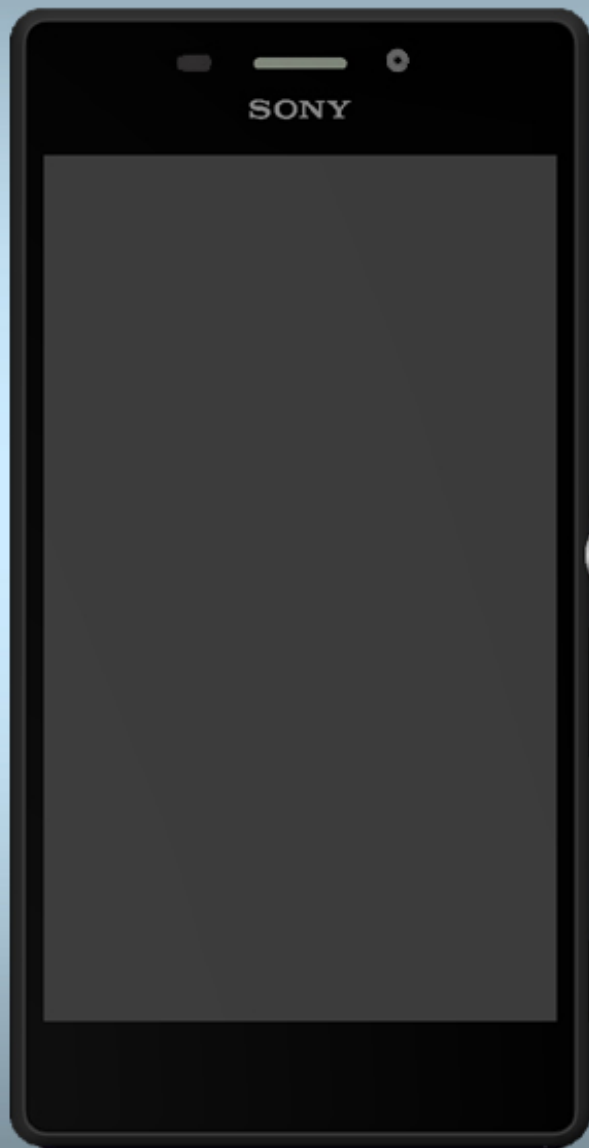


## Troubleshooting Guide

- mechanical -



*Xperia M2™ Aqua*  
*D2403,D2406*

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***Always firstly disconnect the Battery FPC BtB connector to cut off power supply.  
Always finally connect the Battery FPC BtB connector.***

***Note: Whenever replacing Front Cover LCM TP Assy, PL Sensor FPC or board swap, must do the Calibration for P-sensor, light sensor, accelerometer: 1289-6643 Trouble Shooting Application – mechanical.***

## 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, refer to section 1.4 'Display'.

2. If NO activation of the Vibrator is detected, check that the battery is charging when connected to a charger.

**Follow Test Instruction - mechanical chapter 2.3.7 (Charging via USB and Easy Charger), Diagnostic Battery / Charging status.**

**Check:**

Inspect the on/off key.

**Action:**

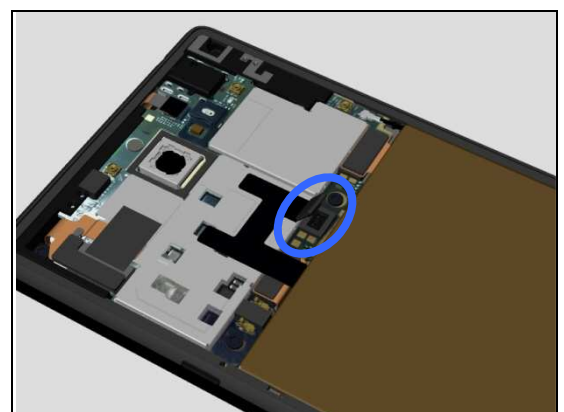
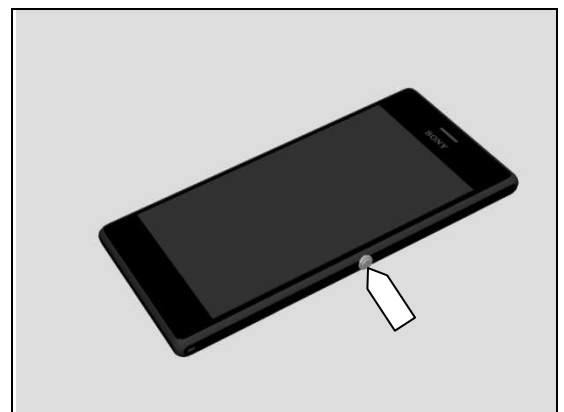
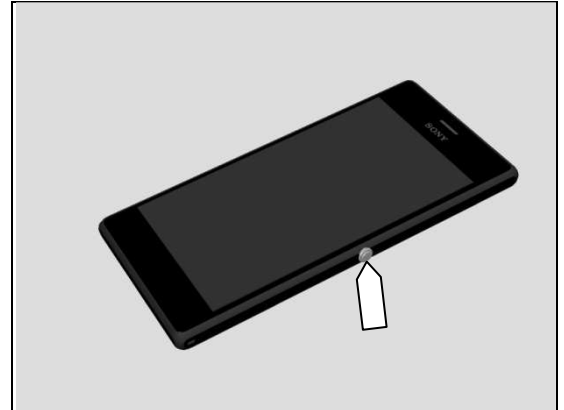
Refer to section 1.2.3 'On/Off Key'.

**Check:**

Inspect the BtB connector of the Embedded Battery Assy to Main PBA.

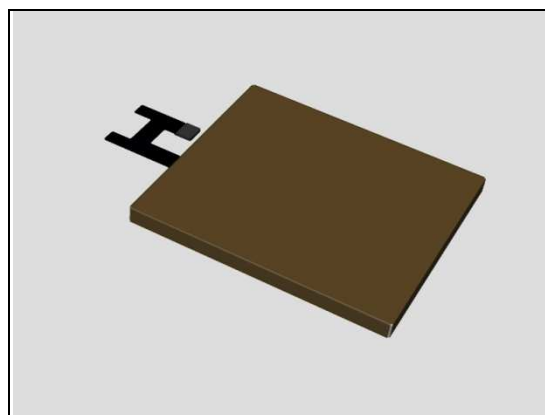
**Action:**

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



## Problem Areas: Power

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



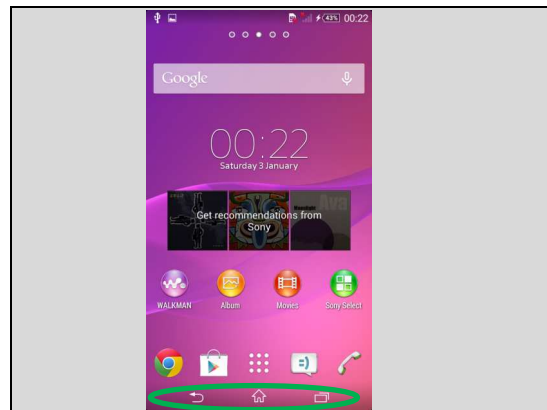
## Problem Areas

### 1.2 Keys

#### 1.2.1 Back, Home and Multitask Keys

**Action:**

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



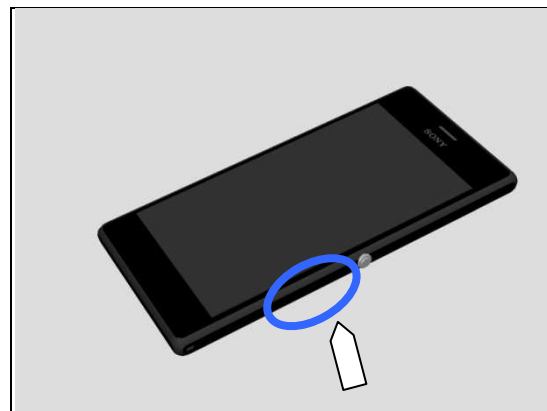
#### 1.2.2 Volume Key

**Check:**

Inspect the external area of the Key Volume.

**Action:**

If dirty – clean it.

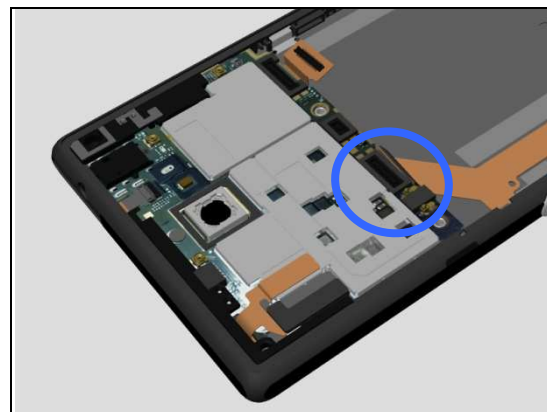


**Check:**

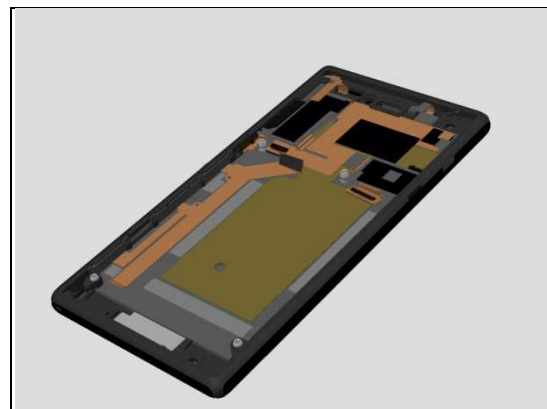
Inspect the BtB connector of Side Key FPC to Main PBA.

**Action:**

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



3. If the Side Key FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



## Problem Areas: Keys

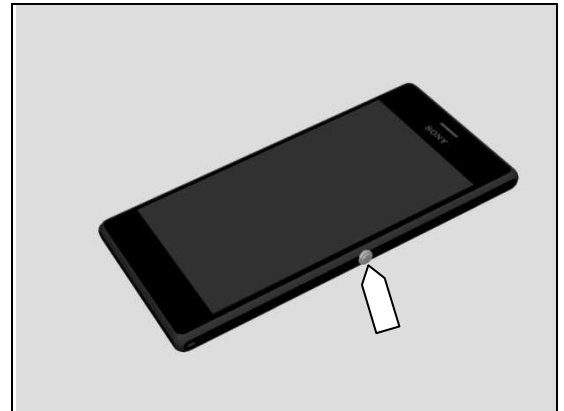
### 1.2.1 On/Off Key

**Check:**

Inspect the external area of the Power Key.

**Action:**

1. If dirty – clean it.

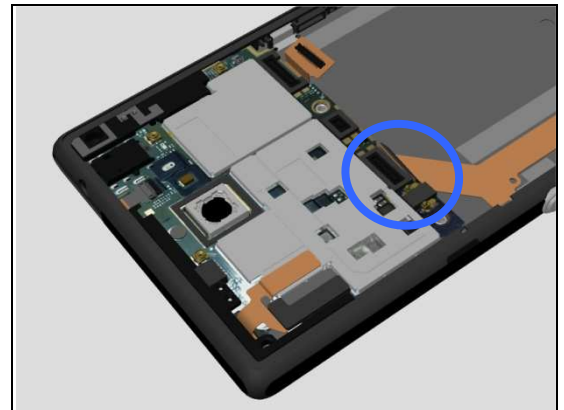


**Check:**

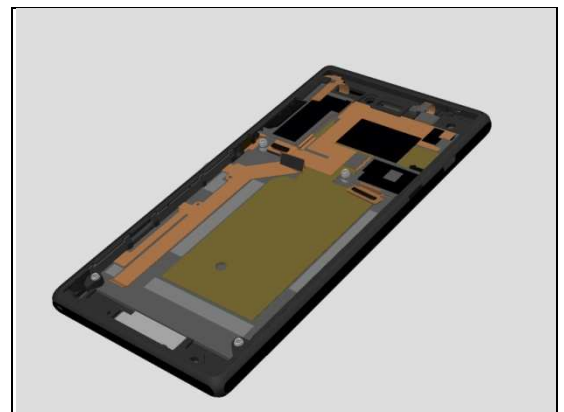
Inspect the BtB connector of Side Key FPC to Main PBA.

**Action:**

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



3. If the Side Key FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



## Problem Areas: Keys

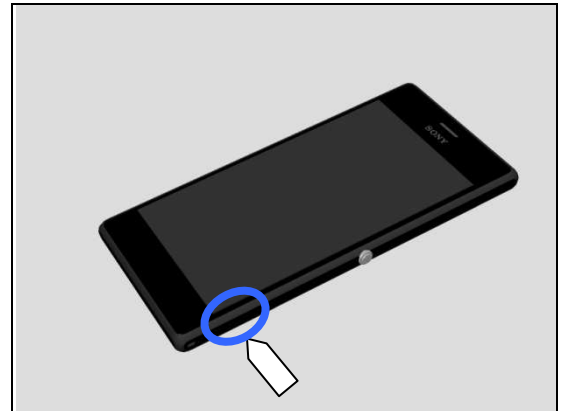
### 1.2.2 Camera Key

**Check:**

Inspect the external area of the Camera Key.

**Action:**

If dirty – clean it.

