

Troubleshooting Guide

- mechanical -



Xperia™ Z5 Compact
E5803, E5823

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Always firstly disconnect the Embedded Battery BtB connector to cut off power supply when the Cover Rear Sub Assy is disassembled.

Always finally connect the Embedded Battery BtB connector before the Cover Rear Sub Assy is reassembled.

Note: Proximity Calibration always must be performed when FPC Assembly Key, Front Assy and Main PBA reassembled following 1289-2983 Sony Mobile Repair Application-mechanical.

Note: Noise Cancelling Calibration always must be performed when Audio Jack replacement or Board Swap; 1289-2983 Sony Mobile Repair Application-mechanical.

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

Note: Color ID Flashing always must be performed when Board Swap; 1289-2983 Sony Mobile Repair Application-mechanical.

1 Problem Areas

1.1 Power

1.1.1 Will not power on or will switch off randomly

Check:

Check whether the Notification LED is on by pressing the on/off key.

Action:

If NO Notification LED is detected, perform a force shut down by pressing on/off key and volume up key for 10 seconds and then power on the unit again.

Check:

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

Action:

1. If activation of the vibrator is detected, refer to section 1.4 'Display'.

2. If NO Vibrating and the Notification LED is detected by pressing the on/off key, check that the battery is charging when connected to a charger.

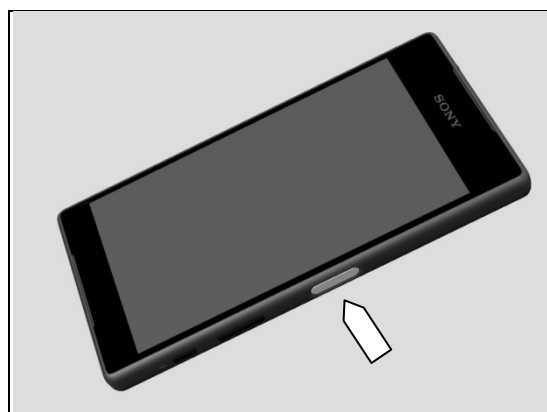
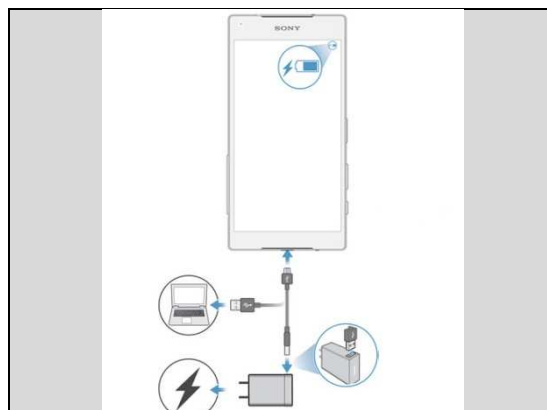
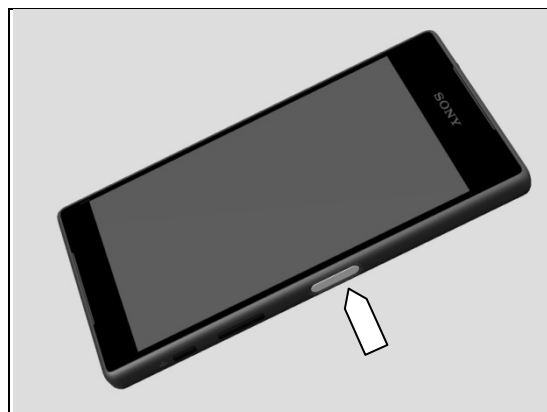
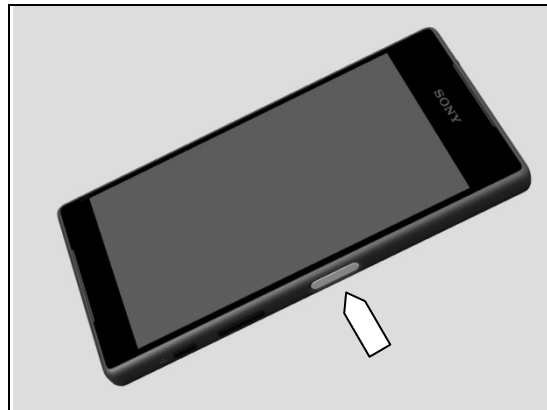
Follow Test Instruction - mechanical chapter 2.3.5 (Charging via Charger or Computer), Diagnostic Battery / Charging status.

Check:

Inspect the on/off key.

Action:

Refer to section 1.2.3 'On/Off Key'.



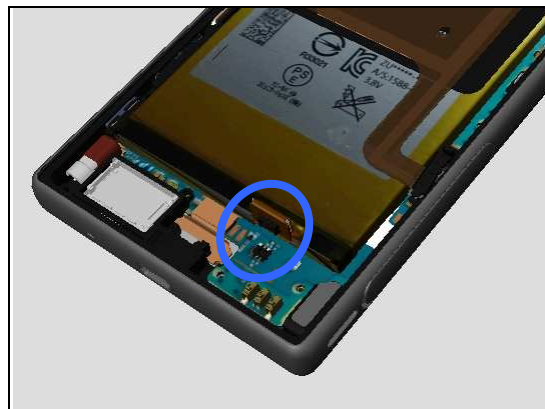
Problem Areas: Power

Check:

Inspect the BtB connector of the Battery 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.



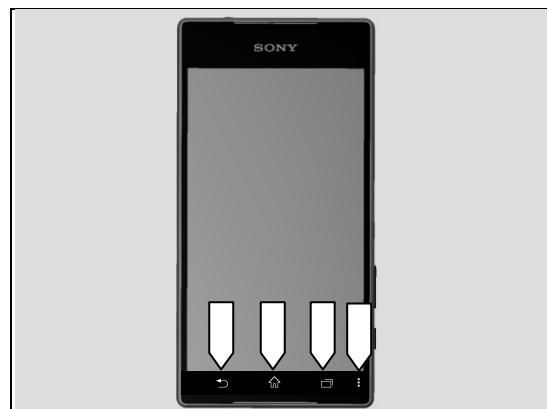
Problem Areas

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.



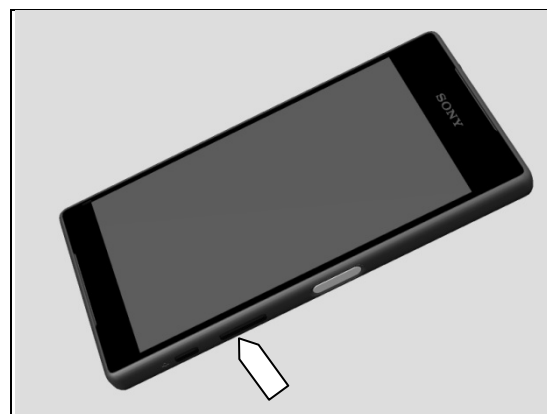
1.2.2 Volume Key

Check:

Inspect the external area of the Key Volume.

Action:

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

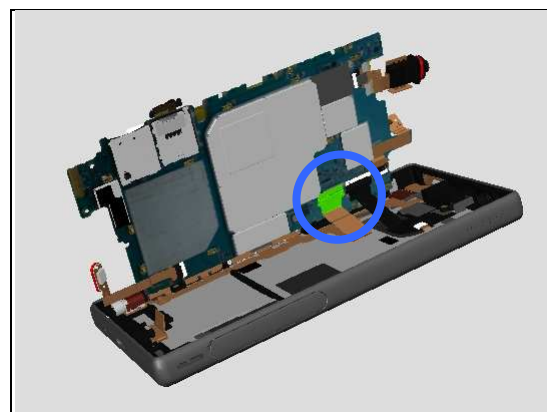


Check:

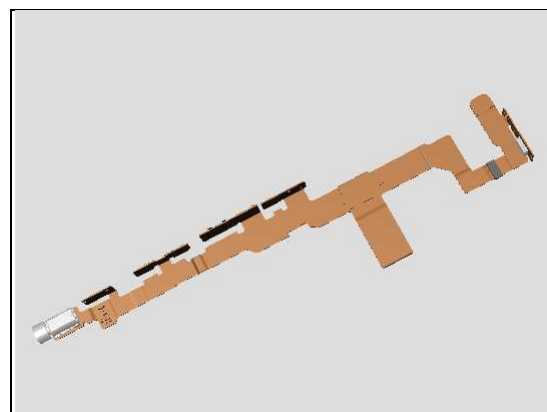
Inspect the BtB connector of FPC Assembly Key to Main PBA.

Action:

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



3. If the FPC Assembly Key is damaged – replace it.



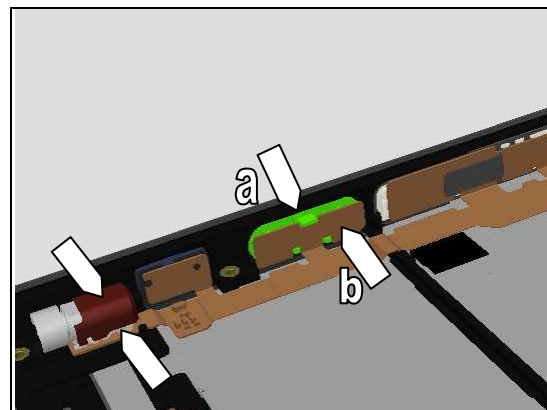
Problem Areas: Keys

Check:

Inspect the condition of WR Key Volume Sub Assy (a) and volume key switch (b).

Action:

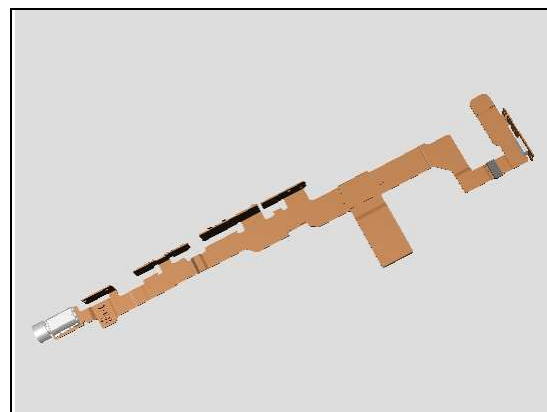
1. If dirty – clean them.
2. If disconnect – Reconnect it.



3. If the WR Key Volume Sub Assy or its rubber is damaged – replace it.



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

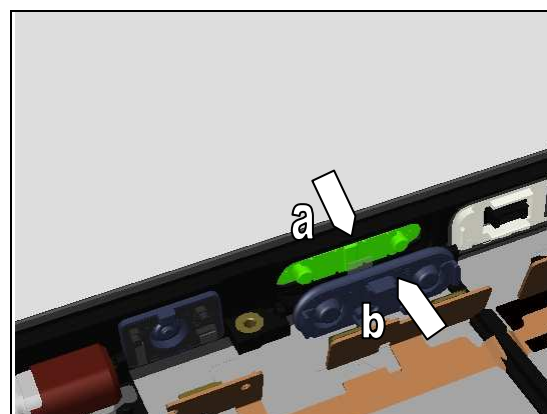


Check:

Inspect the connection between WR Key Volume Sub Assy (a) and Key Volume (b).

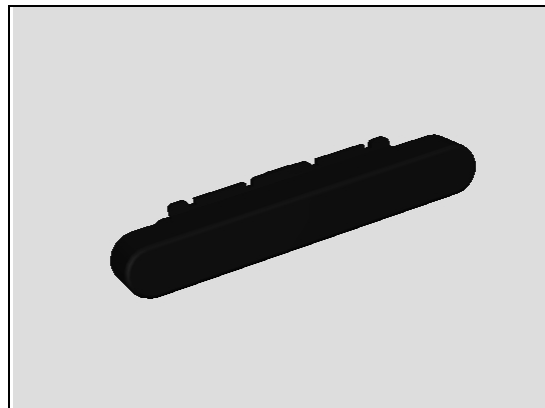
Action:

1. If dirty – clean them.
2. Reinstall the Key Volume and WR Key Volume Sub Assy to ensure the key is properly located in relation to the key switches on the FPC Assembly Key.



Problem Areas: Keys

3. If the Key Volume is damaged – Replace the Key Volume.



4. If the WR Key Volume Sub Assy is damaged – Replace it

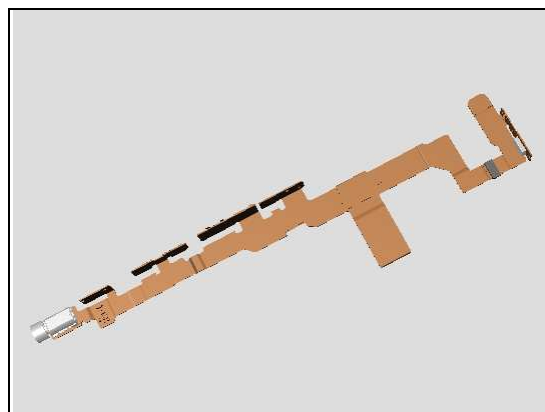


Check:

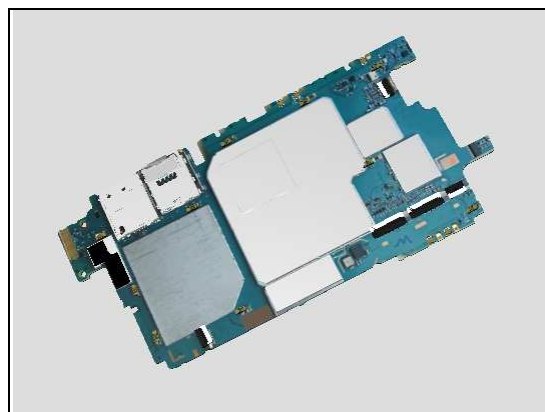
Replace the Main PBA with a known working one and test the FPC Assembly Key.

Action:

1. If the FPC Assembly Key is still not working – Replace the FPC Assembly Key.



2. Replace Main PBA.



Problem Areas: Keys

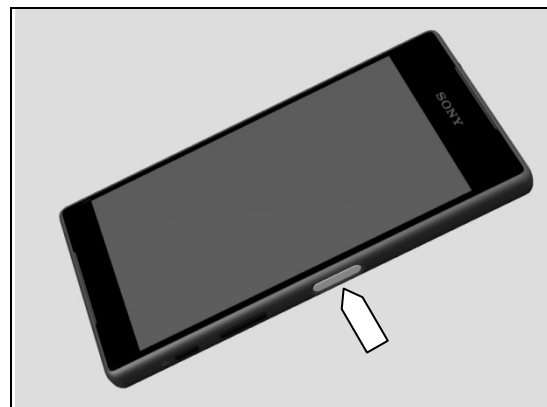
1.2.1 On/Off Key

Check:

Inspect the external area of the on/off Key.

