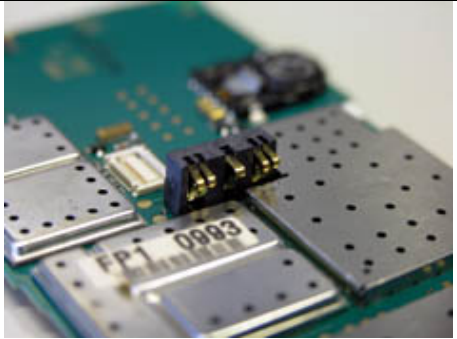
Problem Area	Items to Check	Repair Action	Reference Image
Vibrator:	Before proceeding →	<ul style="list-style-type: none"> Perform a flash upgrade and a setting reset. 	
	Visually inspect the vibrator pads on the PCB	<ul style="list-style-type: none"> If dirty or oxidized – Clean them. 	
	Visually inspect the vibrator	<ul style="list-style-type: none"> If dirty or oxidized – Replace it. If damaged – Replace it. 	

Loud speaker: No or poor sound quality	Before proceeding →	<ul style="list-style-type: none"> Perform a flash upgrade and a setting reset. 	
	Visually inspect the loud speaker's dust cloth	<ul style="list-style-type: none"> If dirty or damaged – Replace the net, loud speaker 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Replace antenna ASM. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

10 SIM Problems



Problem Area	Items to Check	Repair Action	Reference Image
SIM undetected (Insert SIM)	Inspect SIM holder	<ul style="list-style-type: none"> If dirty, oxidized or damaged – Replace (SIM) MEM PCB ASM. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	
Unit indicates an incorrect SIM is inserted (Insert correct SIM)	Check whether the phone is locked to a particular carrier and whether the correct carrier's SIM is being used	<ul style="list-style-type: none"> Use Correct Carrier SIM or test SIM. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

11 Charging/Capacity Problems

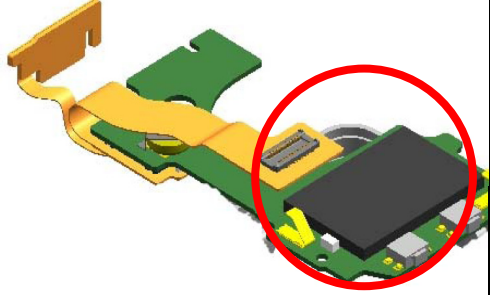
Problem Area	Items to Check	Repair Action	Reference Image
Battery will not charge	Visually inspect the contact pads of the battery	<ul style="list-style-type: none"> If dirty or oxidized – Clean. If damaged – Replace battery. <p>Note: Be gentle do not bend or damage the gold surface on connector pad's</p>	
	Visually inspect the system connector	<ul style="list-style-type: none"> If dirty, oxidized or damaged – Clean. <p>NOTE: Misuse is not covered by warranty. Refer to chapter 1.2</p>	
	Visually inspect the battery connector	<ul style="list-style-type: none"> If dirty or oxidized – Clean it. If damaged – Send to an electrical repair location. <p>Note: Be gentle do not bend or damage the gold surface on connector pin's</p>	

Battery loses charge quickly/ standby time seems short	Before proceeding → NOTE: Some features noticeably reduce the amount of standby time if they are turned on. Some examples are the back light (when on all the time and), Bluetooth and infrared.	<ul style="list-style-type: none"> Perform a flash upgrade and a setting reset. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Replace battery. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

12 Data Communication Problems

Problem Area	Items to Check	Repair Action	Reference Image
Will not connect with a functional bluetooth device	Before proceeding →	Perform a flash upgrade.	
	Visually inspect bluetooth antenna	<ul style="list-style-type: none"> If damaged – Replace frame ASM. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	
Will not connect with a functional IR device	Before proceeding →	<ul style="list-style-type: none"> Perform a flash upgrade and a setting reset. 	
	Visually inspect the IRDA window for dirt, scratches, and damage	<ul style="list-style-type: none"> If dirty – Clean it. If damaged – Replace the frame ASM. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

13 Media Memory Problems

Problem Area	Items to Check	Repair Action	Reference Image
Media Memory unavailable	Visual inspect Mem PCB Asm and that connector is correctly mounted to main PCB	<ul style="list-style-type: none"> If damaged – Replace (SIM) MEM PCB ASM. 	
	If the issue has not been resolved →	<ul style="list-style-type: none"> Handle the unit according to local directives. 	

14 Software Problems

- If there are problems with the response of the keypad commands, or spelling errors in the menu, if they are not related to mechanical damage, make a master reset and flash the phone with the latest software from EMMA II or III.
- Checking the software revision can be done in the Service info, see chapter *Service functions in the software*.
Choose: Service info / SW information.
The Software revision and date will be shown in the display.

Note: Do a SW upgrade before sending the unit to a higher level. Do not scrap a phone that hasn't been upgraded.

If the failure still occurs, handle the unit according to the local directives.

15 Revision History

Rev.	Date	Changes / Comments
A	2006-09-19	Initial release