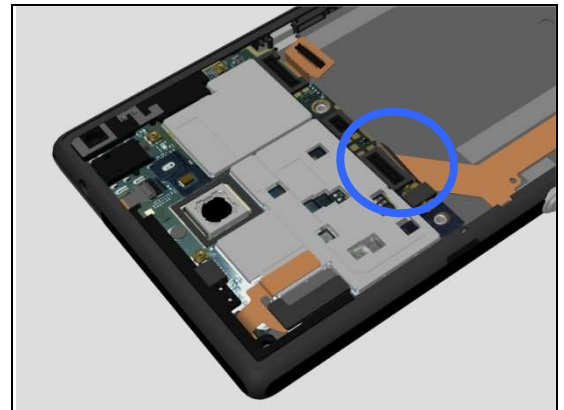


**Check:**

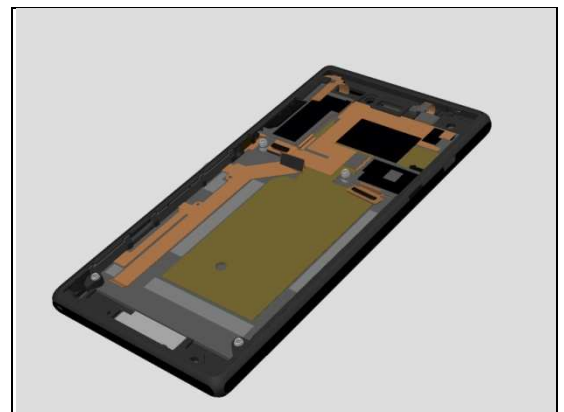
Inspect the BtB connector of Side Key FPC to Main PBA.

**Action:**

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



3. If the Side Key FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.





## Problem Areas

### 1.3 Touch Screen

#### 1.3.1 Touch Screen malfunction

**Check:**

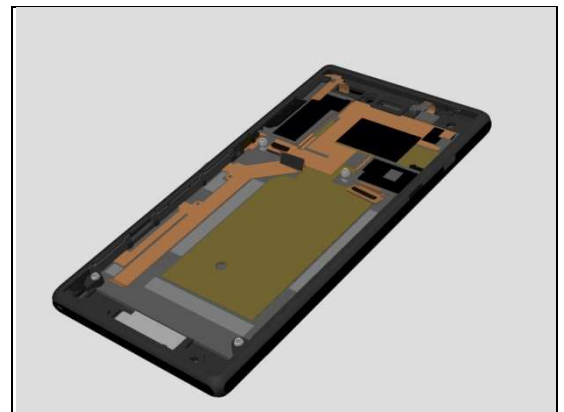
Inspect the touch screen of the Front Cover LCM TP Assy.

**Action:**

1. If dirty – clean it.



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

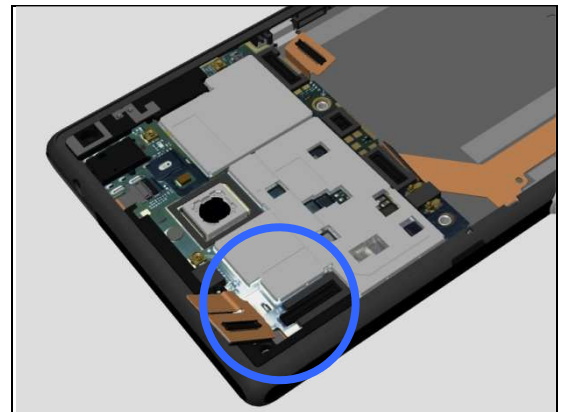


**Check:**

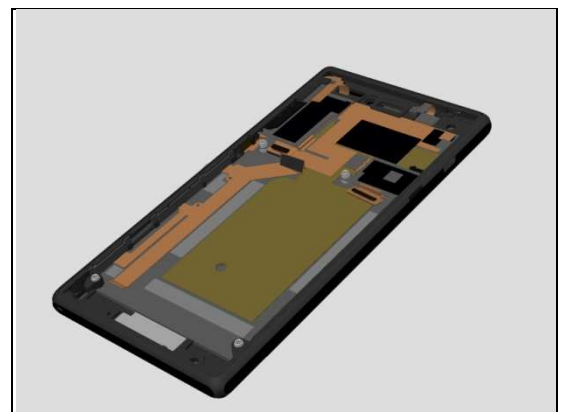
Inspect the BtB connector of Touch Panel FPC to Main PBA.

**Action:**

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



3. If the BtB connector of Touch Panel FPC or FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



## Problem Areas

### 1.4 Display

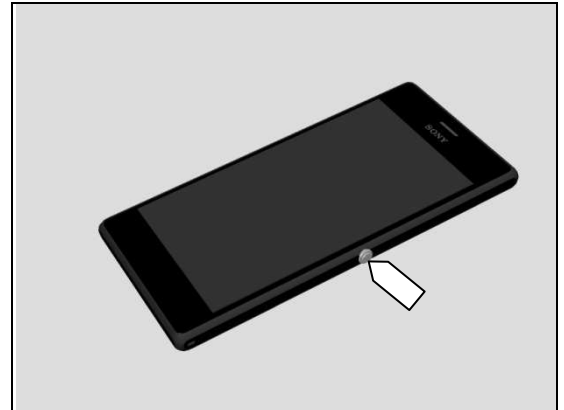
#### 1.4.1 Graphics & Illumination

**Check:**

Check whether the phone vibrates after the on/off key has been pressed.

**Action:**

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

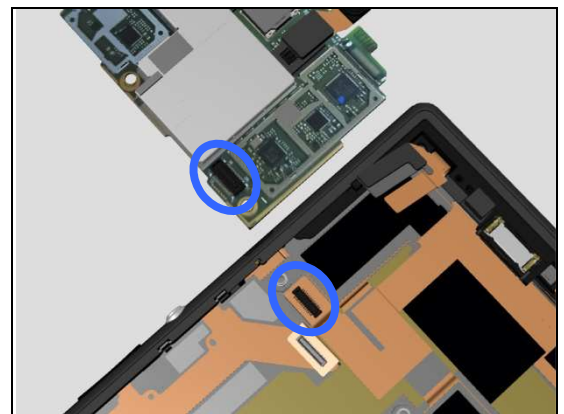


**Check:**

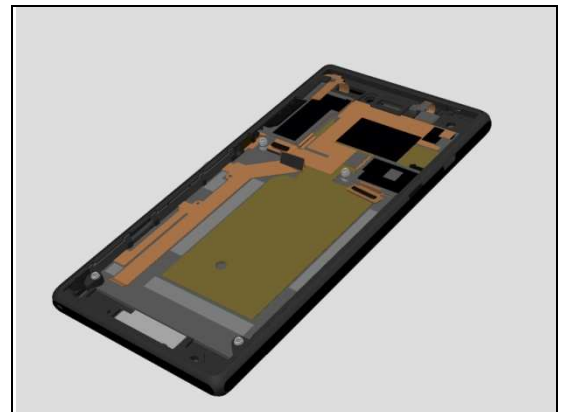
Inspect the BtB connector of LCM FPC to Main PBA.

**Action:**

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



3. If the BtB connector of LCM FPC or FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



## Problem Areas

### 1.5 LED/Illumination

#### 1.5.1 Charger LED

**Check:**

Inspect external port of LED on the Front Cover LCM TP Assy.

**Action:**

1. If dirty – clean it.

2. If damaged – replace the Front Cover LCM TP Assy.

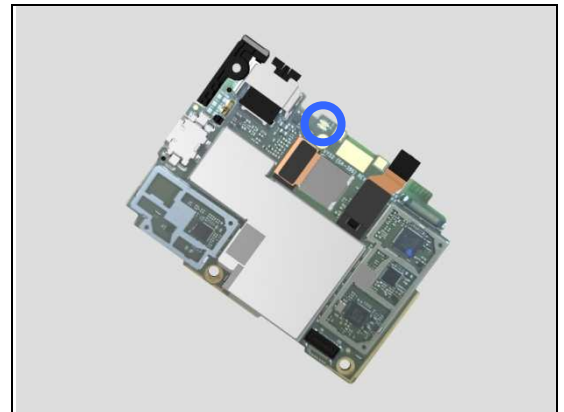
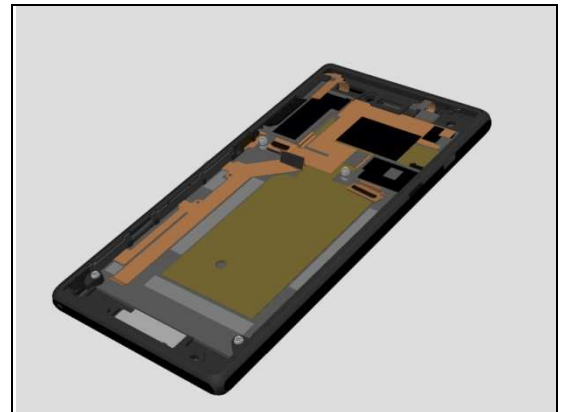
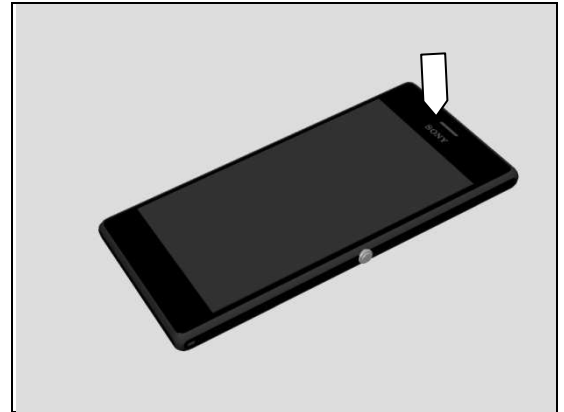
**Check:**

Inspect the LED on the Main PBA.

**Action:**

1. If dirty – clean it.

2. Replace Main PBA.



## Problem Areas

### 1.6 Speaker

#### 1.6.1 Loudspeaker

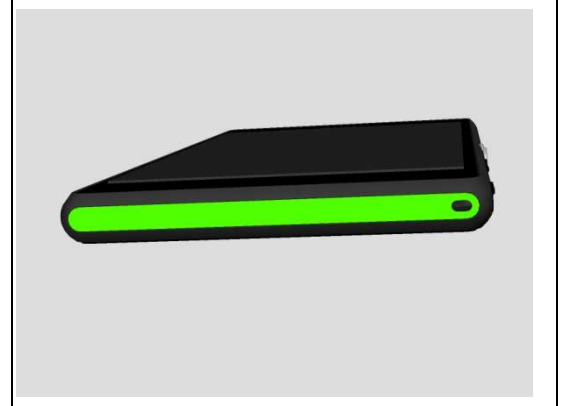
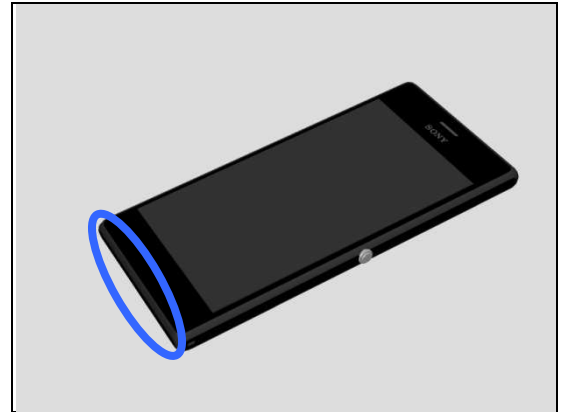
**Check:**

Inspect the Loudspeaker's external port on the Front Cover LCM TP Assy.

**Action:**

1. If clogged – clean it.

2. If damaged – replace Speaker Mesh.



**Check:**

Inspect the Loudspeaker's hole on the Front Cover LCM TP Assy after removing Speaker Mesh.

1. If clogged – clean it.

2. If damaged – replace the Front Cover LCM TP Assy.

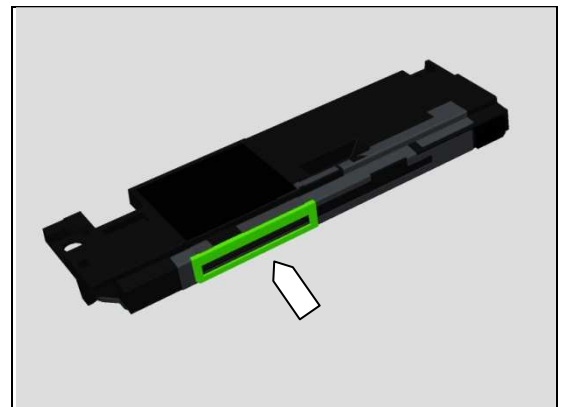


**Check:**

Inspect the WP Speaker Adhesive on the Main ANT Assy.