Action:

1. If dirty – clean it.
2. If damaged – replace the Fingerprint sensor assy.

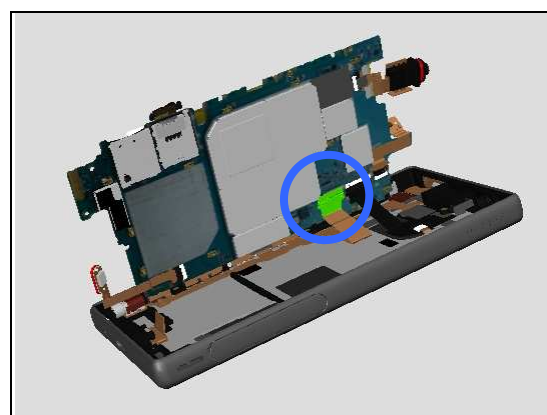


Check:

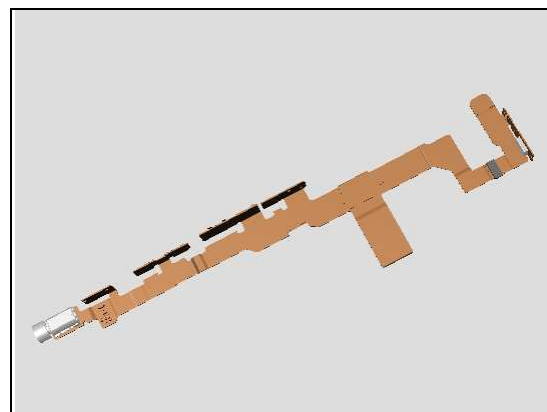
Check BtB connector from FPC Assembly Key to Main PBA.

Action:

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



3. If the FPC Assembly Key is damaged – replace it.

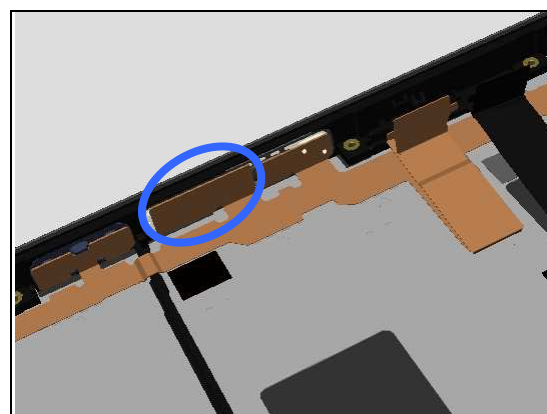


Check:

Check BtB connector from Fingerprint sensor assy to FPC Assembly Key.

Action:

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

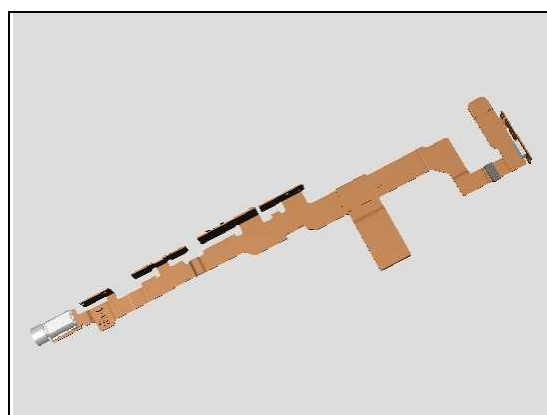


Problem Areas: Keys

3. If the Fingerprint sensor assy is damaged – replace it.



3. If the on/off key switch or FPC Assembly Key itself is damaged – replace the FPC Assembly Key.



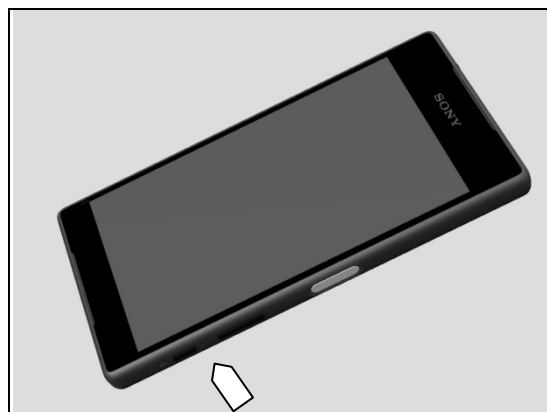
1.2.2 Camera Key

Check:

Inspect the external area of camera key.

Action:

1. If dirty or clogged – clean it.
2. If damaged – replace the Key Camera.

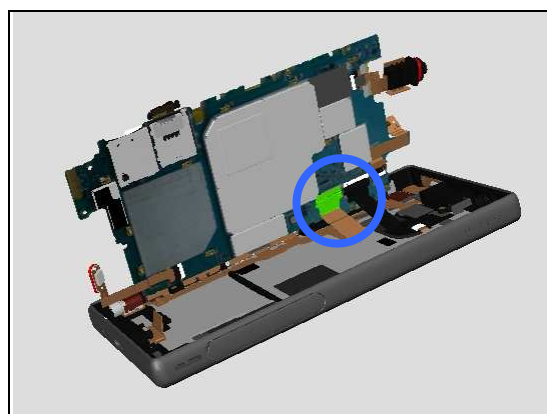


Check:

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

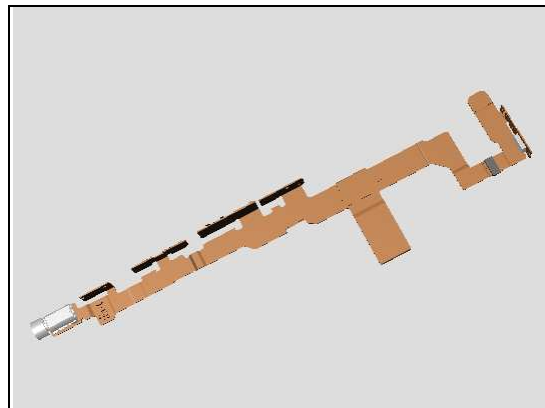
Action:

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



Problem Areas: Keys

3. If the FPC Assembly Key is damaged – replace it.

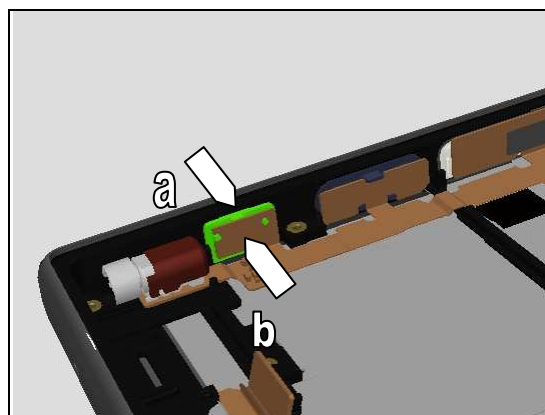


Check:

Inspect the condition of WR Key Camera Sub Assy (a) and camera key switch (b).

Action:

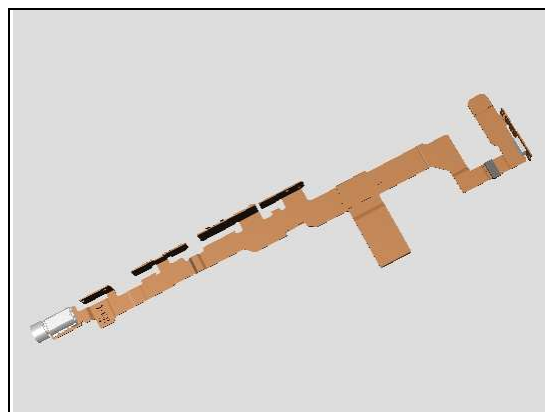
1. If dirty – clean them.
2. If disconnect – Reconnect it.



3. If the WR Key Camera Sub Assy or its rubber is damaged – replace it.



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



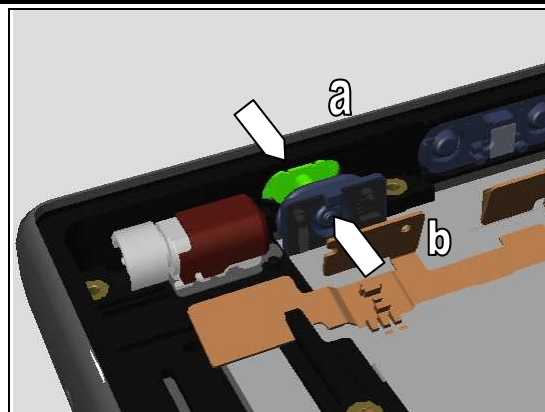
Problem Areas: Keys

Check:

Inspect the connection between WR Key Camera Sub Assy (a) and Key Camera (b).

Action:

1. If dirty – clean them.
2. Reinstall the Key Camera and WR Key Camera Sub Assy to ensure the key is properly located in relation to the key switches on the FPC Assembly Key.



3. If the Key Camera is damaged – Replace it.



4. If the WR Key Camera Sub Assy is damaged – Replace it

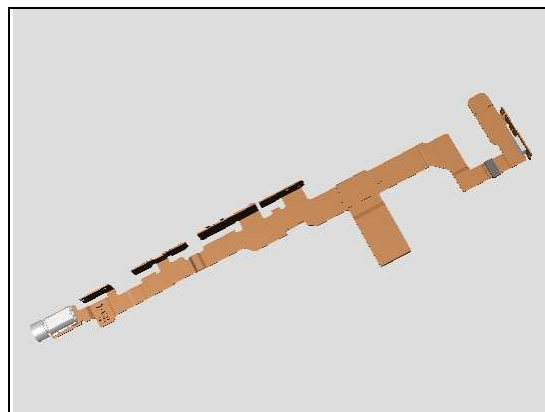


Check:

Replace the Main PBA with a known working one and test the FPC Assembly Key.

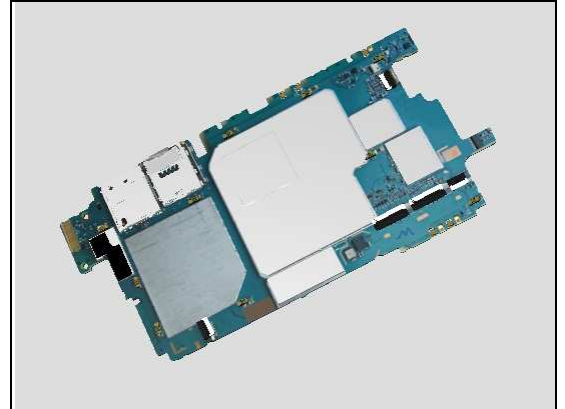
Action:

1. If the FPC Assembly Key is still not working – Replace the FPC Assembly Key.



Problem Areas: Keys

2. Replace Main PBA.



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

Check:

Inspect the touch screen of the Front Assy.

Action:

1. If dirty – clean it.



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



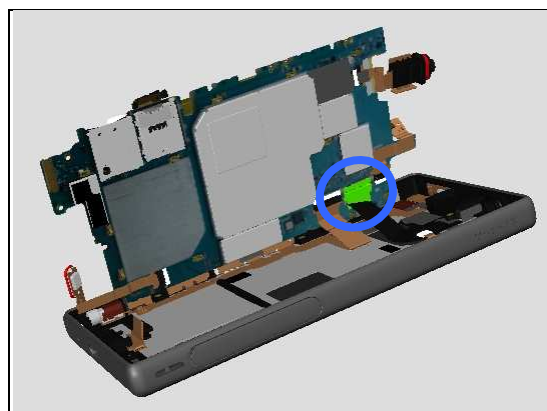
Check:

Inspect the BtB connector of Front Assy to Main PBA.

Action:

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

2. If dirty or oxidized – clean it.

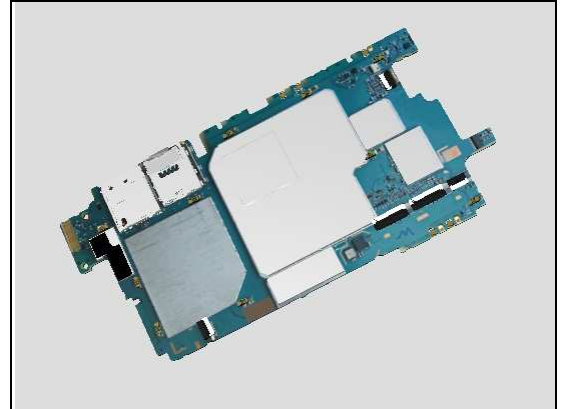


3. If the FPC of Front Assy or the Front Assy itself is damaged – replace Front Assy.



Problem Areas: Touch Screen

4. Replace the 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 Assy is damaged – replace it.

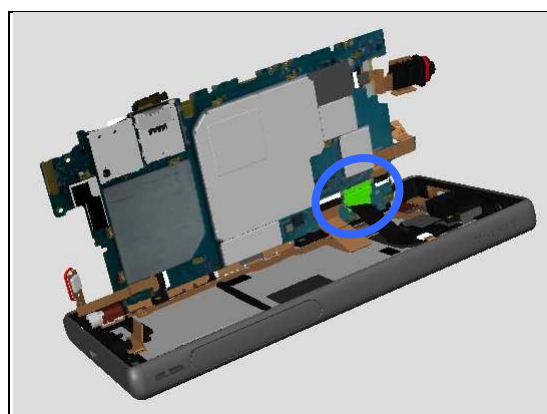
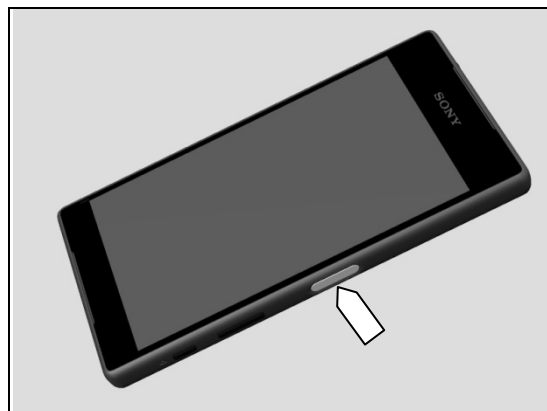
Check:

Inspect the BtB connector of Front Assy to Main PBA.

Action:

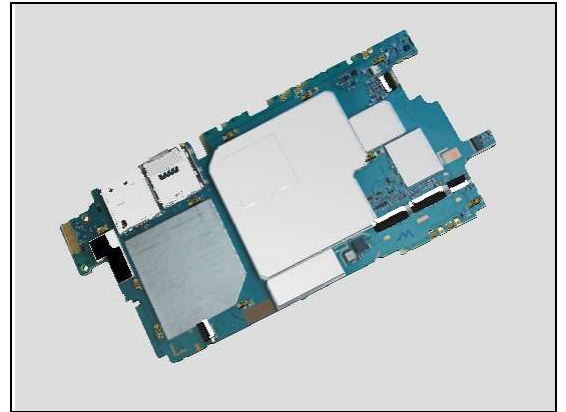
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.

3. If the FPC of Front Assy or the Front Assy itself is damaged – replace Front Assy.



Problem Areas: Display

4. Replace the Main PBA.



Problem Areas

1.5 LED/Illumination

1.5.1 LED/Illumination

Check:

Inspect external window area of Notification LED on the Front Assy.