**Action:**

1. If damaged – replace WP Speaker Adhesive.



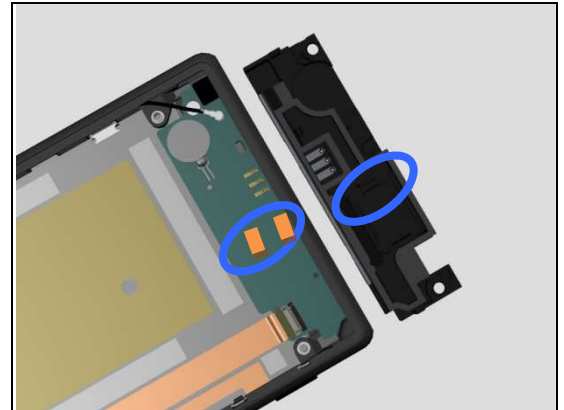
## Problem Areas: Speaker

### Check:

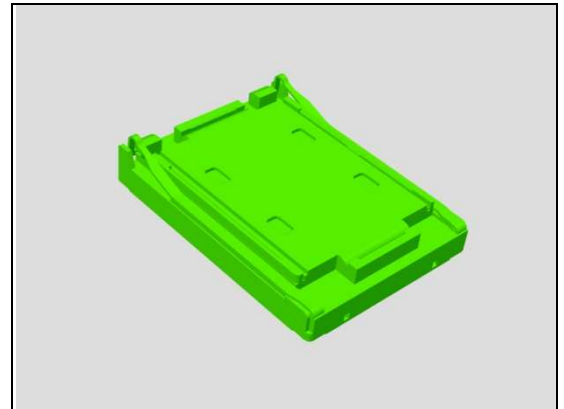
Inspect contact pins of the Speaker and the contact pads on the Sub Board Assy.

### Action:

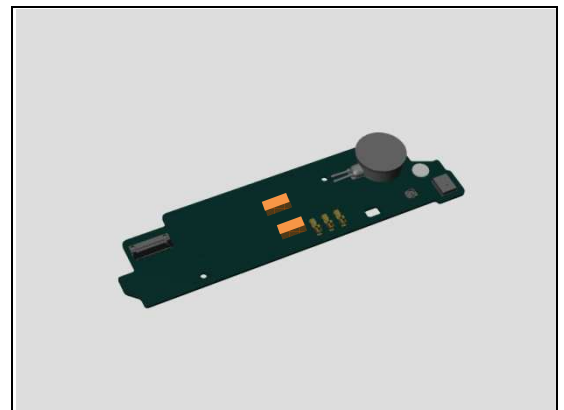
1. If dirty – clean them.



2. If the Speaker contact pins are damaged – replace the Speaker.



3. If the contact pads or the Sub Board Assy are damaged – replace the Sub Board Assy.

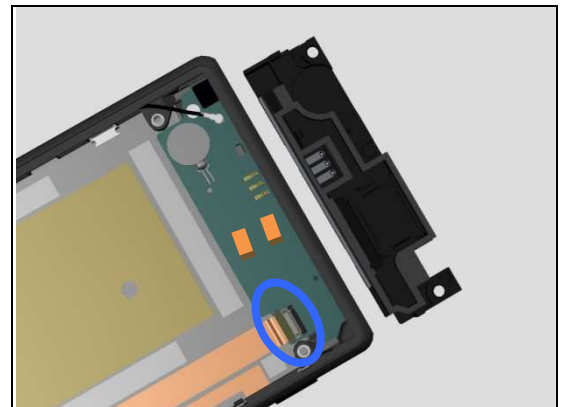


### Check:

Inspect the Sub Board Assy ZIF connector to the Side Key FPC.

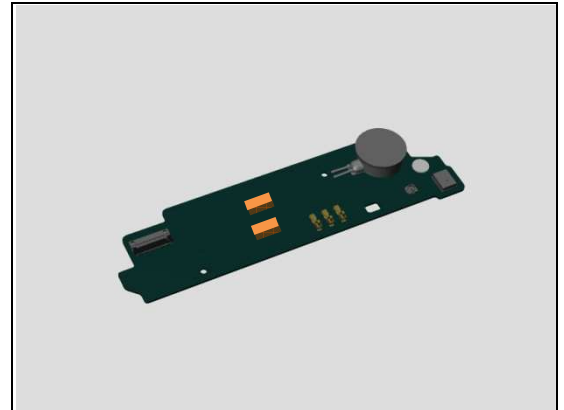
### Action:

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

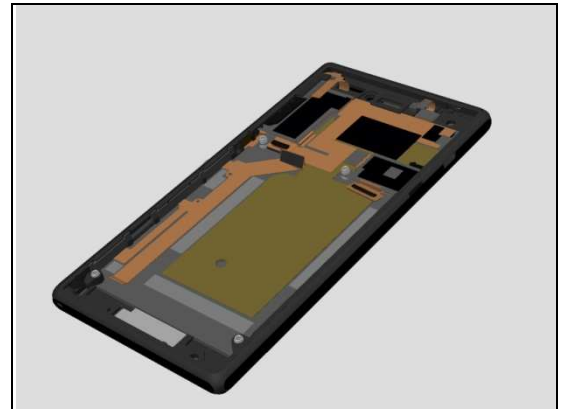


## Problem Areas: Speaker

3. If the Sub Board Assy ZIF connector is damaged - replace the Sub Board Assy.



4. If the Side Key FPC is damaged – replace the Front Cover LCM TP Assy.

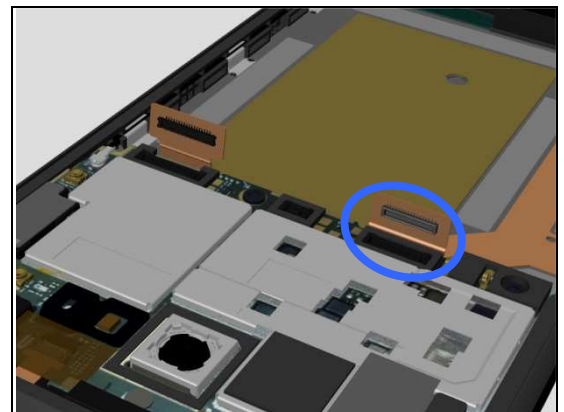


### Check:

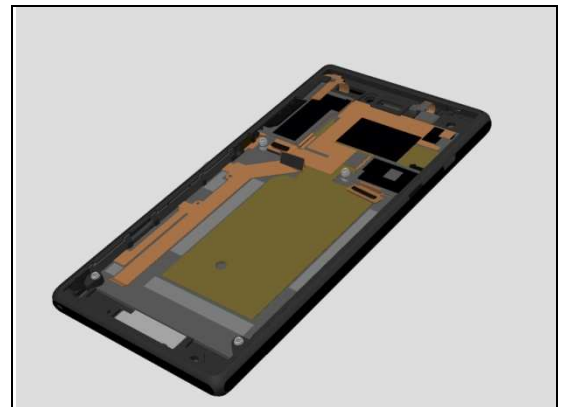
Inspect the BtB connector of Side Key FPC to Main PBA.

### Action:

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



3. If the FPC of Side Key FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



## Problem Areas

### 1.7 Earphone

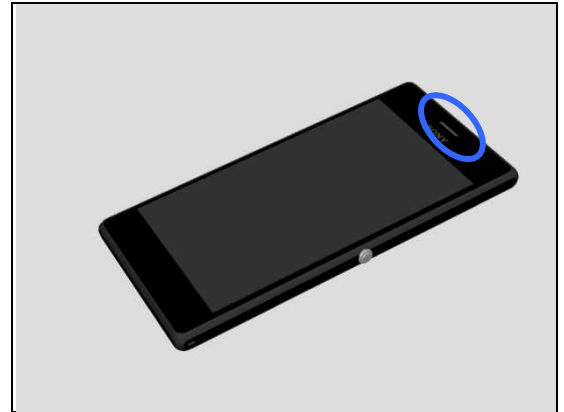
#### 1.7.1 Ear Speaker

**Check:**

Inspect the external port of Receiver on the Front Cover LCM TP Assy.

**Action:**

1. If clogged – clean it.

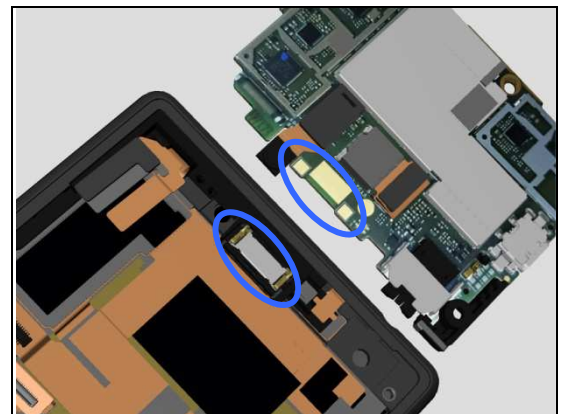


**Check:**

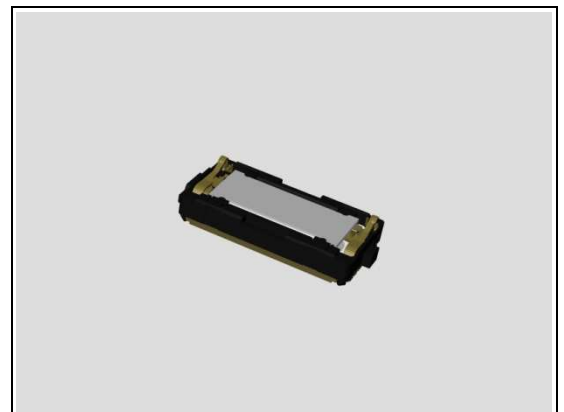
Inspect the contact pins of Receiver and the contact pads on the Main PBA.

**Action:**

1. If dirty – clean them.



2. If the contact pins of the Receiver or the Receiver are damaged – replace the Receiver.
3. Replace Main PBA.





## Problem Areas

### 1.8 Microphone

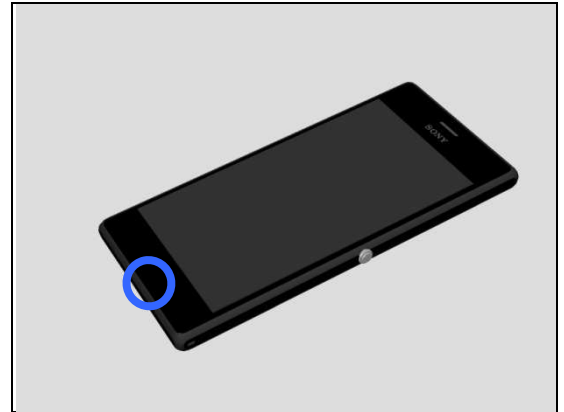
#### 1.8.1 Primary Microphone

**Check:**

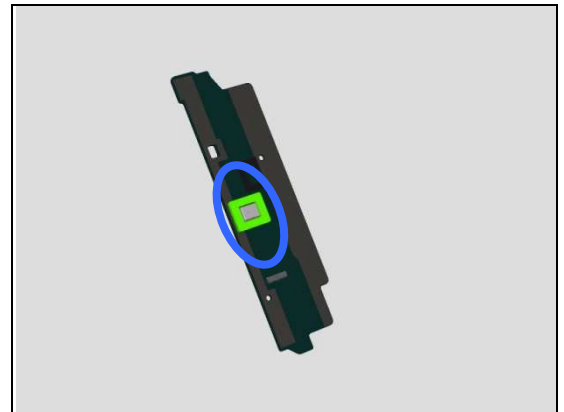
Inspect the Primary Microphone's external port on the Front Cover LCM TP Assy.

**Action:**

1. If clogged – clean it.



3. If the primary microphone is damaged– replace the Sub Board Assy.

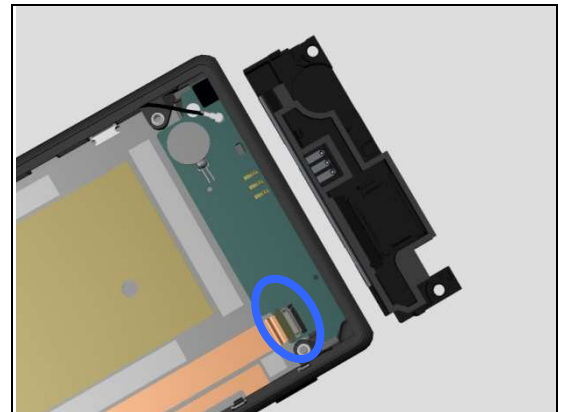


**Check:**

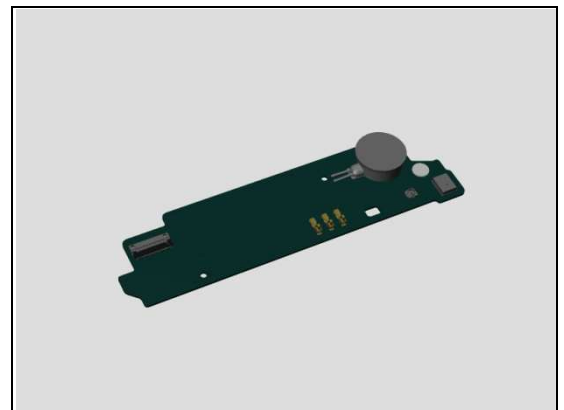
Inspect the Sub Board Assy ZIF connector to the Side Key FPC.