Action:

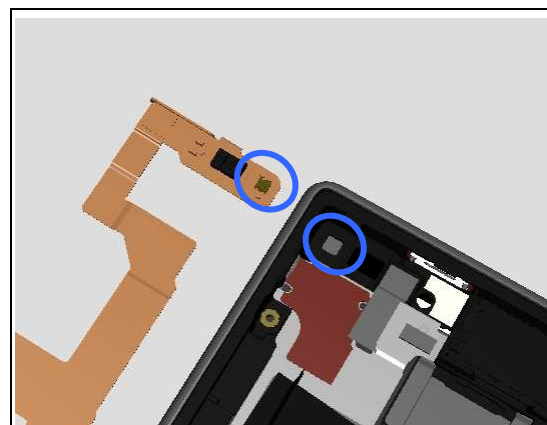
1. If dirty – clean it.



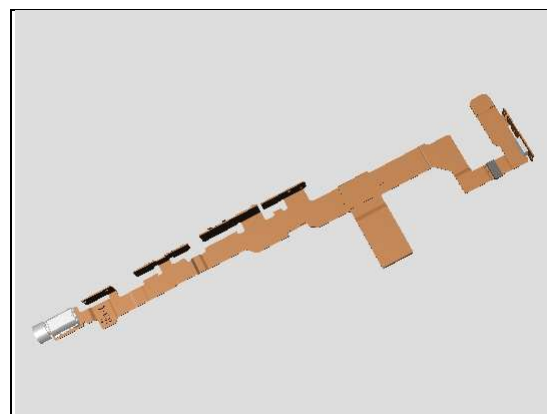
Check:

Inspect the Notification LED on the FPC Assembly Key

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



3. If damaged – replace the FPC Assembly Key.

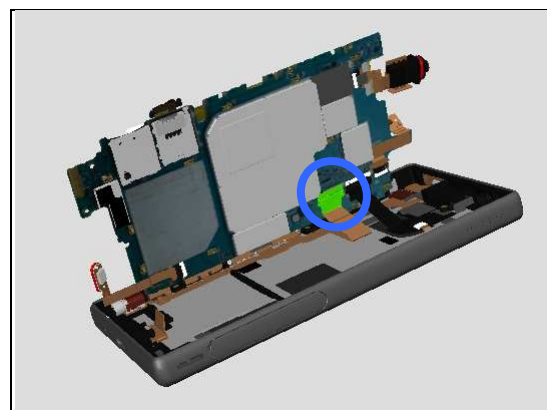


Check:

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

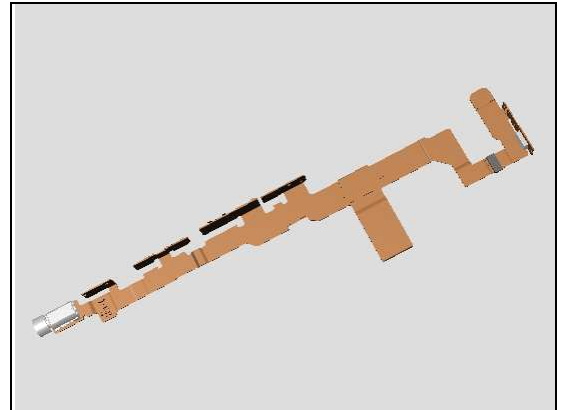
Action:

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

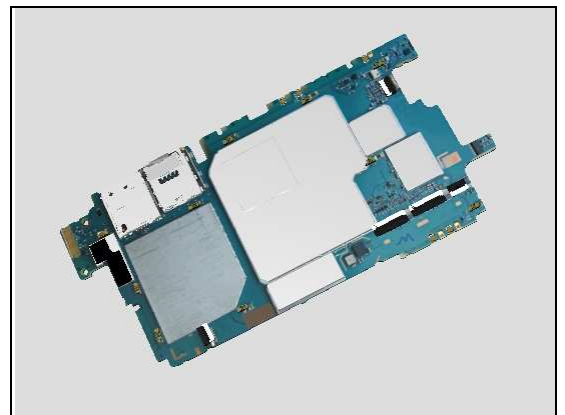


Problem Areas: LED

3. If the FPC Assembly Key is damaged – replace it.



4. Replace the Main PBA.



Problem Areas

1.6 Speaker

1.6.1 Stereo speaker left

Check:

Inspect the Top Speaker external port on the Front Assy.

Action:

1. If dirty or clogged – clean it.



2. If damaged – replace the Front Assy.



Inspect:

Inspect the contact pins on the Top Speaker (a), contact pins on the Main PBA (b) and contact pads on Cover Rear Sub Assy (c).

Action:

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

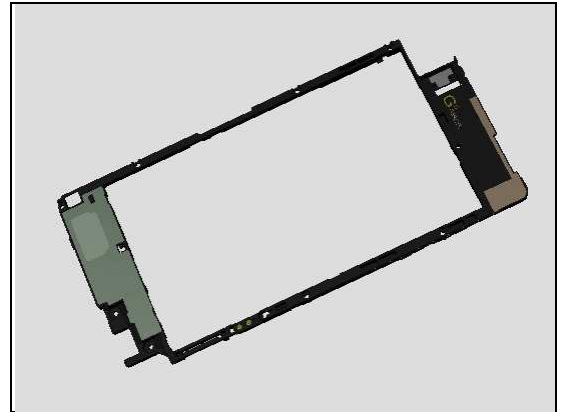


2. If the contact pins on the Top Speaker are damaged – replace the Top Speaker and Foil WR Speaker.

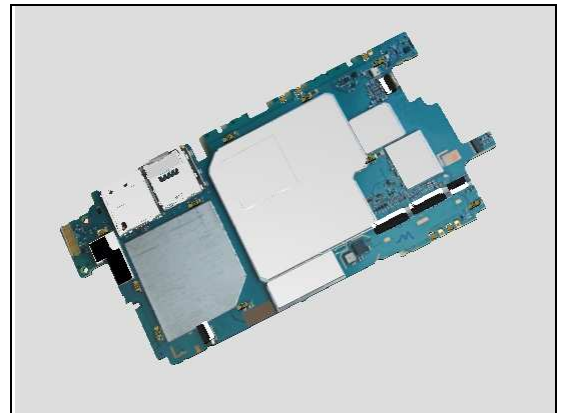


Problem Areas: Speaker

3. If the contact pads on the Cover Rear Sub Assy are damaged – replace the Cover Rear Sub Assy.



4. If the contact pins on the Main PBA are damaged - replace Main PBA.



Problem Areas: Speaker

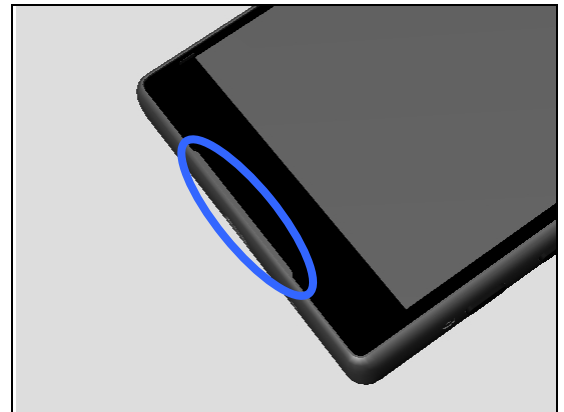
1.6.2 Stereo speaker right

Check:

Inspect the Loudspeaker external port on the Front Assy.

Action:

1. If dirty or clogged – clean it.



2. If damaged – replace the Front Assy.

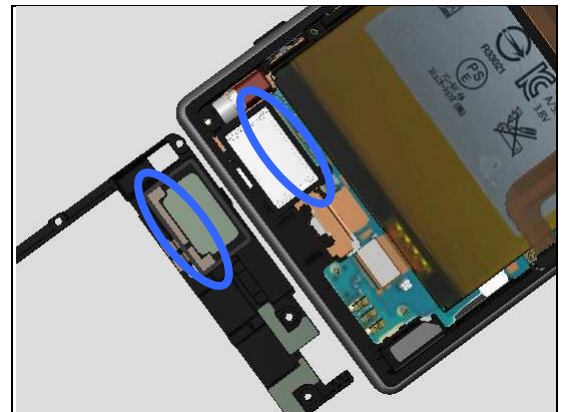


Inspect:

Inspect the contact pins on the Speaker holder assy (a), contact pins on the Main PBA (b) and contact pads on Cover Rear Sub Assy (c).

Action:

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

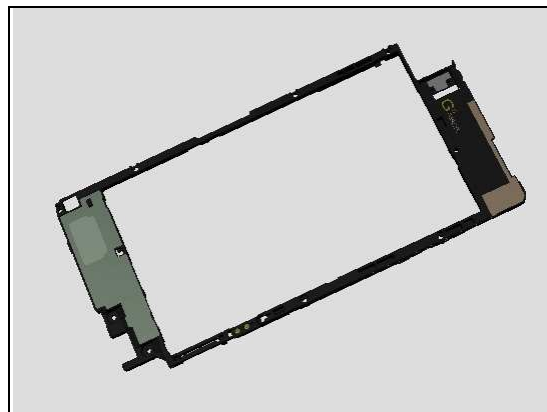


2. If the contact pins on the Speaker holder assy are damaged – replace the Speaker holder assy.

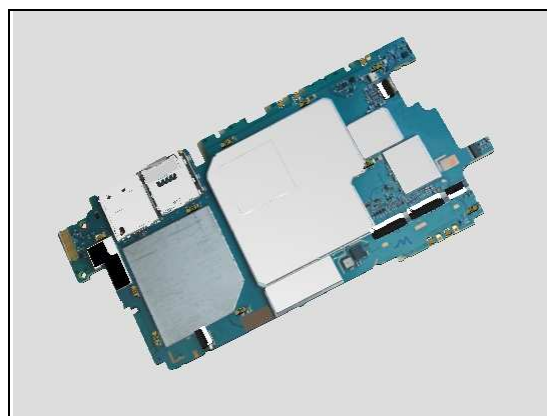


Problem Areas: Speaker

3. If the contact pads on the Cover Rear Sub Assy are damaged – replace the Cover Rear Sub Assy.



4. If the contact pins on the Main PBA are damaged - replace Main PBA.



Problem Areas

1.7 Earphone

1.7.1 Top speaker

Check:

Inspect the Top Speaker external port on the Front Assy.

Action:

1. If dirty or clogged – clean it.



2. If damaged – replace the Front Assy.

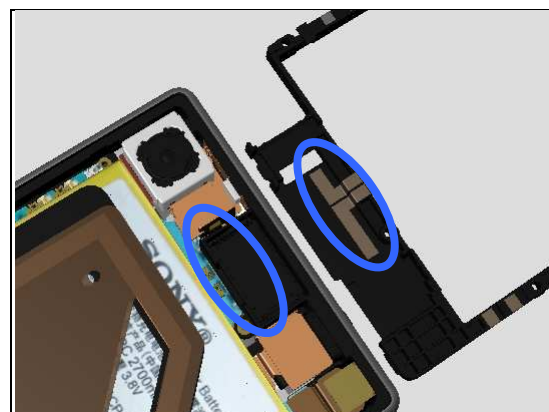


Inspect:

Inspect the contact pins on the Top Speaker (a), contact pins on the Main PBA (b) and contact pads on Cover Rear Sub Assy (c).

Action:

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

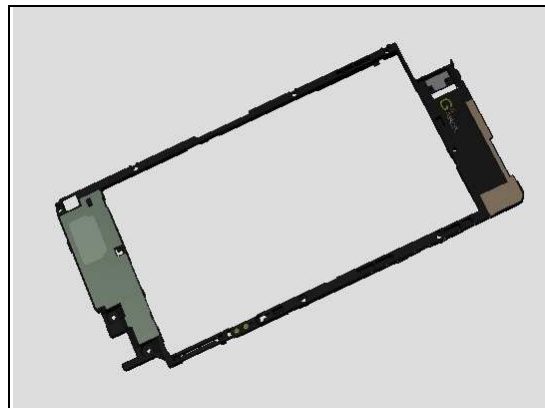


2. If the contact pins on the Top Speaker are damaged – replace the Top Speaker and Foil WR Speaker.

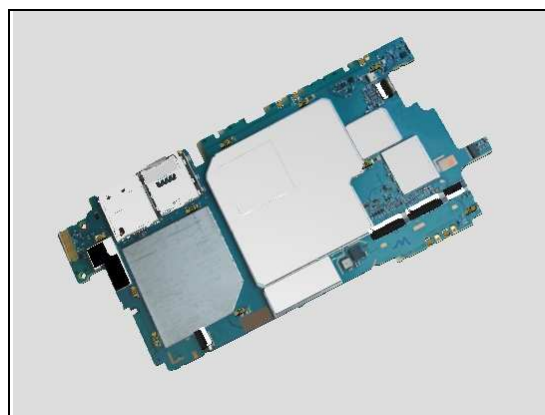


Problem Areas: Earphone

3. If the contact pads on the Cover Rear Sub Assy are damaged – replace the Cover Rear Sub Assy.



4. If the contact pins on the Main PBA are damaged - replace Main PBA.



Problem Areas

1.8 Microphone

1.8.1 Microphone

Check:

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

Action:

1. If clogged – clean it.

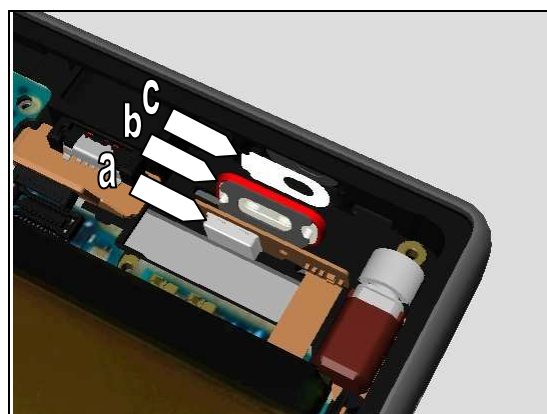


Check:

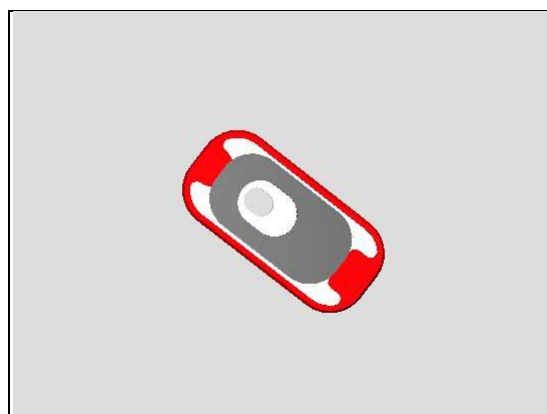
Inspect if the FPC Assembly Bottom (a), Mic Sub Assy (b) and Sheet WR Mic (c) are properly installed.