**Action:**

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



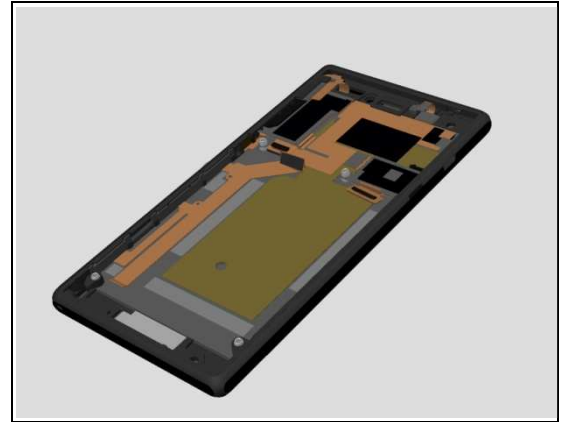
3. If the Sub Board Assy ZIF connector is damaged - replace the Sub Board Assy.





## Problem Areas: Microphone

4. If the Side Key FPC is damaged – replace the Front Cover LCM TP Assy.

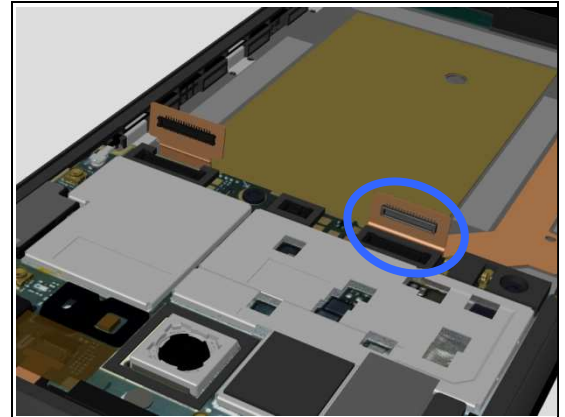


### Check:

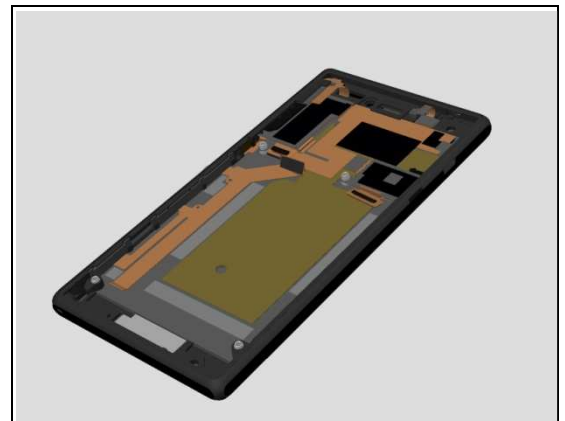
Inspect the BtB connector of Side Key FPC to Main PBA.

### Action:

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



3. If the FPC of Side Key FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



## Problem Areas: Microphone

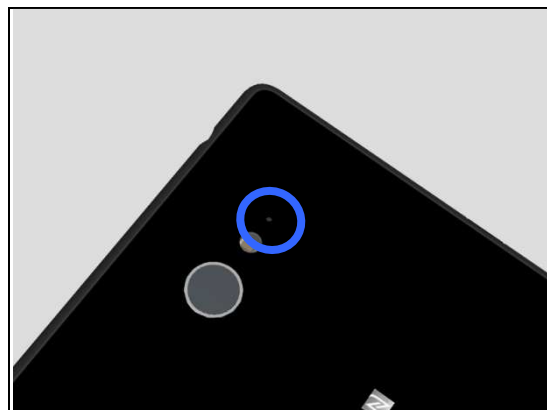
### 1.8.1 Secondary Microphone

**Check:**

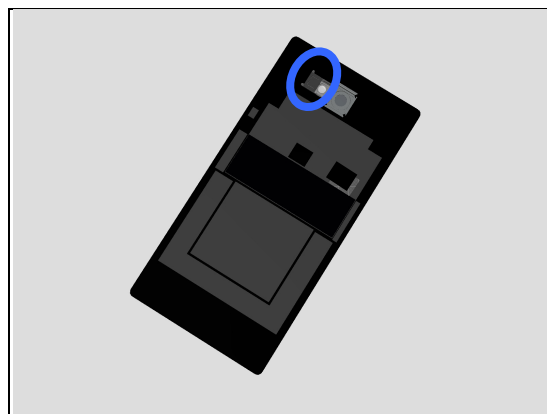
Inspect the external port of secondary microphone on the Battery Cover Assy.

**Action:**

1. If clogged – clean it.

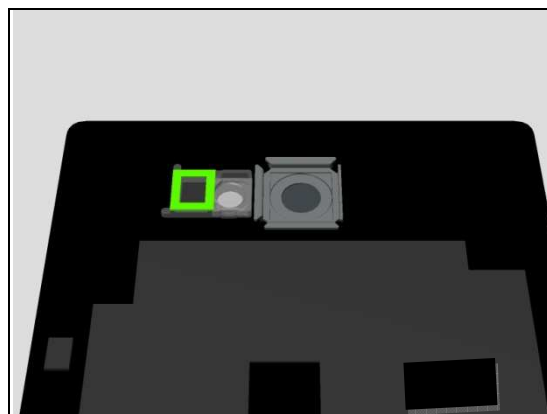


2. If the Secondary Microphone mesh is damaged – replace the Battery Cover Assy.



3. If Flash Lens Adhesive is damaged – replace Flash Lens Adhesive.

**Note! The Flash Lens Adhesive is sealing secondary Microphone.**

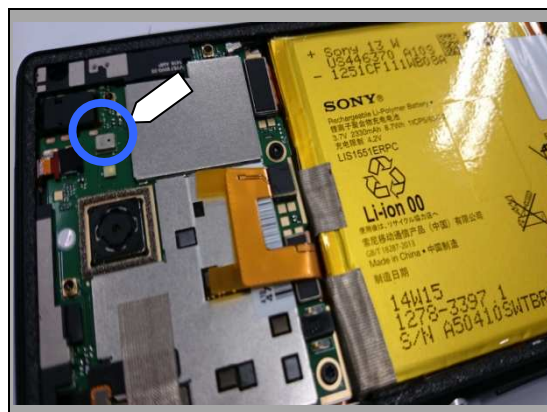


**Check:**

Inspect the Secondary Microphone on Main PBA.

**Action:**

1. If dirty– clean it.
2. If Secondary Microphone is damaged – replace Main PBA.



## Problem Areas

### 1.9 Vibrator

#### 1.9.1 Vibrator not generating alerts

**Check:**

Inspect the Vibrator on the Sub Board Assy.

**Action:**

1. If damaged – replace the Sub Board Assy.

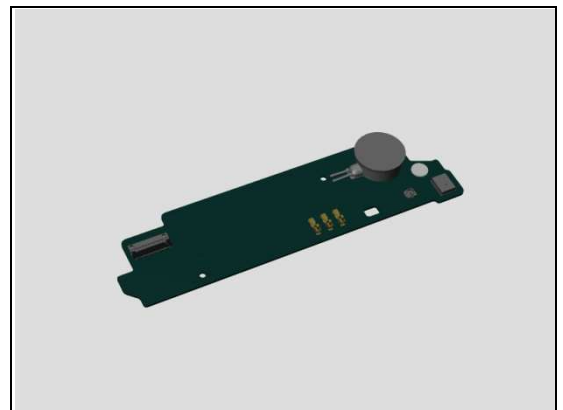
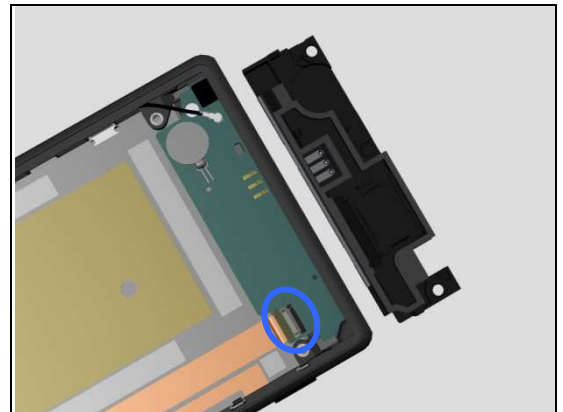
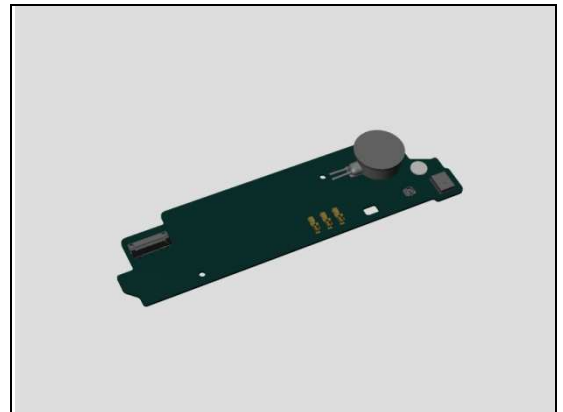
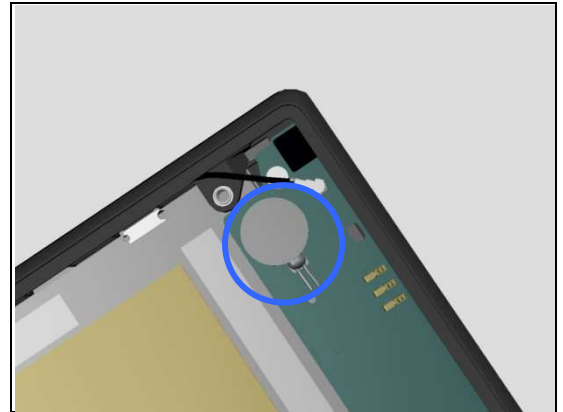
**Check:**

Inspect the Sub Board Assy ZIF connector to the Side Key FPC.

**Action:**

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

3. If the Sub Board Assy ZIF connector is damaged - replace the Sub Board Assy.



## Problem Areas: Vibrator

4. If the Side Key FPC is damaged – replace the Front Cover LCM TP Assy.

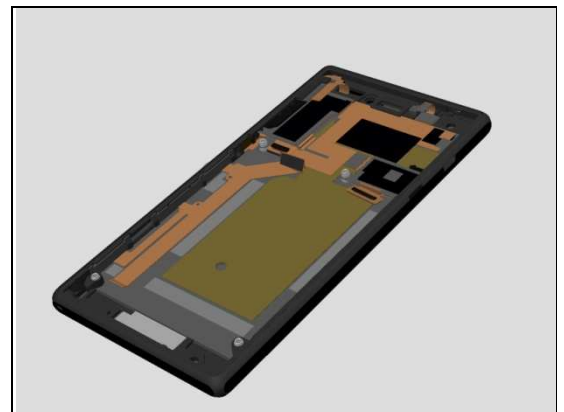
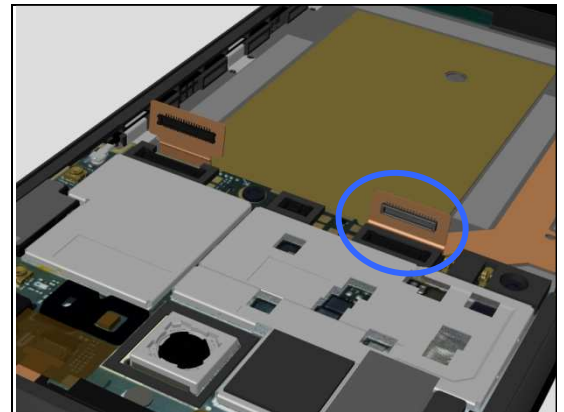
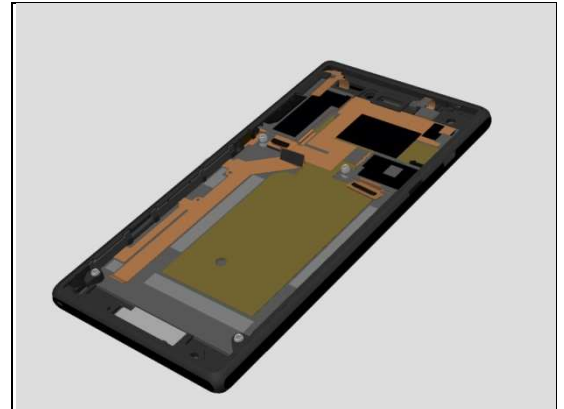
### Check:

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

### Action:

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

3. If the FPC of Side Key FPC is damaged – replace the Front Cover LCM TP Assy.
4. Replace Main PBA.



## Problem Areas

### 1.10 Camera

#### 1.10.1 Main Camera

**Check:**

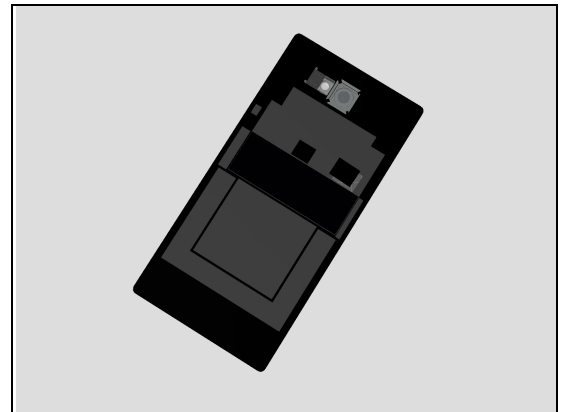
Inspect the external area of camera window.

**Action:**

1. If dirty – clean it.



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

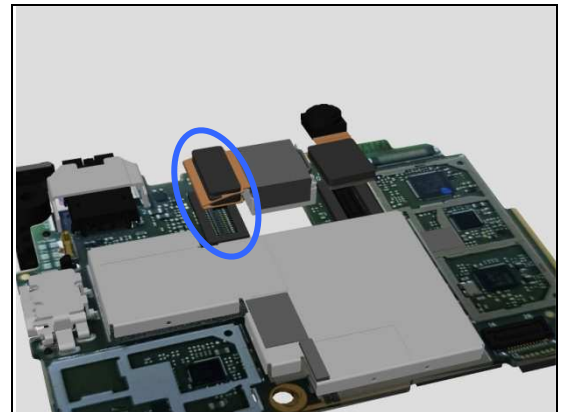


**Check:**

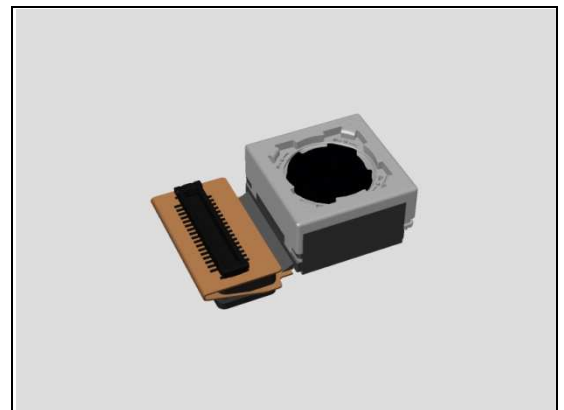
Inspect the BtB connector of Camera to Main PBA.

**Action:**

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



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



## Problem Areas: Camera

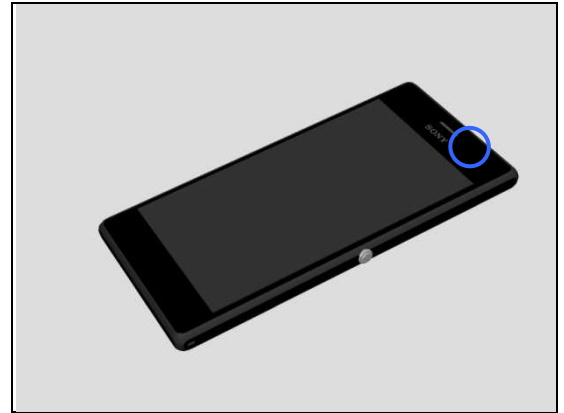
### 1.10.2 Video Call Camera defects

**Check:**

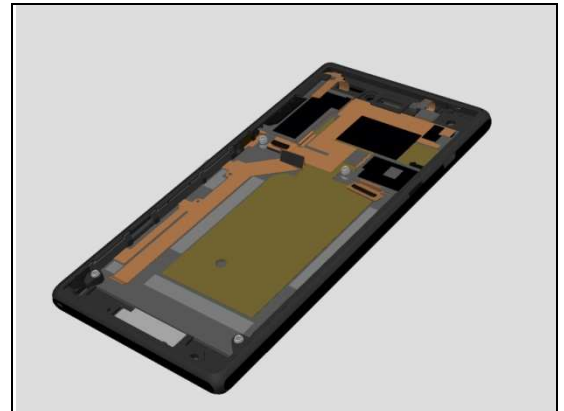
Inspect the external area of the video camera window.

**Action:**

1. If dirty – clean it.



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

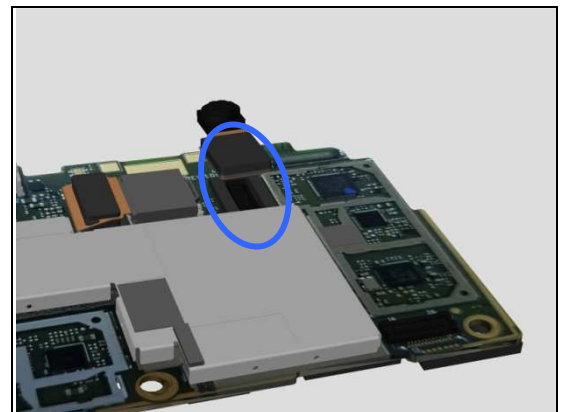


**Check:**

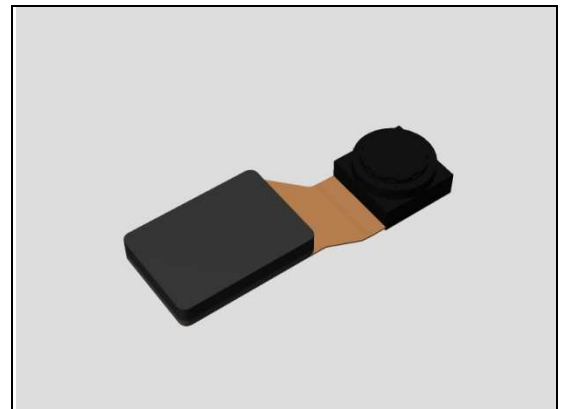
Inspect the BtB connector of Front Camera Assy to the Main PBA.

**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 Front Camera Assy is damaged – replace it.
4. Replace Main PBA.



## Problem Areas

### 1.11 Flash LED

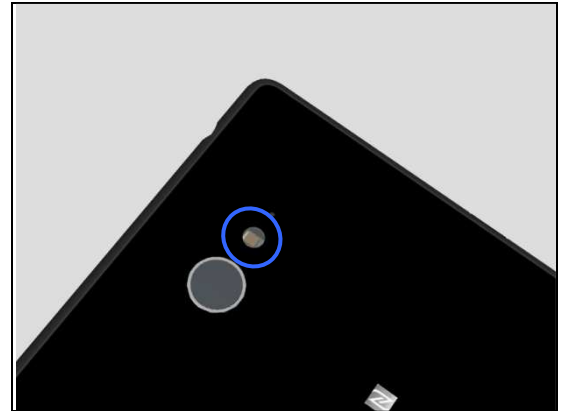
#### 1.11.1 Flash LED not flashing

**Check:**

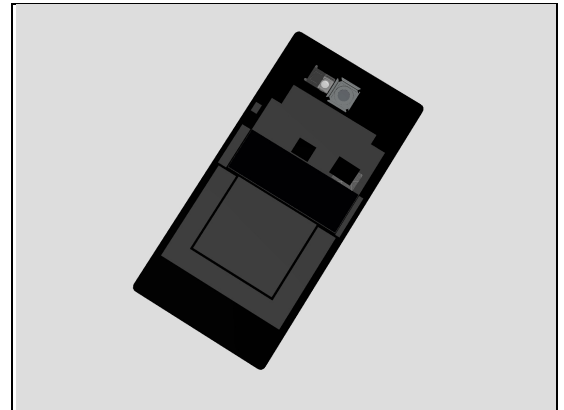
Inspect the external area of the flash LED Light Guide.

**Action:**

1. If dirty – clean it.



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



**Check:**

Inspect the Flash LED on the Main PBA.

**Action:**

1. If dirty – clean it.

2. Replace Main PBA.





## Problem Areas

### 1.12 Bluetooth WLAN and GPS

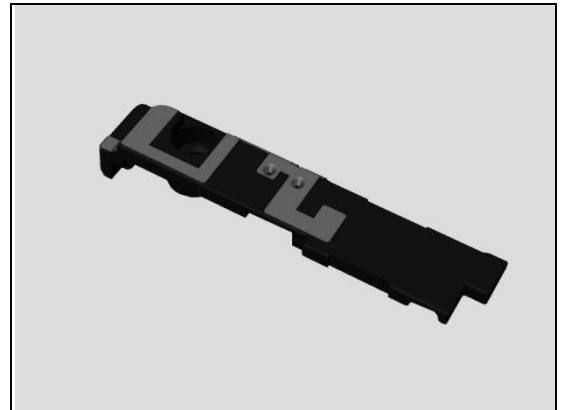
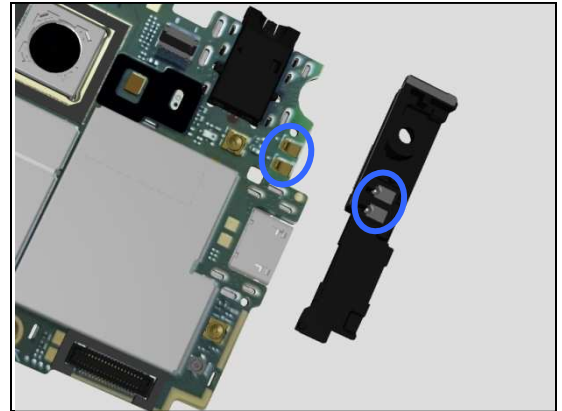
#### 1.12.1 Bluetooth, WLAN or GPS connection failure

**Check:**

Inspect the WLAN/BT/GPS Antenna contact pads on Antenna BT WIFI GPS 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 BT WIFI GPS or Antenna BT WIFI GPS is damaged – replace the Antenna BT WIFI GPS.
3. If the contact pins on main PBA is damaged – replace Main PBA.





## Problem Areas

### 1.13 NFC

#### 1.13.1 NFC malfunctions

**Check:**

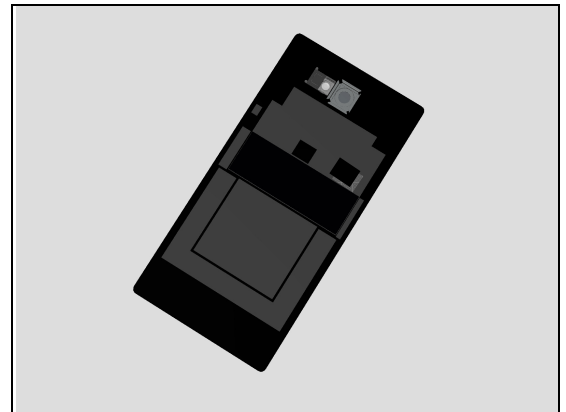
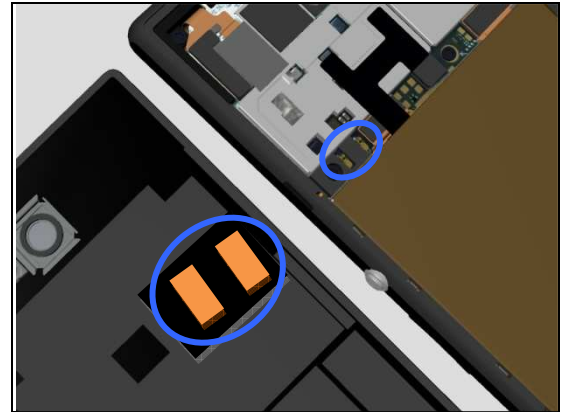
Inspect the NFC antenna contact pads on Battery Cover Assy and the contact pins on Main PBA.

**Action:**

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

2. If the NFC antenna contact pads is damaged – replace the Battery Cover Assy.

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



## Problem Areas

### 1.14 Compass

#### 1.14.1 Compass fails

**Action:**

Replace Main PBA.



## Problem Areas

### 1.15 Accelerometer

#### 1.15.1 Accelerometer test fails

**Action:**

1. Calibrate the Accelerometer.
2. Replace Main PBA.

**Accelerometer Calibration: 1289-6643 Troubleshooting Application – mechanical.**



## Problem Areas

### 1.16 Ambient Light Sensor

#### 1.16.1 Light Sensor malfunctions

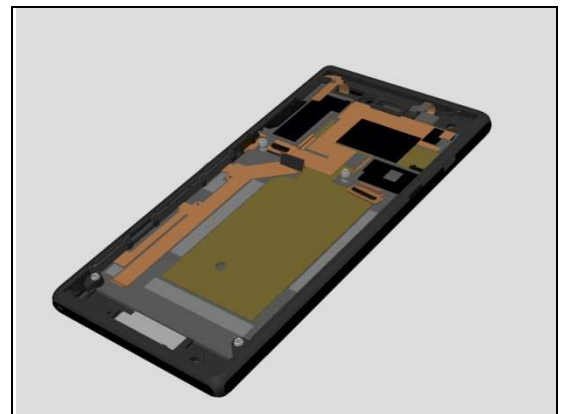
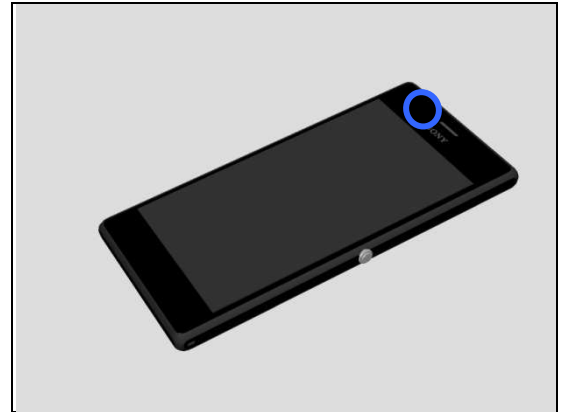
**Check:**

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

**Action:**

1. If dirty – clean it.

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

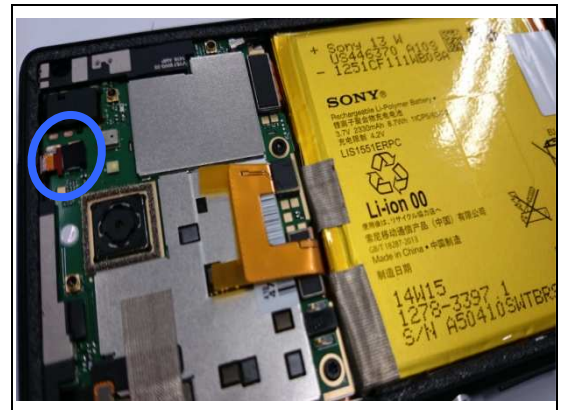


**Check:**

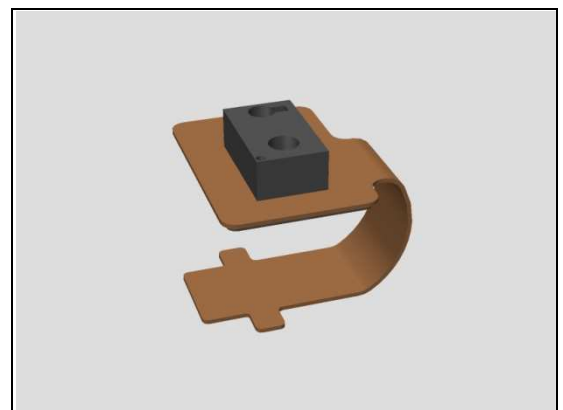
Inspect the ZIF connector of PL Sensor FPC to Main PBA.