Action:

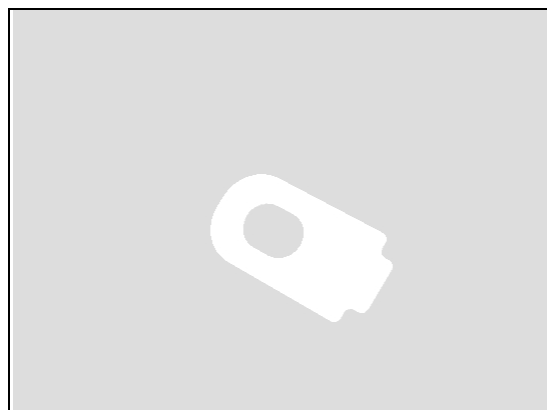
1. If not assembled well – reassemble them.



2. If the Mic Sub Assy is damaged – replace it



3. If the Sheet WR Mic is damaged – replace it.



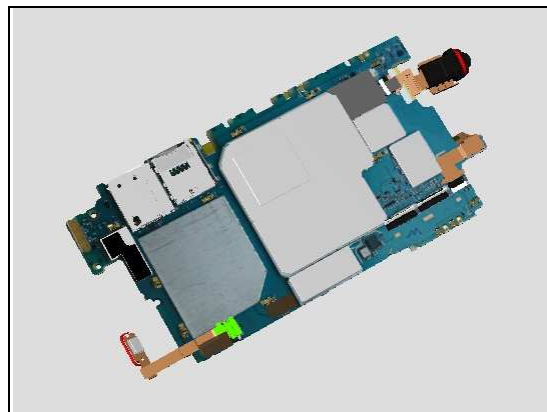
Problem Areas: Microphone

Check:

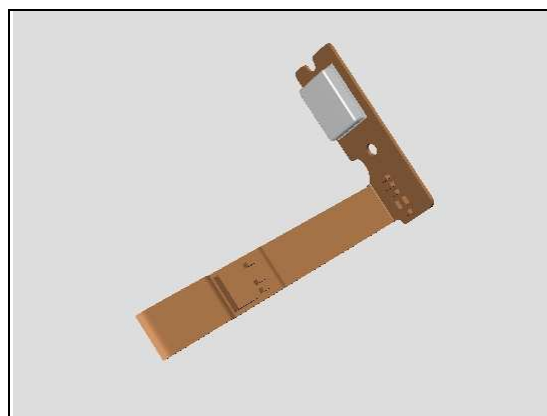
Inspect the BtB connector of FPC Assembly Bottom to Main PBA.

Action:

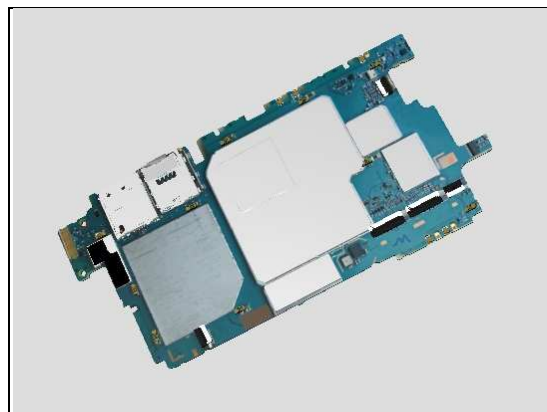
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the FPC Assembly Bottom is damaged – replace a new FPC Assembly Bottom.



4. Replace the Main PBA.



Problem Areas: Microphone

1.8.2 Secondary Microphone

Check:

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

Action:

1. If clogged – clean it.

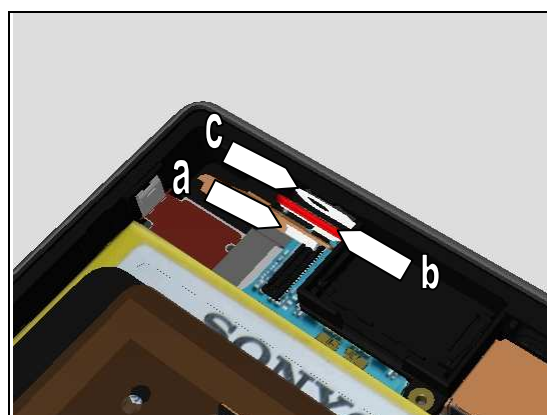


Check:

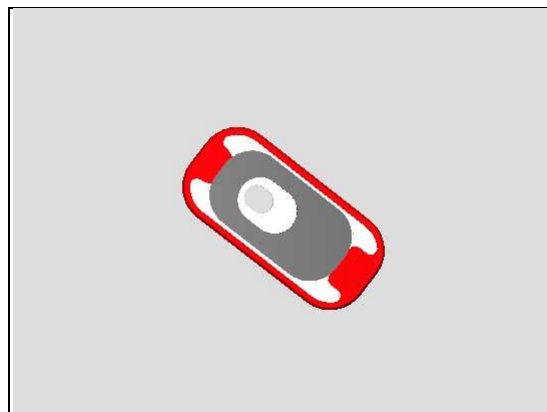
Inspect if the FPC Assembly Key (a), Mic Sub Assy (b) and Sheet WR Mic (c) are properly installed.

Action:

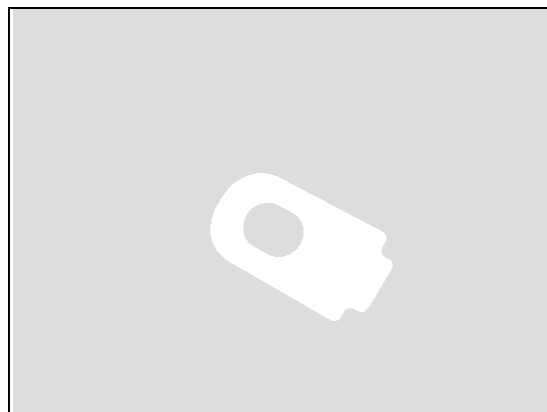
1. If not assembled well – reassemble them.



2. If the Mic Sub Assy is damaged – replace it

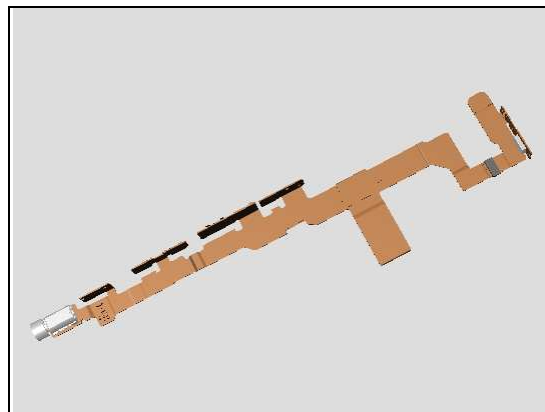


3. If the Sheet WR Mic is damaged – replace it.



Problem Areas: Micropone

4. If the FPC Assembly Key is damaged – replace it

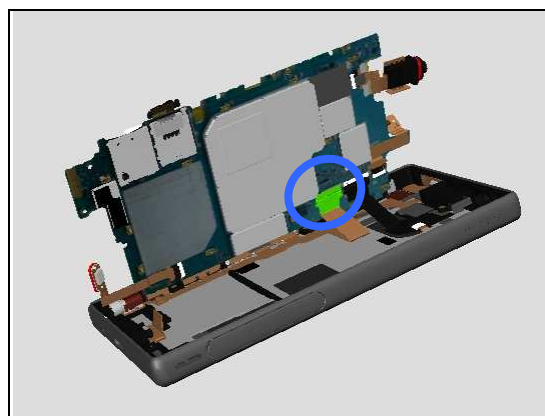


Check:

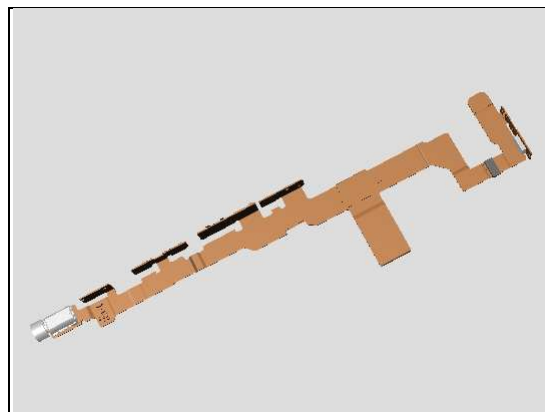
Inspect the BtB connector of FPC Assembly Key to Main PBA.

Action:

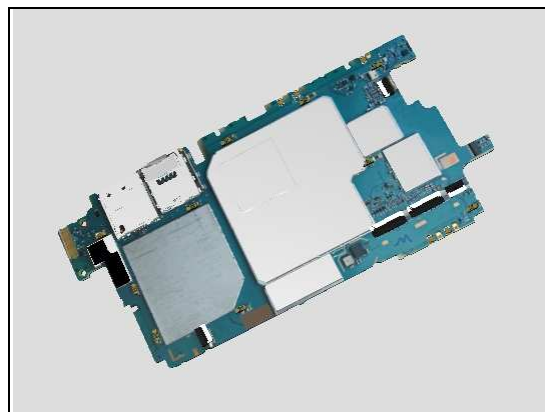
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the FPC Assembly Key is damaged – replace it.



4. Replace the Main PBA



Problem Areas

1.9 Vibrator

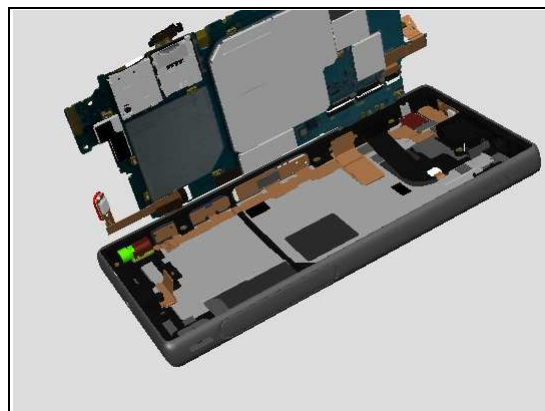
1.9.1 Vibrator not generating alerts

Check:

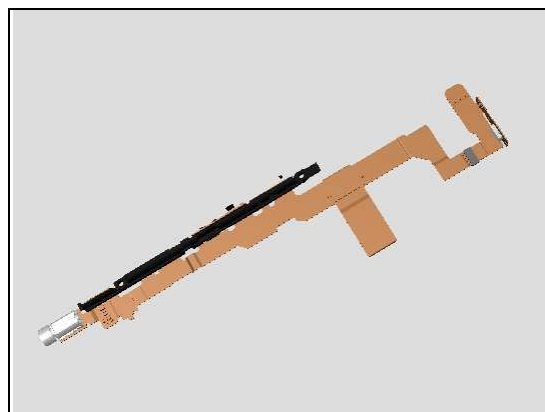
Inspect the Vibrator and the Holder Vibrator

Action:

1. If the Vibrator FPC or Holder Vibrator is not assembled well – reassemble it
2. If the Vibrator is dirty or oxidized – clean it.



3. If the Vibrator area of FPC Assembly Key or vibrator itself is damaged – replace the FPC Assembly Key.

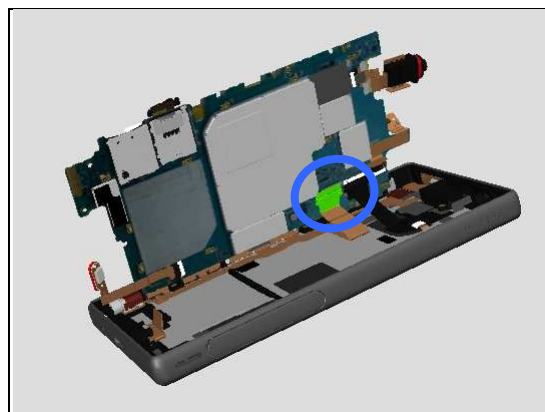


Check:

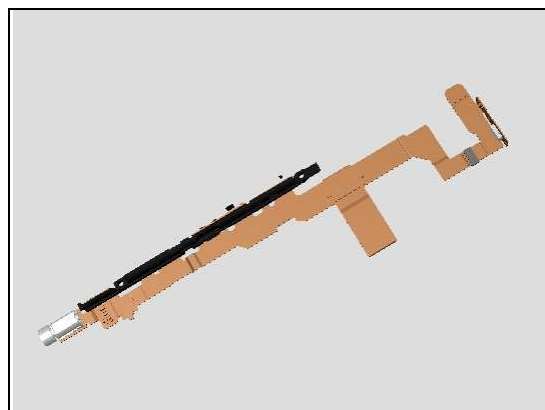
Inspect the BtB connector of FPC Assembly Key to Main PBA.

Action:

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

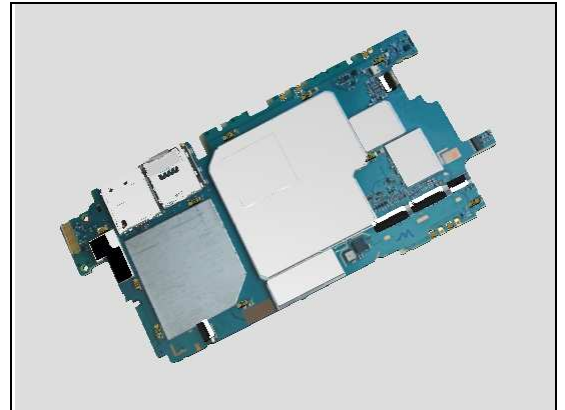


3. If the FPC Assembly Key is damaged – replace it.



Problem Areas: Vibrator

4. Replace the 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 Panel Back.

Check:

Inspect the BtB connector of Main Camera to Main PBA.

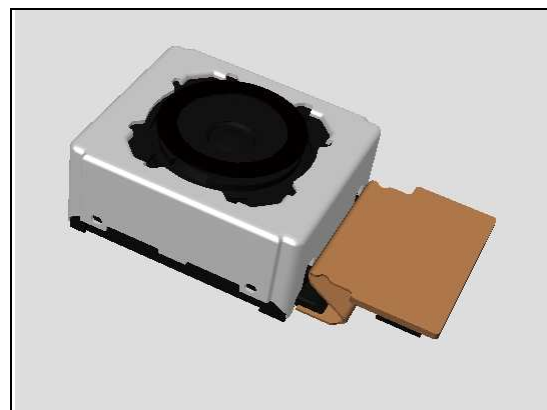
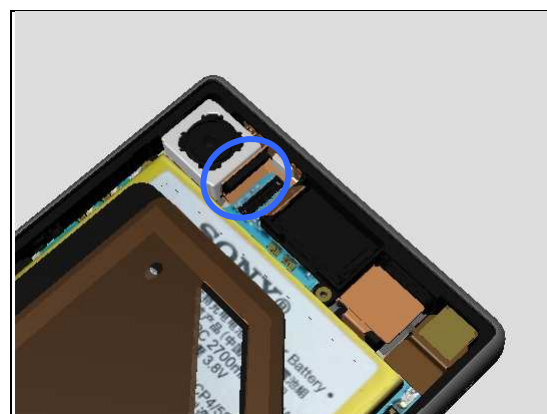
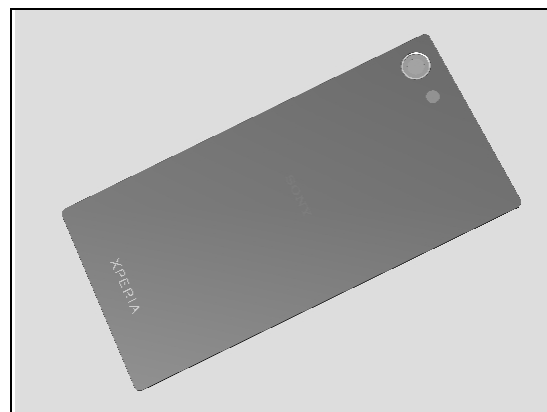
Action:

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

2. If dirty or oxidized – clean it.

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

4. Replace Main PBA.



Problem Areas: Camera

1.10.2 Video Call Camera defects

Check:

Inspect the external area of the chat camera window.