**Action:**

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



3. If the ZIF connector or PL Sensor FPC is damaged – replace the PL Sensor FPC.



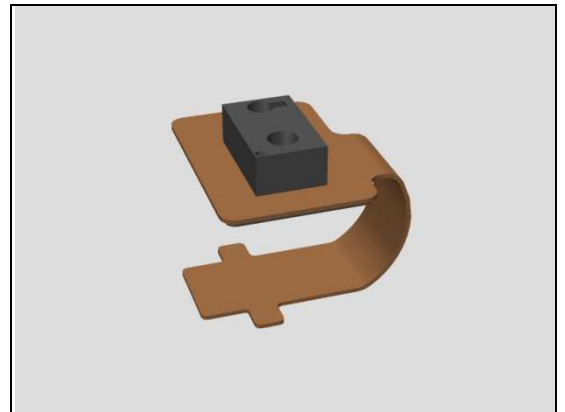
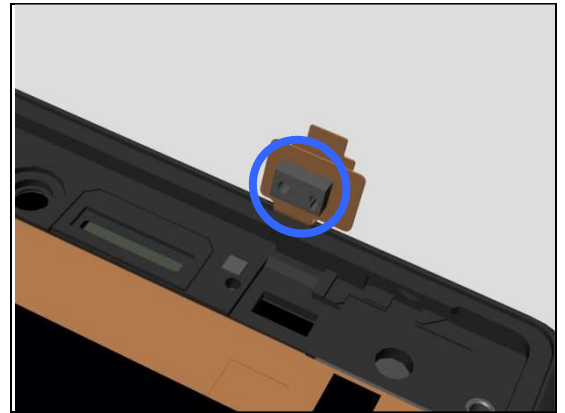
## Problem Areas: Ambient Light Sensor

**Check:**

Inspect the sensor on the PL Sensor FPC.

**Action:**

1. If dirty or clogged – clean it.
2. If damaged – replace the PL Sensor FPC.
3. Replace Main PBA.



## Problem Areas

### 1.17 Proximity Switch

#### 1.17.1 Proximity Switch malfunctions

**Check:**

Inspect the external window area of proximity switch and the proximity sensor on the Front Cover LCM TP Assy.

**Action:**

1. If dirty – clean it.

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

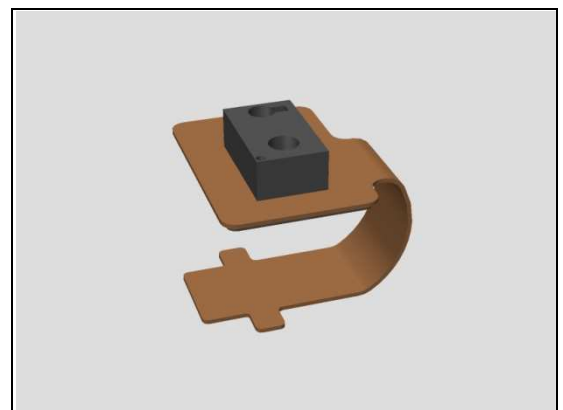
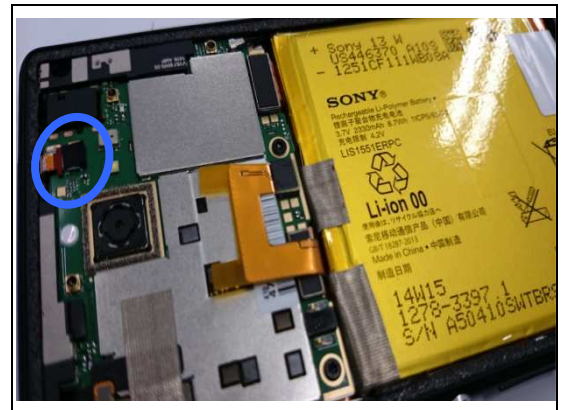
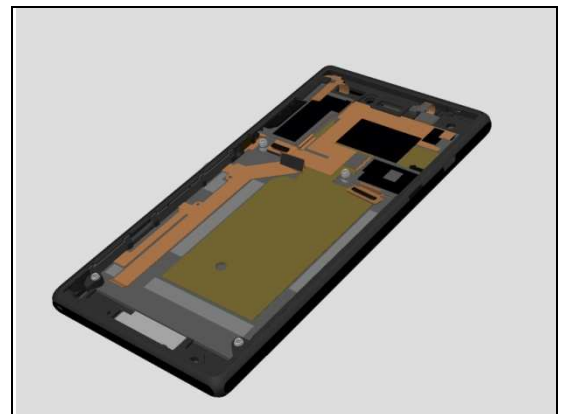
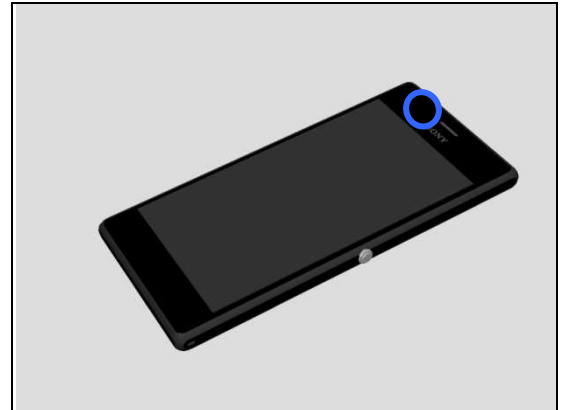
**Check:**

Inspect the ZIF connector of PL Sensor FPC to Main PBA.

**Action:**

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

3. If the ZIF connector or PL Sensor FPC is damaged – replace the PL Sensor FPC.



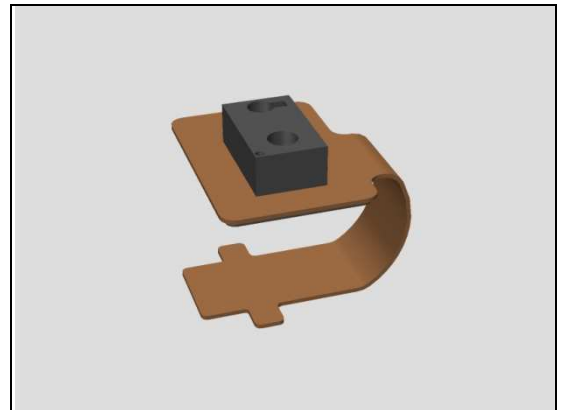
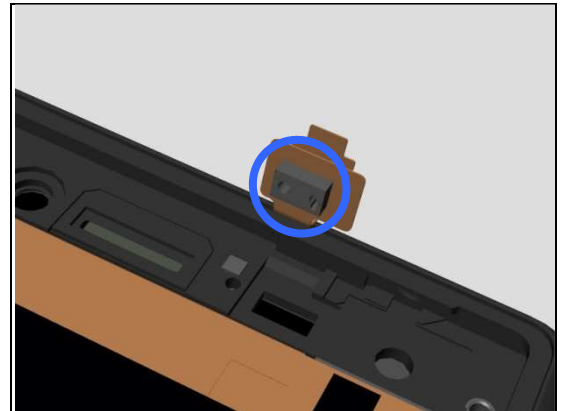
## Problem Areas: Proximity Switch

**Check:**

Inspect the sensor on the PL Sensor FPC.

**Action:**

1. If dirty or clogged – clean it.
2. If damaged – replace the PL Sensor FPC.
3. Replace Main PBA.



## Problem Areas

### 1.18 Real Time Clock

#### 1.18.1 Real time clock test fails

**Action:**

Replace Main PBA.



## Problem Areas

### 1.19 Total call time

#### 1.19.1 Total call time fails

**Action:**

Replace Main PBA.

## Problem Areas: External Memory

### 1.19.2 Memory Card not detected

**Check:**

Inspect that if a memory card is properly inserted.

**Action:**

If not properly inserted – insert the memory card correctly.

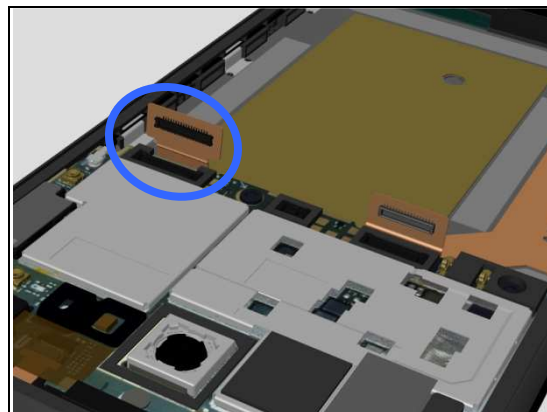


**Check:**

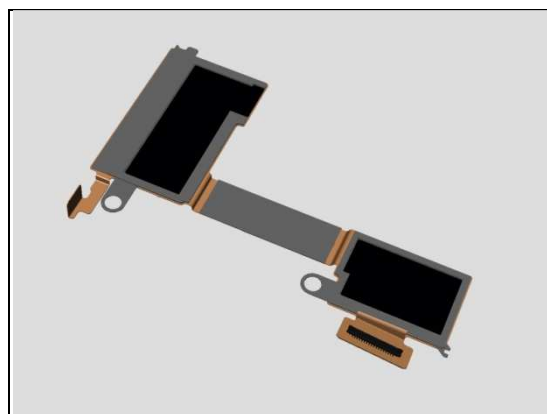
Inspect the BtB connector of the SIM FPC Assy to Main PBA.

**Action:**

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



3. If the FPC of SIM FPC Assy is damaged – replace the SIM FPC Assy.

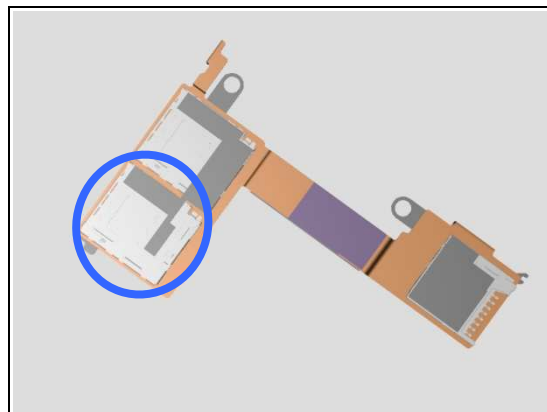


**Check:**

Inspect the memory card holder on the SIM FPC Assy.

**Action:**

1. If damaged – replace the SIM FPC Assy.
2. Replace Main PBA.



## Problem Areas

### 1.20 FM Radio

#### 1.20.1 No/Poor FM Radio reception

**Check:**

Inspect the external port of Audio Jack Connector.

**Action:**

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



## Problem Areas

### 1.21 Network & Signal

#### 1.21.1 No/Poor signal

**Check:**

Inspect the contact pads on the Main ANT Assy and contact pins on the Sub Board Assy.

**Action:**

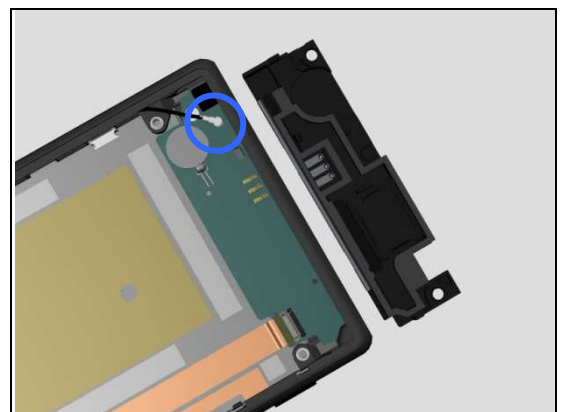
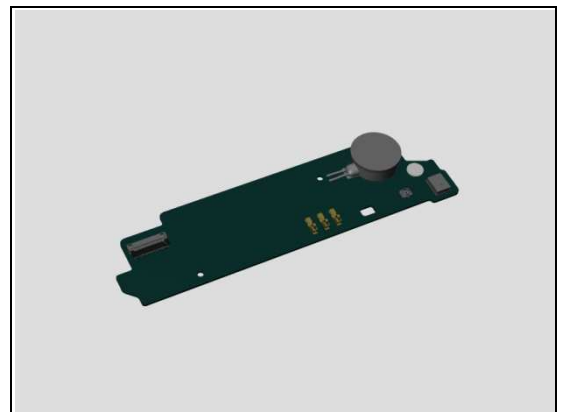
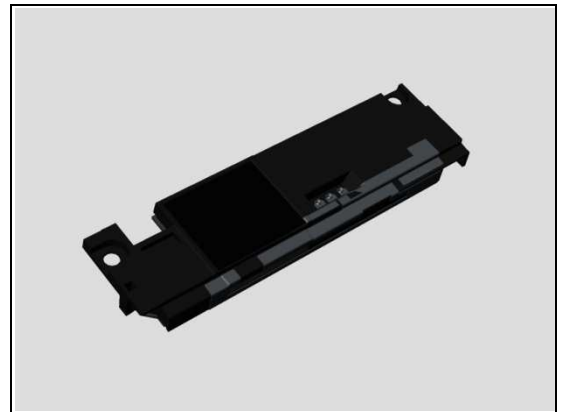
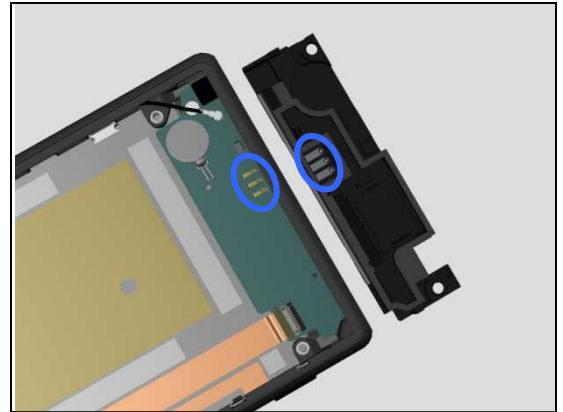
1. If dirty or oxidized – clean the pads and pins.
2. If the contact pads are damaged – replace the Main ANT Assy.
3. If the contact pins are damaged – replace the Sub Board Assy.

**Check:**

Inspect the RF connector of RF Cable to the Sub Board Assy.

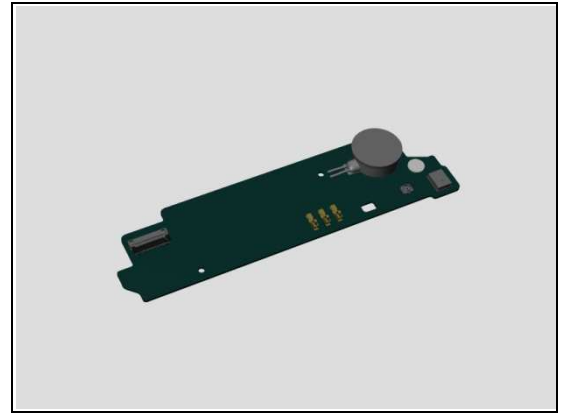
**Action:**

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

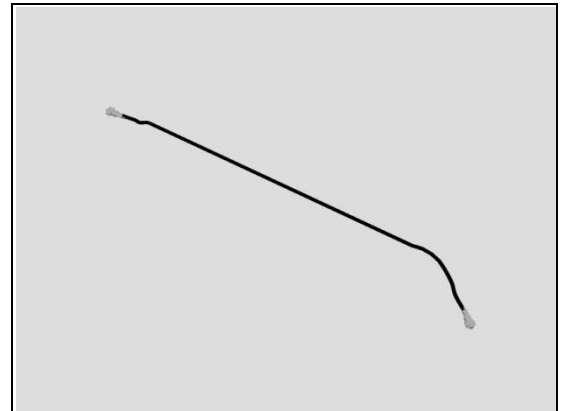


## Problem Areas: Network & Signal

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



4. If the RF cable is damaged – replace the RF cable.

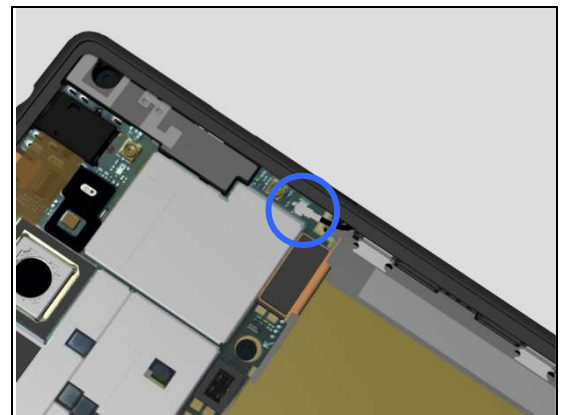


### Check:

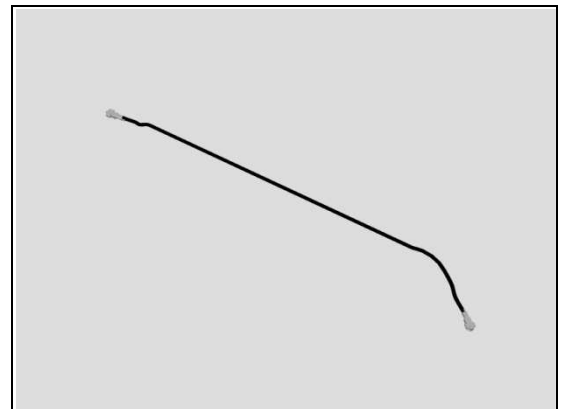
Inspect the RF connector of RF Cable to the Main PBA.

### Action:

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

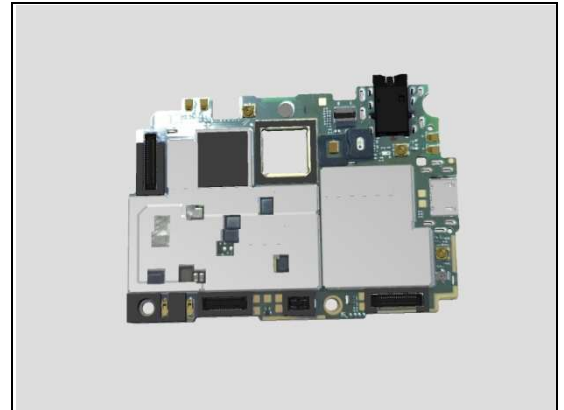


3. If the RF cable is damaged – replace the RF cable.



## Problem Areas: Network & Signal

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

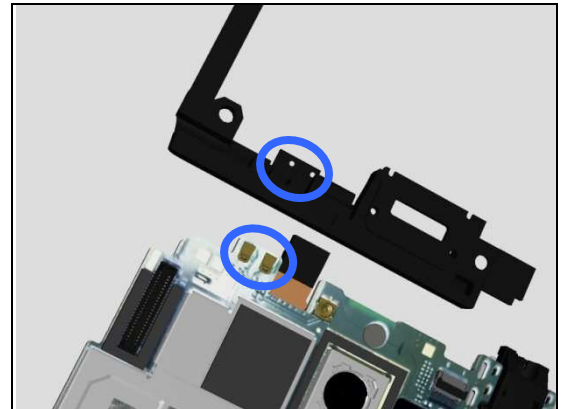


### Check:

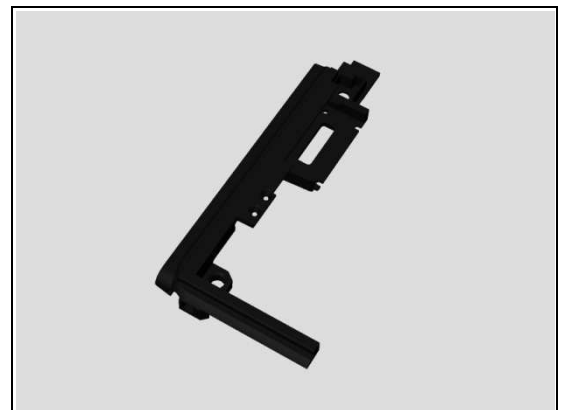
Inspect the Diversity antenna contact pads on Antenna DIV and the contact pins on Main PBA.

### Action:

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



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



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



## Problem Areas

### 1.22 SIM

#### 1.22.1 SIM not detected

**Check:**

Inspect the external port of the SIM card holder and check if a SIM card can be properly inserted.

**Action:**

If dirty or clogged – clean the external ports.

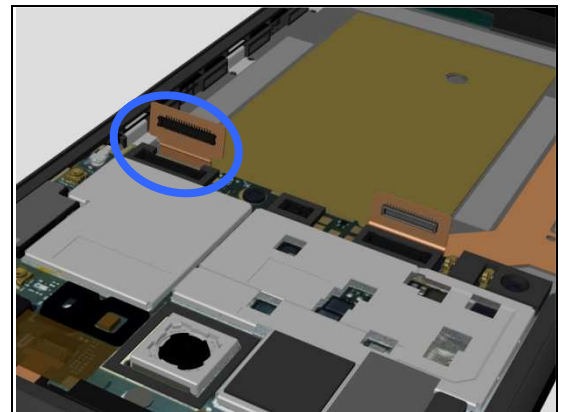


**Check:**

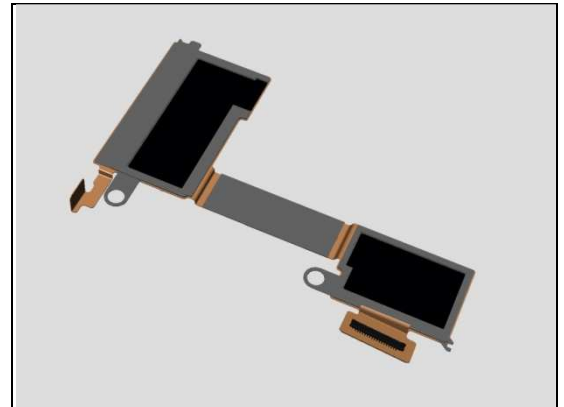
Inspect the BtB connector of the SIM FPC Assy to Main PBA.

**Action:**

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



3. If the FPC of SIM FPC Assy is damaged – replace the SIM FPC Assy.

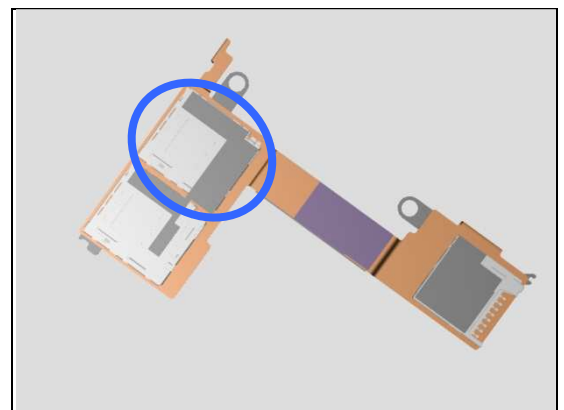


**Check:**

Inspect the SIM card holder on the SIM FPC Assy.

**Action:**

1. If damaged – replace the SIM FPC Assy.
2. Replace Main PBA.



## Problem Areas: SIM

### 1.22.2 Incorrect UIM or SIM indicated

**Check:**

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

**Action:**

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





## Problem Areas

### 1.23 Charging

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

**Check:**

Inspect the USB connector.

**Action:**

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



**Check:**

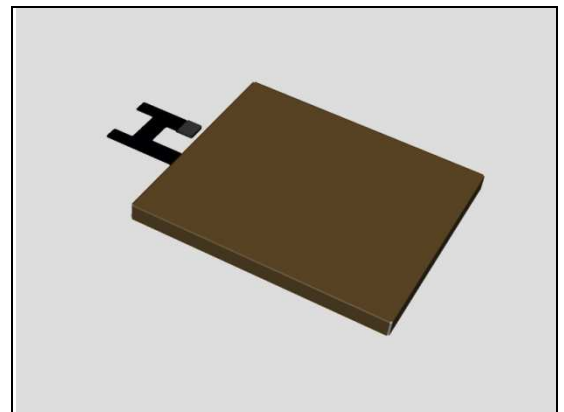
Inspect the BtB Connector of the Embedded Battery Assy to Main PBA.

**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 Embedded Battery Assy FPC or Embedded Battery Assy is damaged – replace the Embedded Battery Assy.
4. Replace Main PBA.



## Problem Areas

### 1.24 HandsFree by Wire

#### 1.24.1 Connection to portable Handsfree fails

**Check:**

Inspect the external port of Audio Jack Connector.

**Action:**

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



## Problem Areas

### 1.25 Data Communication

#### 1.25.1 Data transfer via System Connector fails

**Check:**

Inspect the USB connector.

**Action:**

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



## Problem Areas

### 1.26 Water Resistance

#### 1.26.1 Water Resistance fails

**Check:**

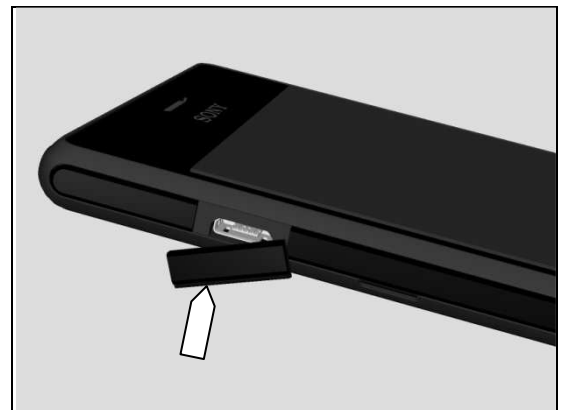
Inspect the SIM Cover.