Action:

1. If dirty – clean it.

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

Check:

Inspect the BtB connector of Chat Camera to Main PBA.

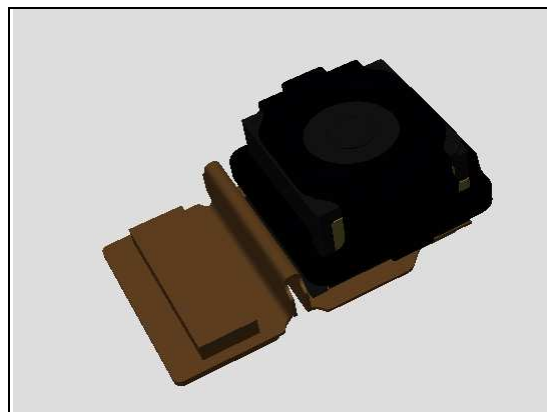
Action:

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

2. If dirty or oxidized – clean it.

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

4. Replace Main PBA.



Problem Areas

1.11 Flash LED

1.11.1 Flash LED not flashing

Check:

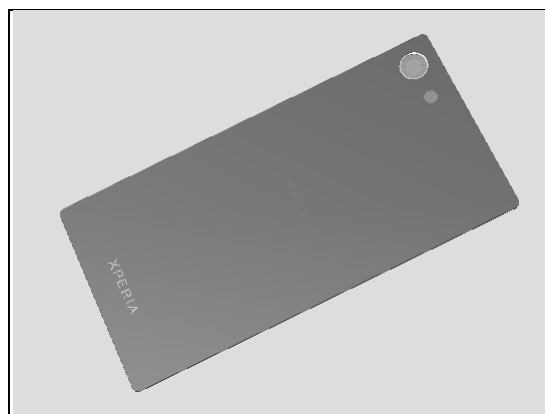
Inspect the external area of the flash LED.

Action:

1. If dirty – clean it.



2. If scratched or damaged – replace the Panel Back.



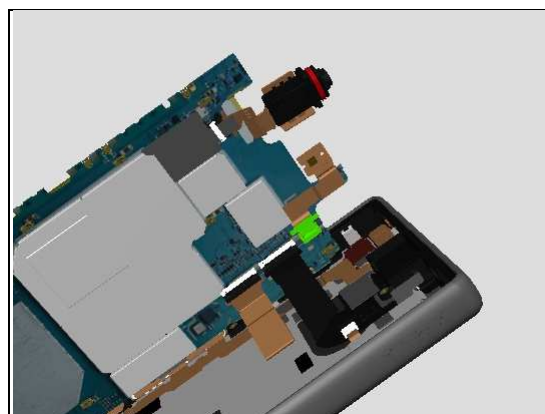
Check:

Inspect the BtB connector of FPC Assembly Flash to Main PBA.

Action:

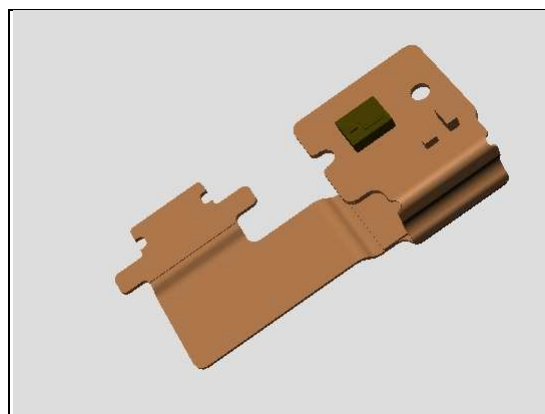
1. If not properly connected – disconnect and reconnect it.

2. If dirty or oxidized – clean it.



3. If the FPC Assembly Flash is damaged – replace the FPC Assembly Flash.

4. Replace Main PBA.



Problem Areas

1.12 Bluetooth

1.12.1 Bluetooth

Check:

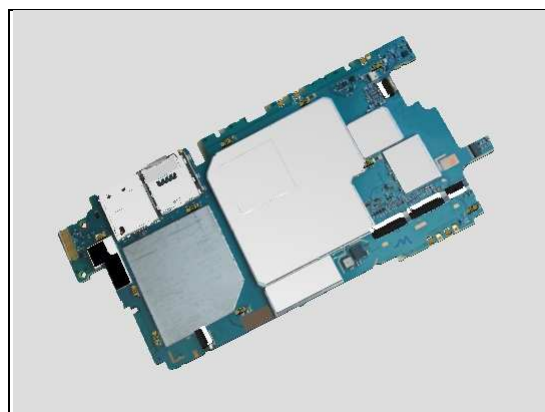
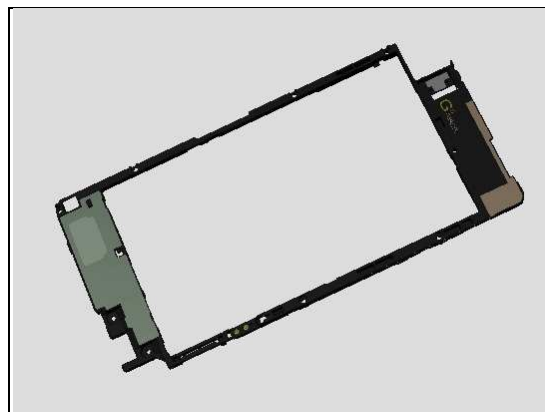
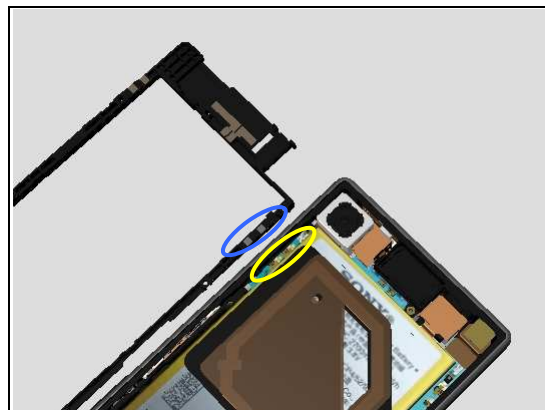
Inspect the Bluetooth contact pads on Cover Rear Sub Assy and the contact pins on Main PBA.

Action:

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

2. If the contact pads on Cover Rear Sub Assy are damaged – replace it.

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



Problem Areas

1.13 WLAN

1.13.1 WLAN

Check:

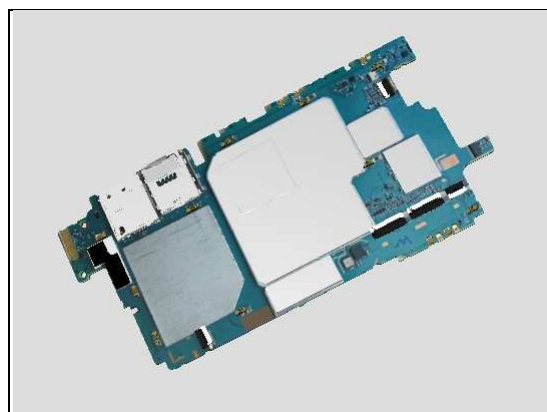
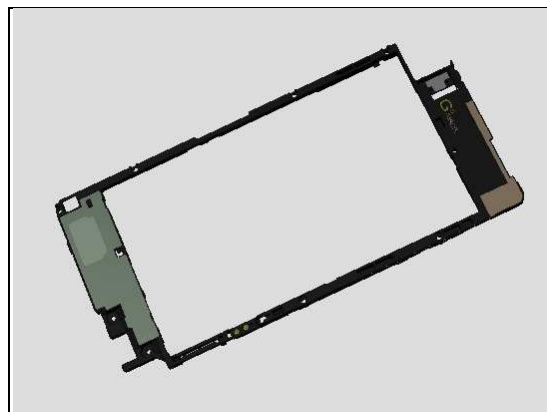
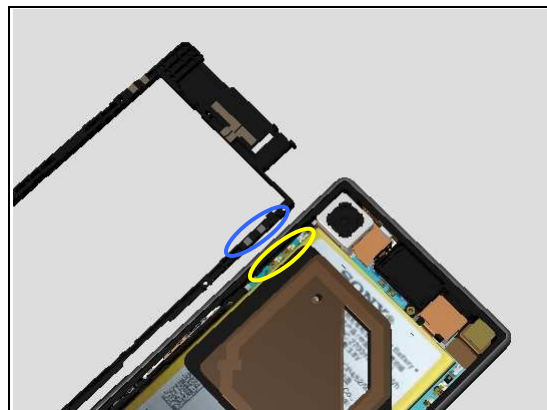
Inspect the WLAN contact pads on Cover Rear Sub Assy and the contact pins on Main PBA.

Action:

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

2. If the contact pads on Cover Rear Sub Assy are damaged – replace it.

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



Problem Areas

1.14 NFC

1.14.1 NFC malfunctions

Check:

Inspect the contact pads on the FPC Assembly NFC antenna and contact pins on Cover Rear Sub Assy.

Action:

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

2. If the contact pads on the FPC Assembly NFC antenna or the FPC Assembly NFC antenna itself are damaged – replace the FPC Assembly NFC antenna.

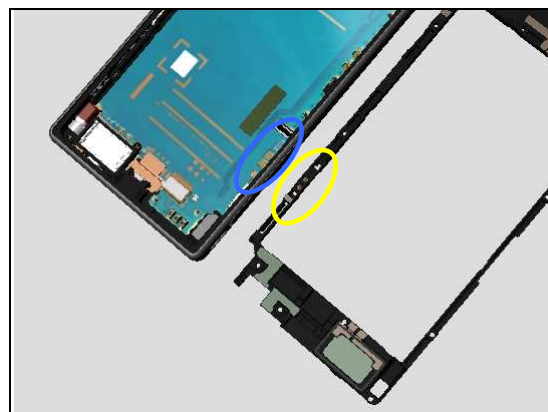
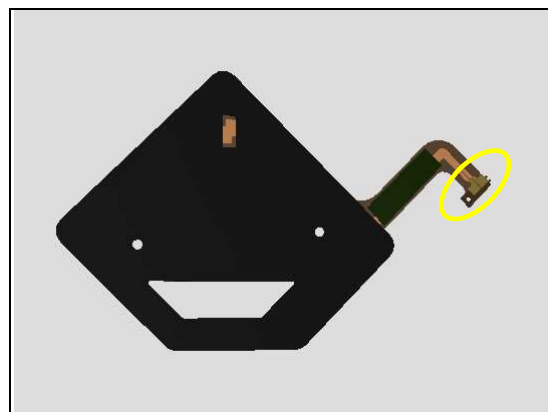
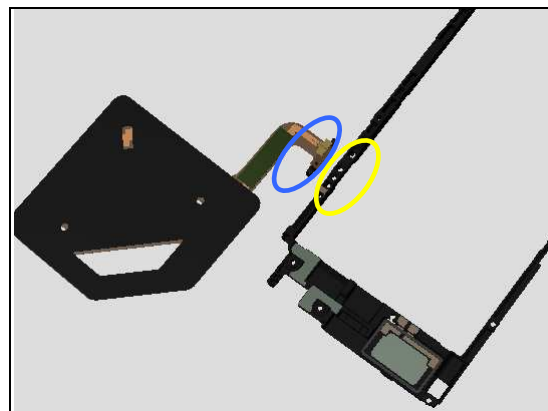
3. If the contact pins on Cover Rear Sub Assy or Cover Rear Sub Assy itself are damaged – replace Cover Rear Sub Assy.

Check:

Inspect the contact pads on the Main PBA and contact pins on Cover Rear Sub Assy.

Action:

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

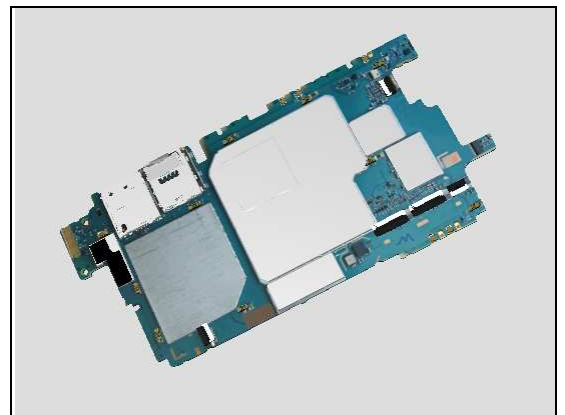


Problem Areas: NFC

2. If the contact pins on Cover Rear Sub Assy or Cover Rear Sub Assy itself are damaged – replace Cover Rear Sub Assy.



3. Replace the Main PBA



Problem Areas

1.15 GPS

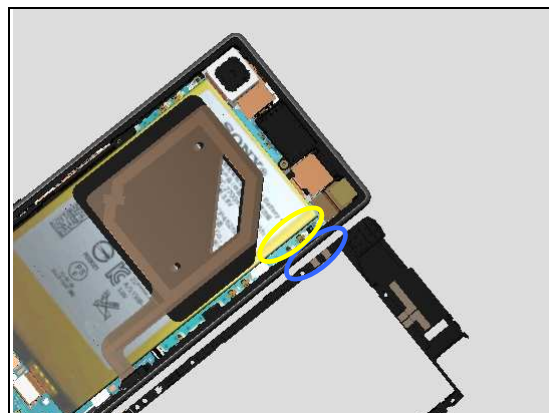
1.15.1 GPS malfunctions

Check:

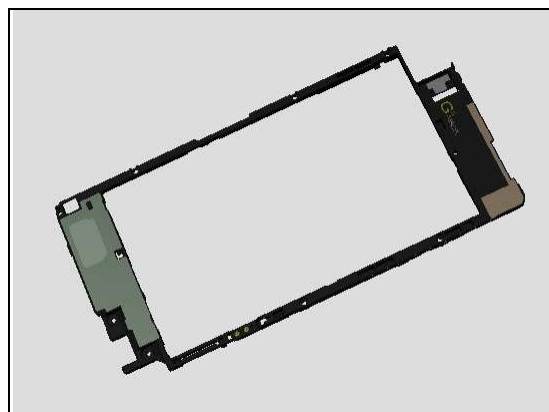
Inspect the GPS antenna contact pads on Cover Rear Sub Assy and the contact pins on Main PBA.

Action:

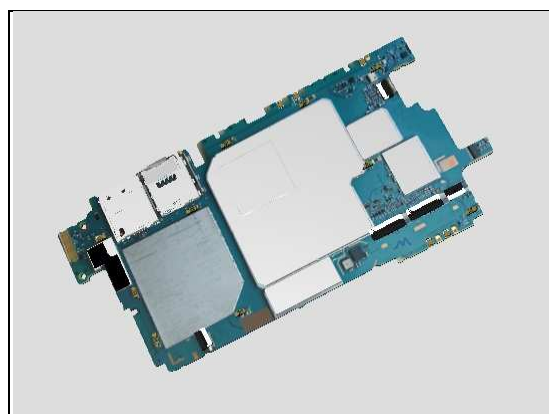
1. If dirty or oxidized – clean the pads and pins.



2. If the contact pads on Cover Rear Sub Assy are damaged



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

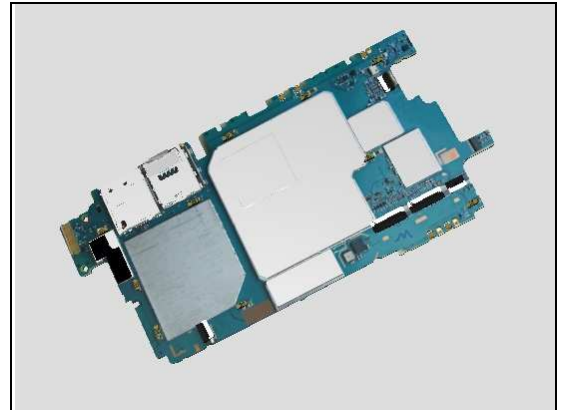


Problem Areas

1.16 Compass

1.16.1 Compass fails

Replace Main PBA.



Problem Areas

1.17 Accelerometer

1.17.1 Accelerometer test fails

Action:

1. Follow the 1289-2983 Sony Mobile Repair Application – mechanical to run the Accelerometer Calibration.
2. Replace Main PBA.

Problem Areas

1.18 Gyroscope

1.18.1 Gyroscope test fails

Action:

1. Follow the 1289-2983 Sony Mobile Repair Application – mechanical to run the Gyroscope Calibration.
2. Replace Main PBA.

Problem Areas

1.19 Ambient Light Sensor

1.19.1 Light Sensor malfunctions

Check:

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

Action:

1. If dirty – clean it.

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

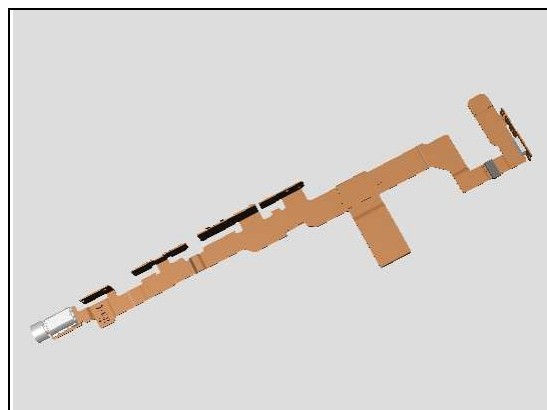
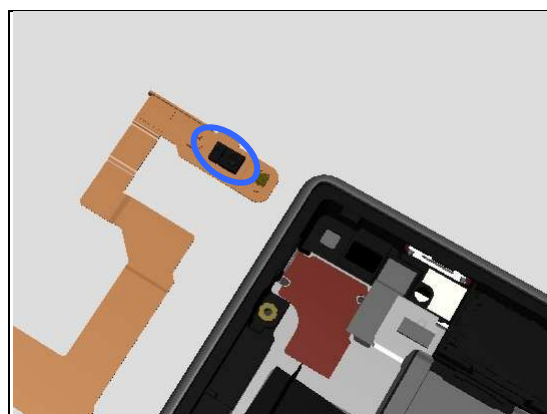
Check:

Inspect the light sensor on the FPC Assembly Key

1. If dirty – clean it.

2. If not properly assembled – reassemble it.

3. If the FPC Assembly Key is damaged – replace it



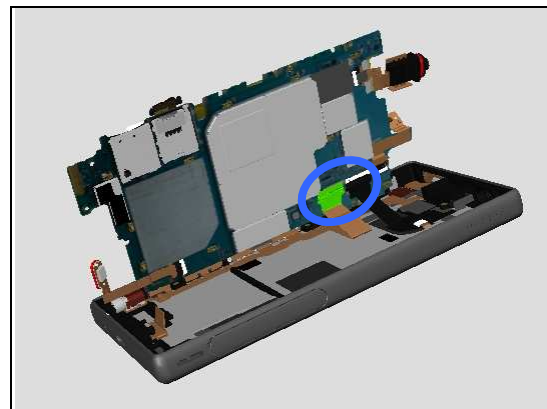
Problem Areas: Light Sensor

Check:

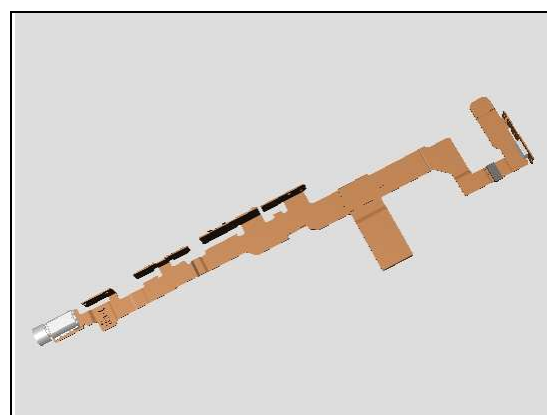
Inspect the BtB connector of FPC Assembly Key to Main PBA.

Action:

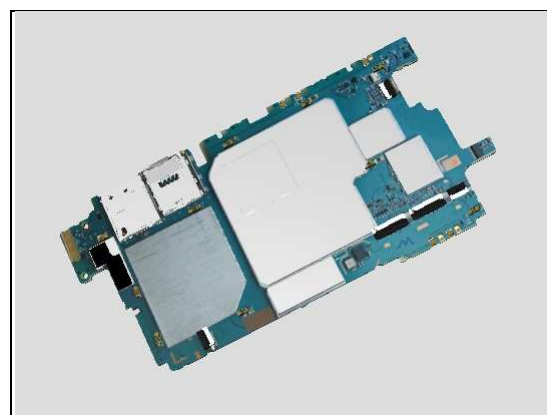
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the FPC Assembly Key is damaged – replace it.



4. Replace the Main PBA



Problem Areas

1.20 Proximity Switch

1.20.1 Proximity switch malfunctions

Check:

Inspect the external window area of proximity switch.

Action:

1. If dirty – clean it.

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

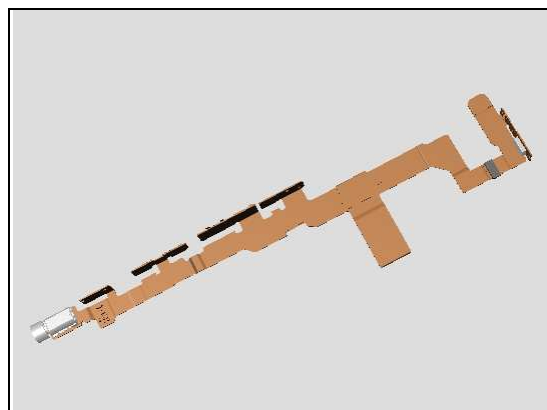
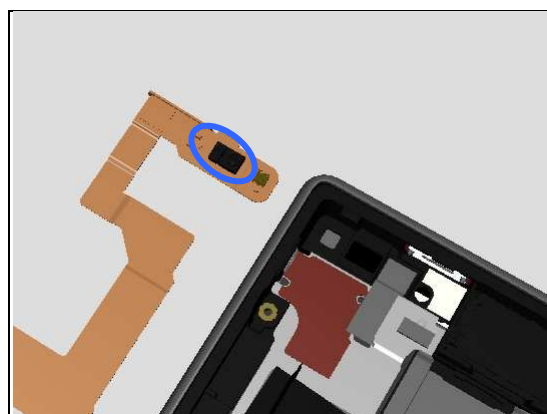
Check:

Inspect the light sensor on the FPC Assembly Key

1. If dirty – clean it.

2. If not properly assembled – reassemble it.

3. If the FPC Assembly Key is damaged – replace it



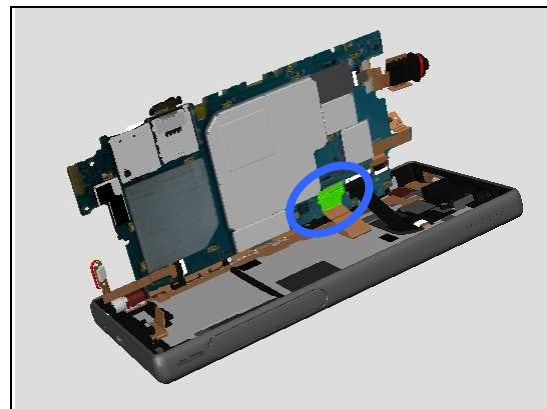
Problem Areas: P-Sensor

Check:

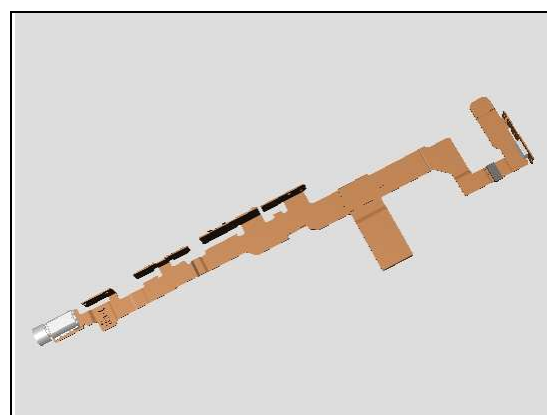
Inspect the BtB connector of FPC Assembly Key to Main PBA.

Action:

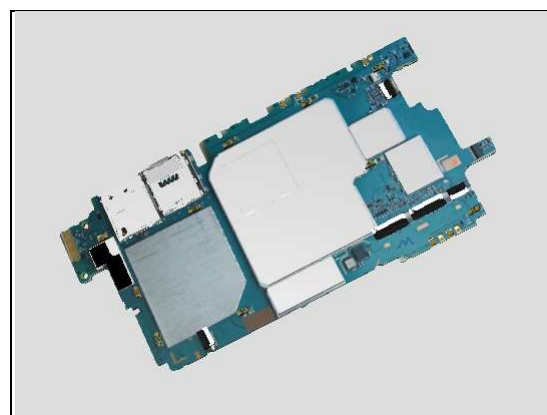
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the FPC Assembly Key is damaged – replace it.



4. Replace the Main PBA



Problem Areas

1.21 Pressure Sensor

1.21.1 Pressure Sensor test fails

Replace Main PBA.

Problem Areas

1.22 Real Time Clock

1.22.1 Real time clock test fails

Action:

Replace Main PBA.

Problem Areas

1.23 Total call time

1.23.1 Total call time fails

Action:

Replace Main PBA.

Problem Areas

1.24 External Memory

1.24.1 Memory Card not detected

Check:

Inspect that if a memory card is properly inserted.

Action:

If not properly inserted – insert the memory card correctly.

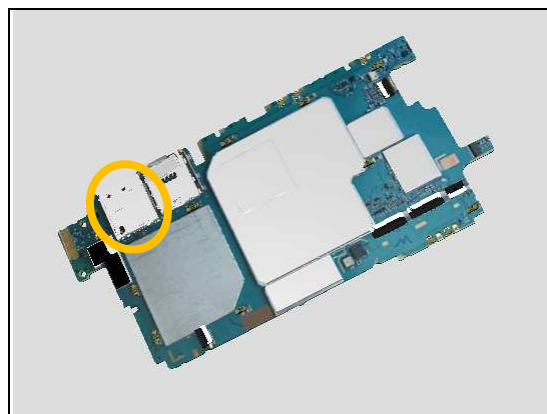


Check:

Inspect the SIM/SD card holder on Main PBA.

Action:

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



Problem Areas

1.25 Security

1.25.1 Security fails

Action:

Replace Main PBA.

Problem Areas

1.26 FM Radio

1.26.1 No/Poor FM Radio reception

Check:

Inspect the external port of the Audio Jack.

Action:

1. If dirty or oxidized – clean it.



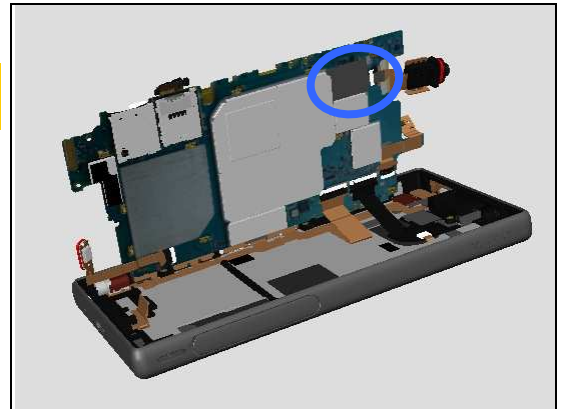
Follow 1289-2983 Sony Mobile Repair Application – mechanical to run Noise Cancelling Calibration first!

Check:

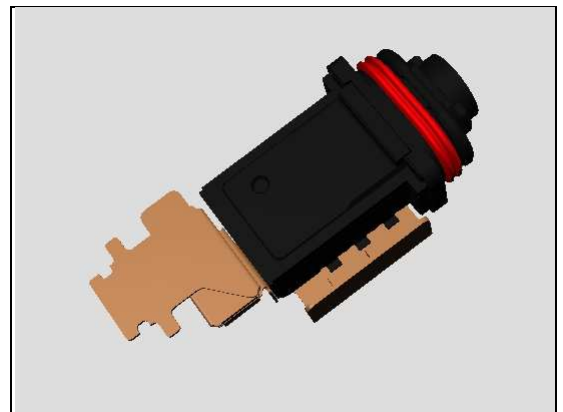
Inspect the BtB connector of FPC Assembly JK to Main PBA.

Action:

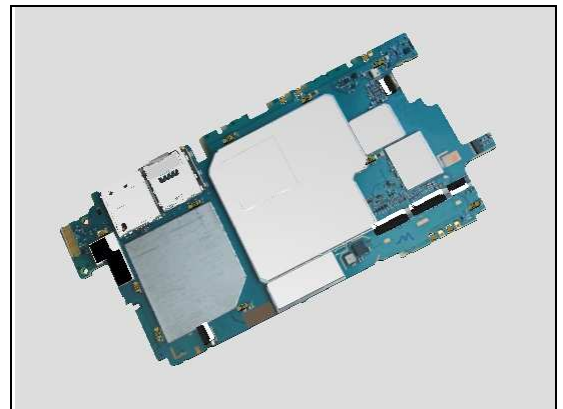
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the BtB connector or Audio Jack is damaged – replace the Audio Jack.