**Action:**

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

3. If the SIM Cover is damaged – replace it.

**Run the Water Resistance Test again!**



**Check:**

Inspect the USB Cover.

**Action:**

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

3. If the USB Cover is damaged – replace it.

**Run the Water Resistance Test again!**

## Problem Areas: Water Resistance

**Check:**

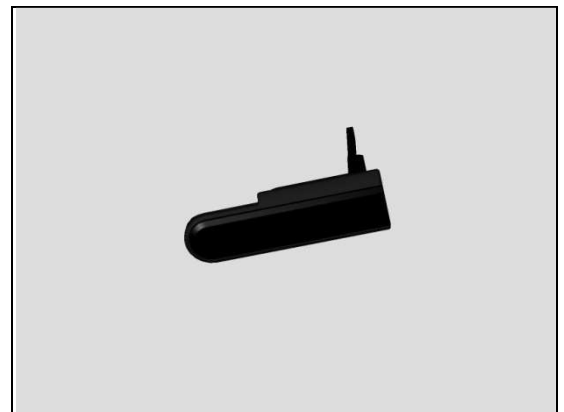
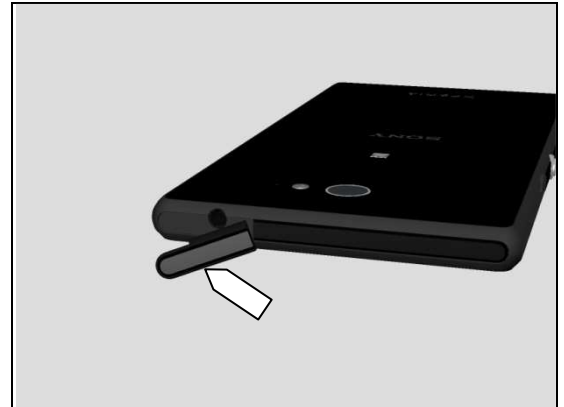
Inspect the Audio Jack Cover.

**Action:**

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

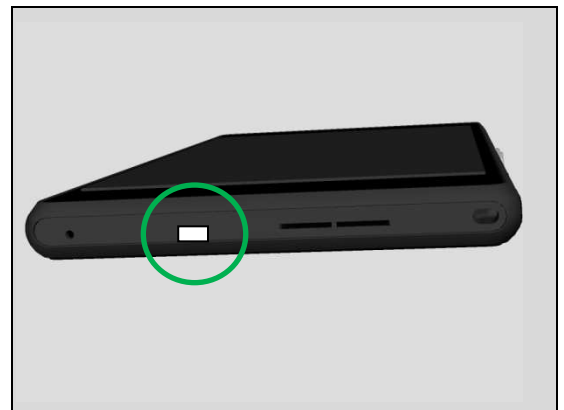
3. If the Audio Jack Cover is damaged – replace it.

**Run the Water Resistance Test again!**



**Check:**

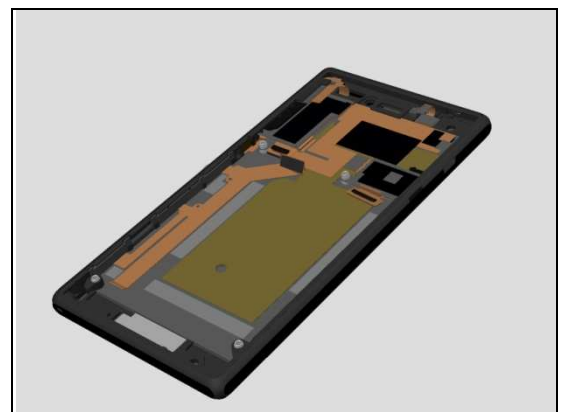
Inspect the film for water resistance check.



**Action:**

If damaged – replace the Front Cover LCM TP Assy.

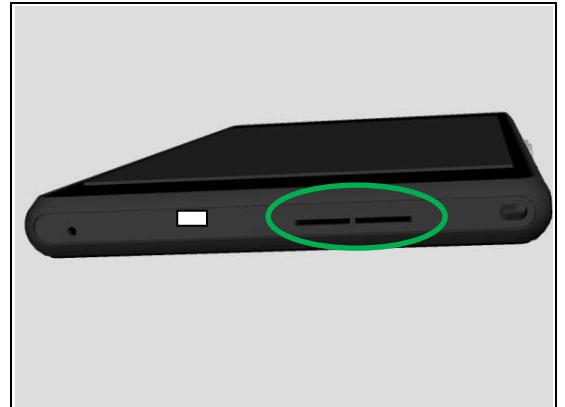
**Run the Water Resistance Test again!**



## Problem Areas: Water Resistance

### Check:

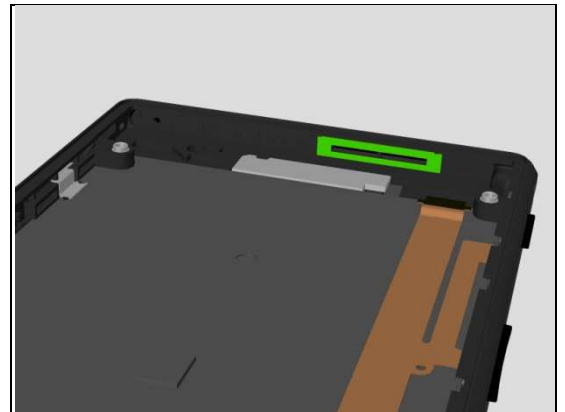
Inspect WP Speaker Adhesive area around Speaker hole.



### Action:

If damaged – replace WP Speaker Adhesive.

**Run the Water Resistance Test again!**



### Check:

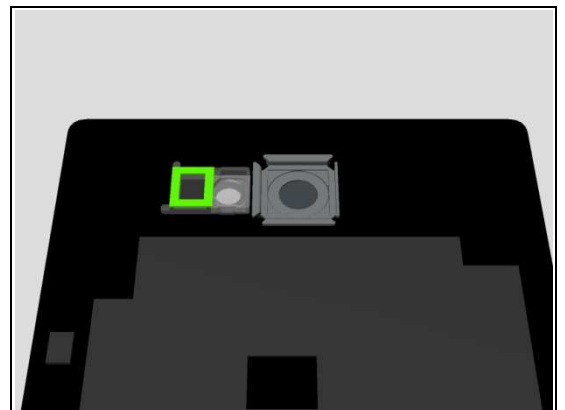
Inspect the secondary microphone hole.



### Action:

If damaged – replace the Flash Lens Adhesive.

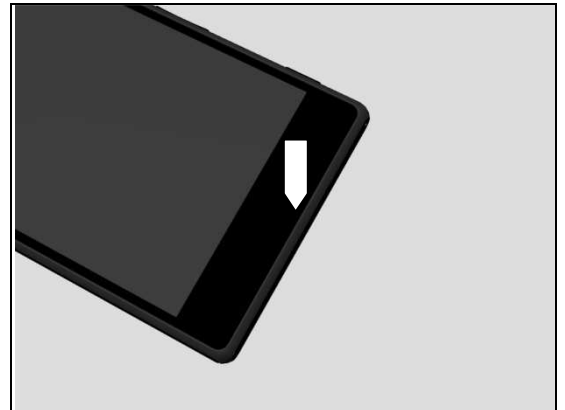
**Run the Water Resistance Test again!**



## Problem Areas: Water Resistance

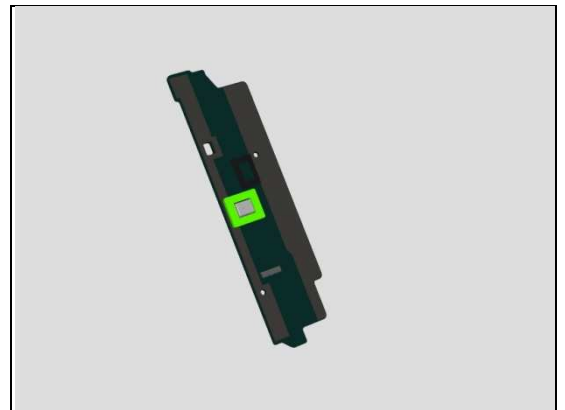
### Check:

Inspect primary microphone hole.



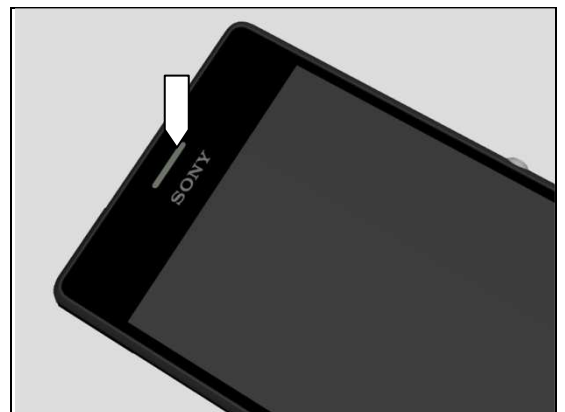
### Action:

1. If damaged– replace the WP 1ST MIC Adhesive.  
**Run the Water Resistance Test again!**



### Check:

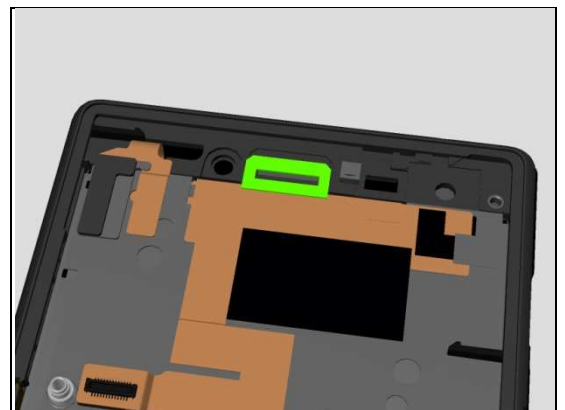
Inspect DIV Receiver Adhesive area around receiver hole.



### Action:

If damaged – replace DIV Receiver Adhesive.

**Run the Water Resistance Test again!**



## Problem Areas: Water Resistance

**Check:**

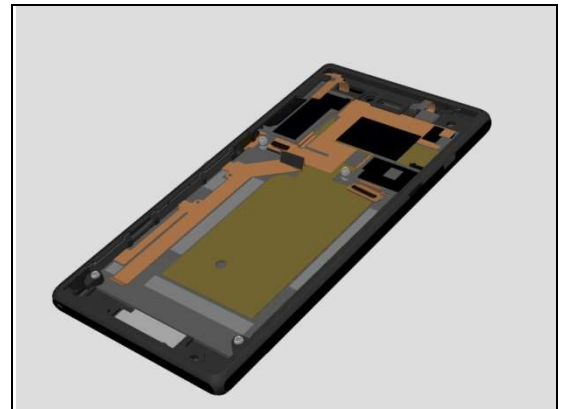
Inspect the Front Cover LCM TP Assy.



**Action:**

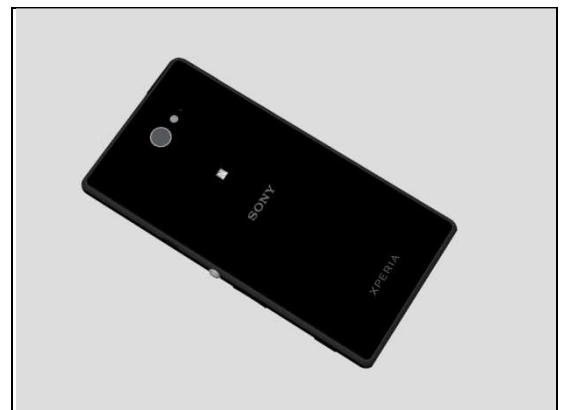
1. If damaged – replace it.

**Run the Water Resistance Test again!**



**Check:**

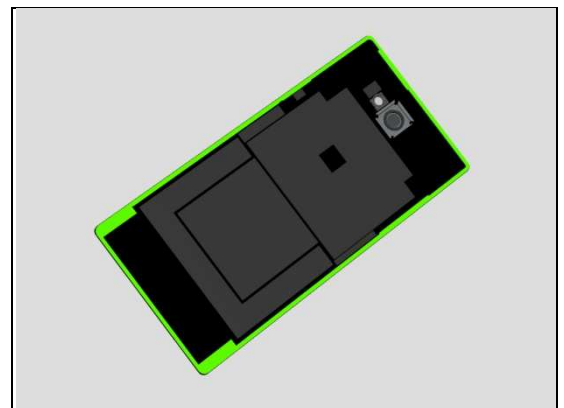
Inspect the edge of Battery Cover Assy for damage and gap.



**Action:**

1. If the edge of Back Panel Assy has gap – replace BC Adhesive1 Battery Cover.
2. If damaged – replace it.

**Run the Water Resistance Test again!**





## 2 Revision History

Rev.	Date	Changes / Comments
1	2014-08-12	Initial release