4. Replace Main PBA.



Problem Areas

1.27 Verify Certificates

1.27.1 Verify Certificates fails

Action:

N/A.

Problem Areas

1.28 TV-Out Test

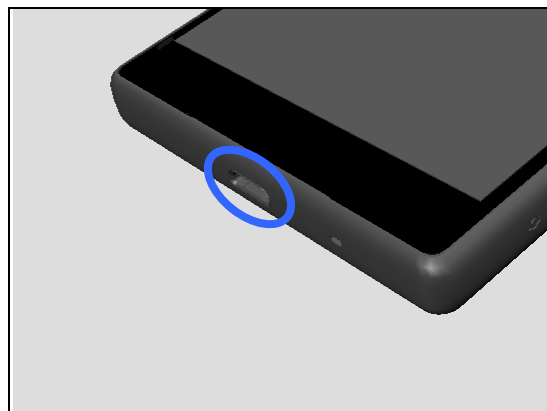
1.28.1 TV-Out test fails

Check:

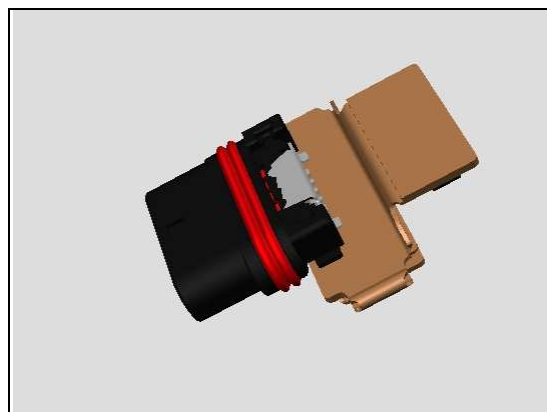
Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.



2. If USB connector damaged – replace FPC Assembly USB.



Check:

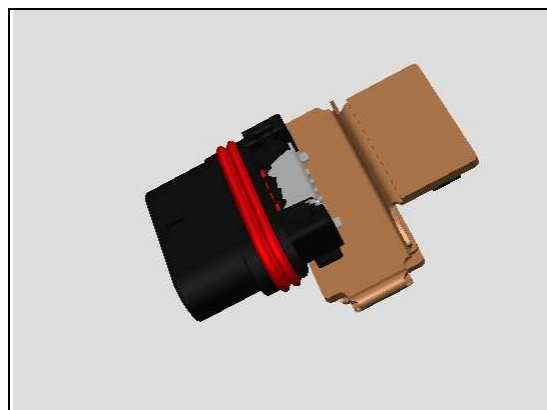
Inspect the BtB connector of FPC Assembly USB to Main PBA.

Action:

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



3. If FPC Assembly USB is damaged – replace it.
4. Replace Main PBA.



Problem Areas: Keys

1.29 Finger Print Sensor

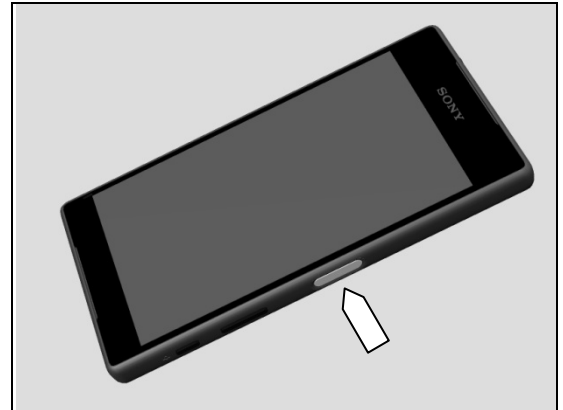
1.29.1 Finger Print Sensor

Check:

Inspect the external area of the Finger Print Senso.

Action:

1. If dirty – clean it.
2. If damaged – replace the Fingerprint sensor assy.

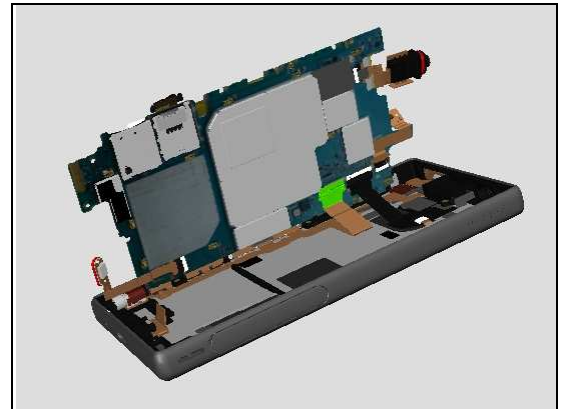


Check:

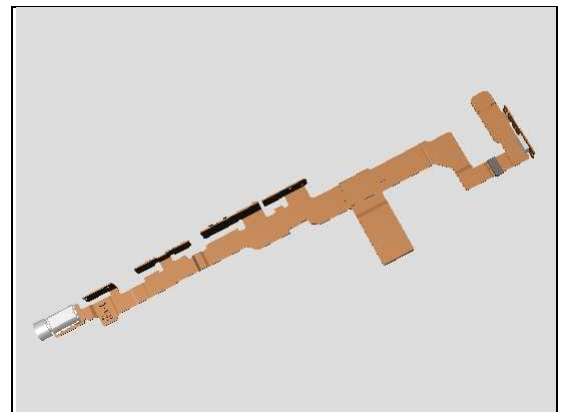
Check BtB connector from FPC Assembly Key to Main PBA.

Action:

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



3. If the FPC Assembly Key is damaged – replace it.

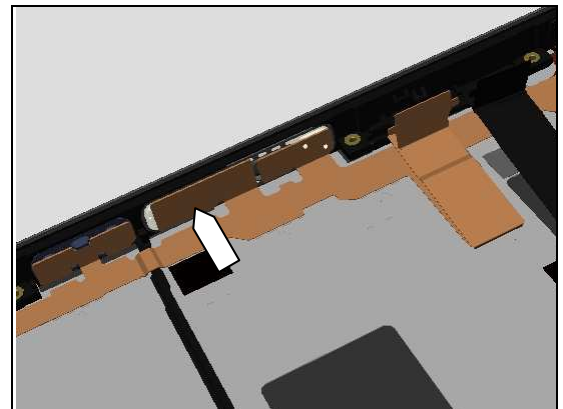


Check:

Check BtB connector from Fingerprint sensor assy to FPC Assembly Key.

Action:

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

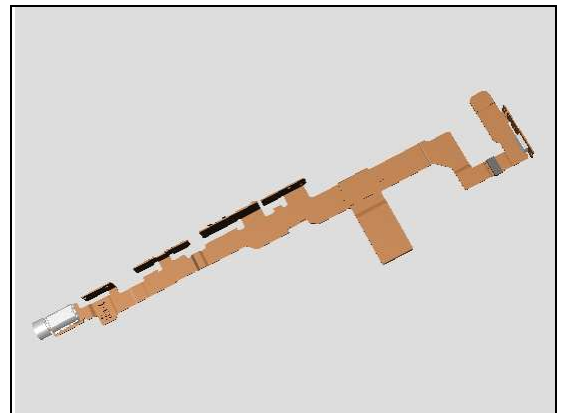


Problem Areas: Sensor

3. If the Fingerprint sensor assy is damaged – replace it.



3. If the on/off key switch or FPC Assembly Key itself is damaged – replace the FPC Assembly Key.



Problem Areas

1.30 Water Resistance

1.30.1 Water Resistance fails

Check:

Inspect the Cap SIM/SD.

Action:

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

3. If the Cap is damaged – replace it.

Run the Water Resistance Test again!

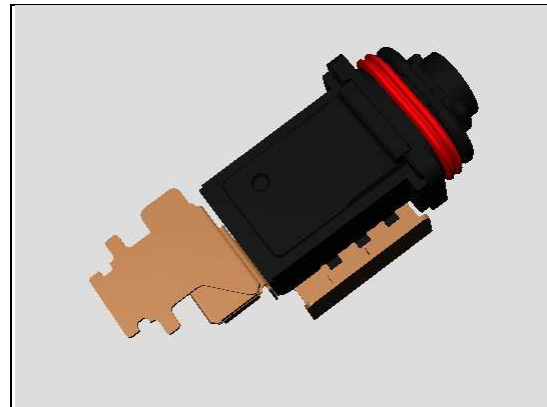
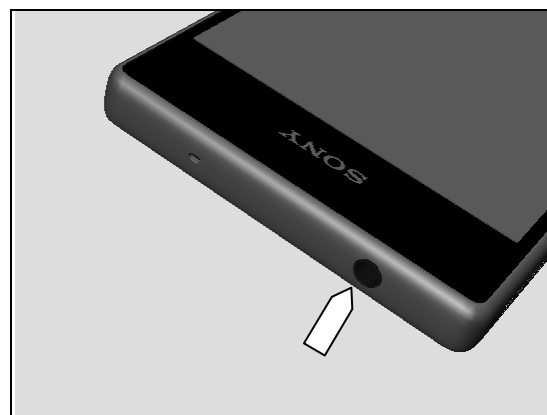
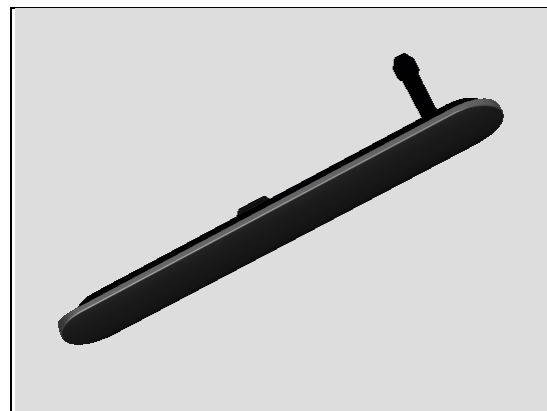
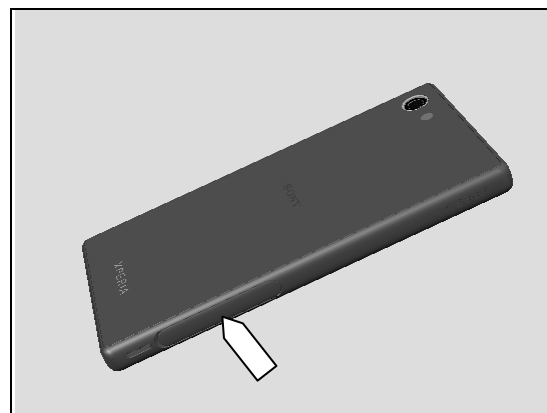
Check:

Inspect the Audio Jack hole.

Action:

1. If not assembled well or damaged – replace the Audio Jack.

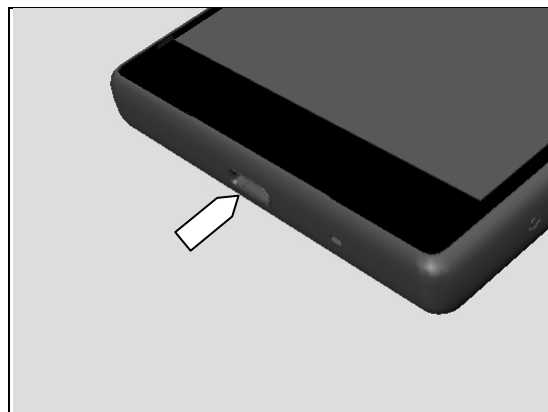
Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

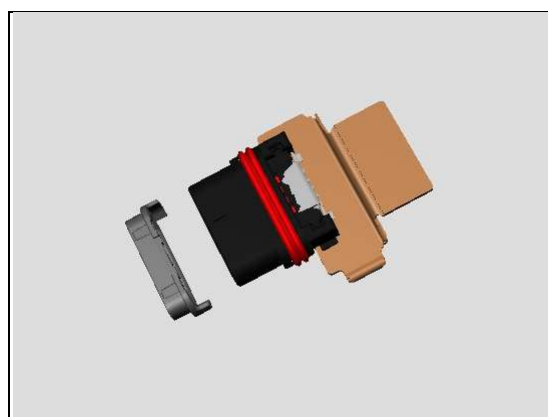
Inspect the USB connector.



Action:

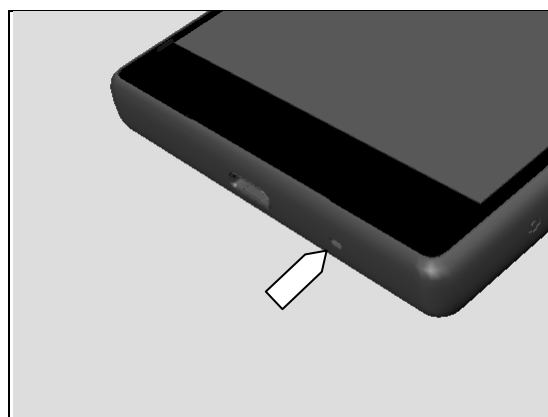
1. If FPC Assmebly USB or Carrier Holder Guide USB Black is not properly assembled – reassemble it
2. If Carrier Holder Guide USB Black is damaged – replace it.
3. If FPC Assmebly USB is damaged – replace it.

Run the Water Resistance Test again!



Check:

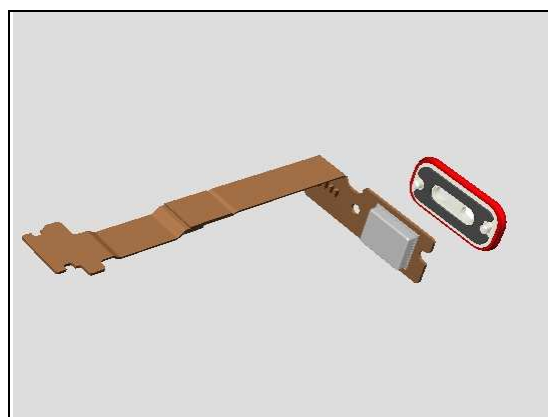
Inspect the 1st Mic port.



Action:

1. If FPC Assmebly Bottom or Mic Sub Assy is not properly assembled – reassemble it
2. If Mic Sub Assy is damaged – replace it.
3. If FPC Assmebly Bottom is damaged – replace it.

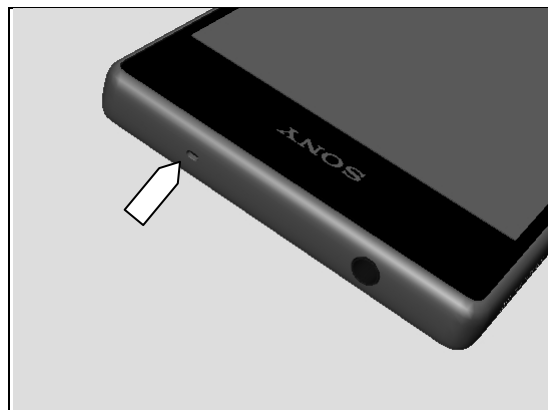
Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

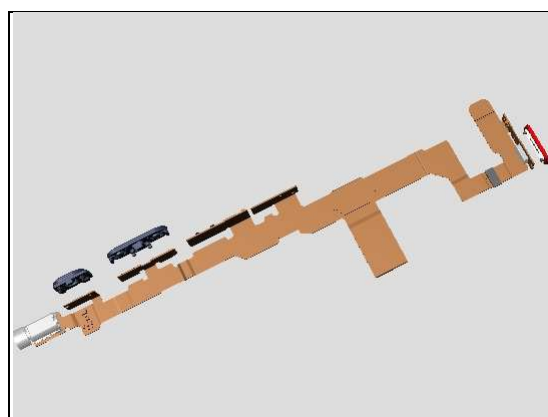
Inspect the secondary microphone port.



Action:

1. If FPC Assmebly Key or Mic Sub Assy is not properly assembled – reassemble it
2. If Mic Sub Assy is damaged – replace it.
3. If FPC Assmebly Key is damaged – replace it.

Run the Water Resistance Test again!



Check:

Inspect the edge of Display for damage and gap.



Action:

1. If the edge of Front Assy has gap – replace Front Assy.
2. If the Front Assy is damaged – replace Front Assy.

Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

Inspect the edge of Panel Back for damage and gap.

Action:

1. If the edge of Panel Rear has gap – reassemble Panel Back.

Run the Water Resistance Test again!



Check:

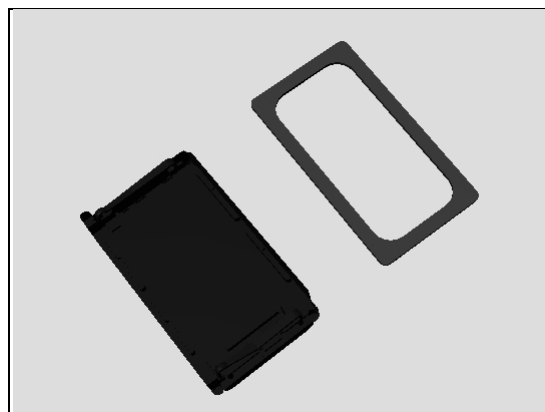
Inspect the Ear Speaker.



Action:

If not assembled well or damaged – replace the Foil WR Speaker and Loudspeaker + Ear Speaker 16.0 Rectangular

Run the Water Resistance Test again!



Problem Areas

1.31 Network & Signal

1.31.1 No/Poor signal

Check:

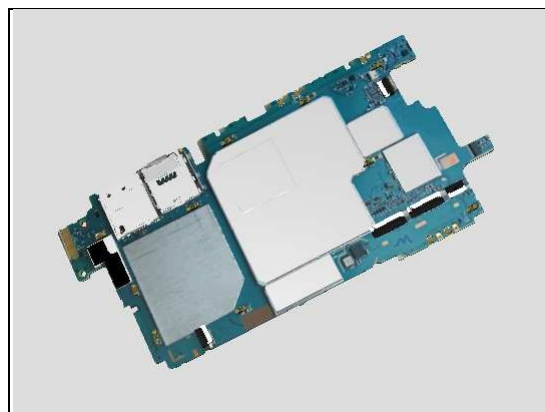
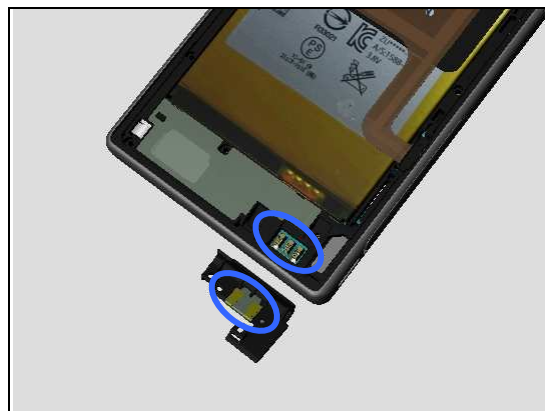
Inspect the contact pads on the Ant Main Flex Gina and the contact pins on the Main PBA.

Action:

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

2. If the contact pads are damaged – replace the Cover Rear.

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



Problem Areas

1.32 SIM

1.32.1 SIM not detected

Check:

Inspect the external port of the SIM card holder.

Action:

If dirty or clogged – clean the external port.

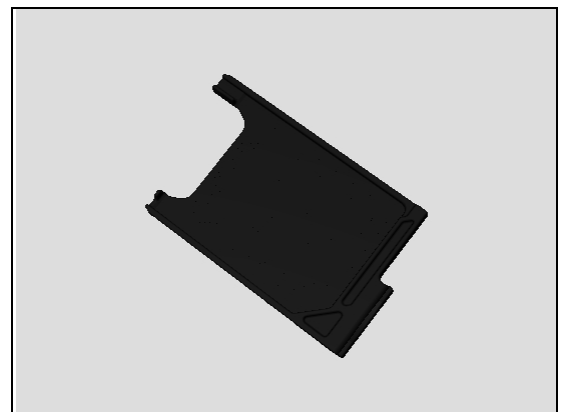


Check:

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

Action:

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

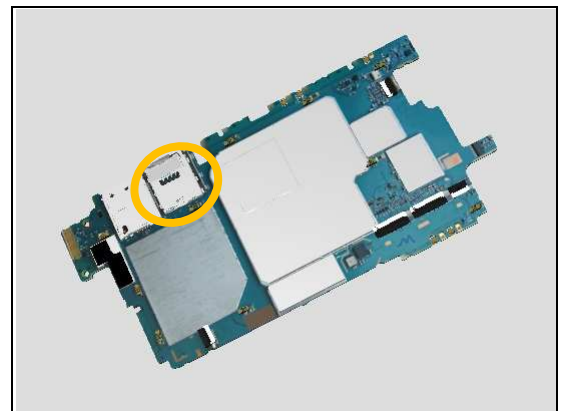


Check:

Inspect the SIM card holder on Main PBA.

Action:

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



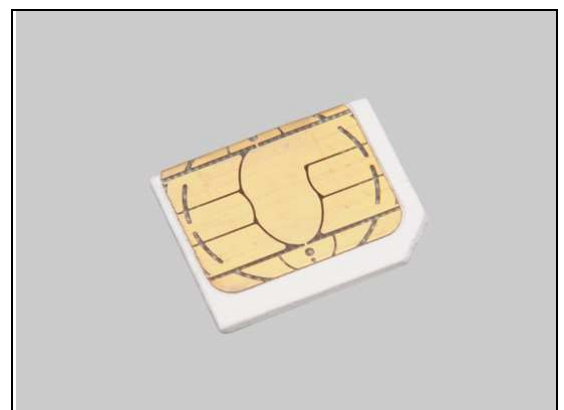
1.32.2 Incorrect Nano SIM indicated

Check:

Check 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

1.33 Charging

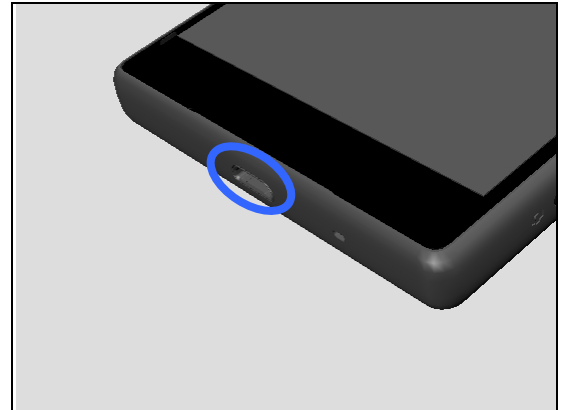
1.33.1 Battery will not charge by USB connector

Check:

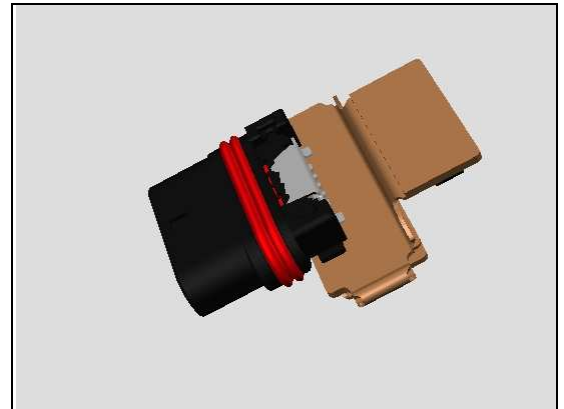
Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.



2. If USB connector damaged – replace FPC Assembly USB.



Check:

Inspect the BtB connector of FPC Assembly USB to Main PBA.

Action:

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

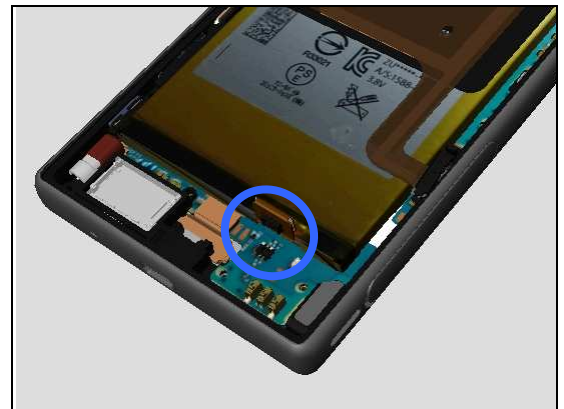


Check:

Inspect the BtB connector of the Battery 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

1.34 Audio Jack test

1.34.1 Connection to headset fails

Check:

Inspect the external port of the Audio Jack.

Action:

1. If dirty or oxidized – clean it.

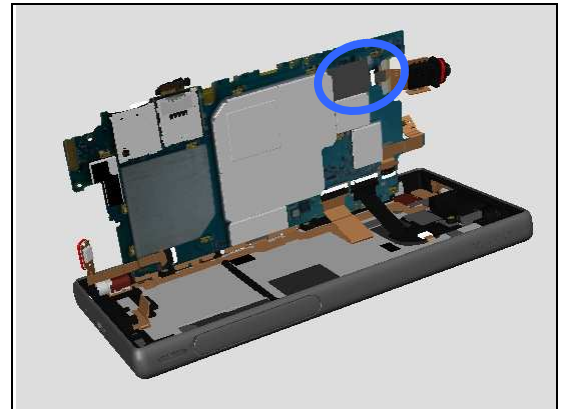


Check:

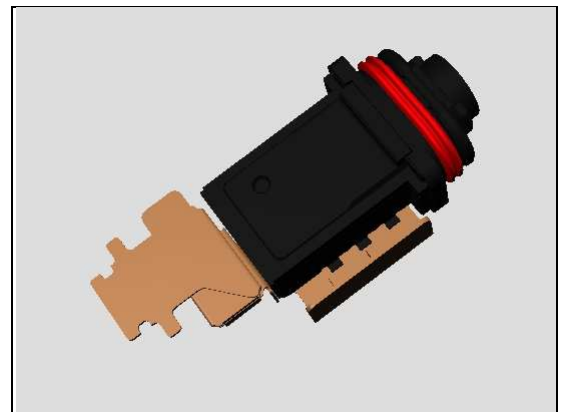
Inspect the BtB connector of FPC Assembly JK to Main PBA.

Action:

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



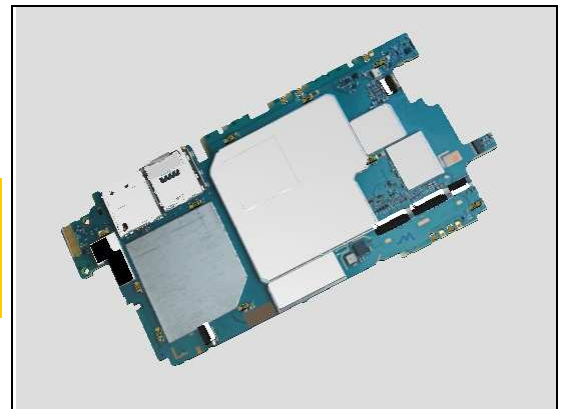
3. If the BtB connector or FPC Assembly JK is damaged – replace the FPC Assembly JK.



4. Replace Main PBA.

Noise Cancelling Calibration must be performed after reassembly!

For Calibration, refer to Sony Mobile Repair Application 1289-2983!



Problem Areas

1.35 Data Communication

1.35.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.

2. If USB connector damaged – replace FPC Assembly USB.

Check:

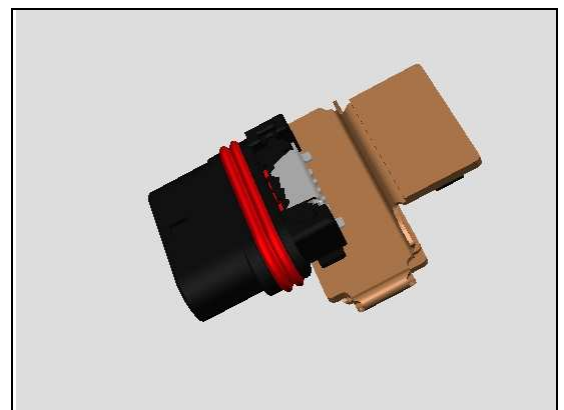
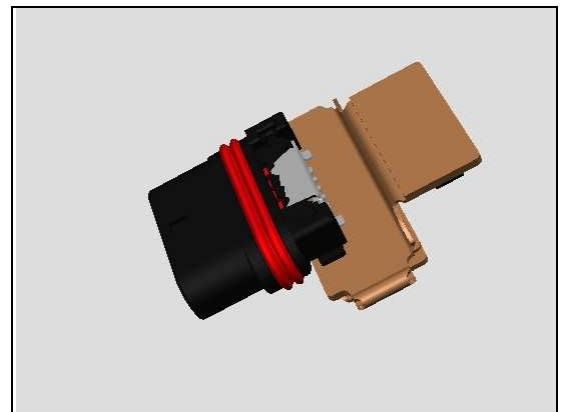
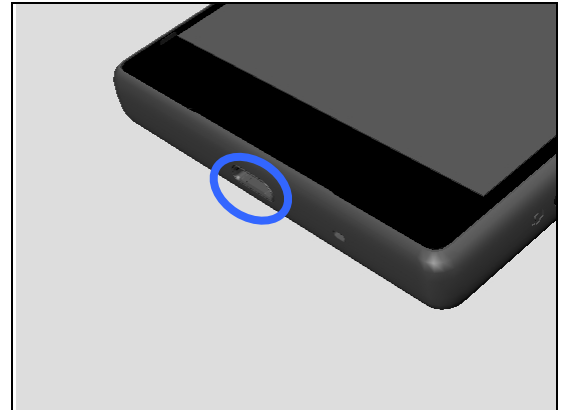
Inspect the BtB connector of FPC Assembly USB to Main PBA.

Action:

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

3. If USB connector damaged – replace FPC Assembly USB.

4. Replace the Main PBA.



2 Revision History

Rev.	Date	Changes / Comments
1	2015-Sep-07	Release