

Troubleshooting Guide

- mechanical -



Xperia S

LT26i, LT26ii, SO-02D

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1 Problem Areas

1.1 Power

1.1.1 Will not power on or will switch off randomly

Check:

Check whether the phone vibrates and the Keyboard illuminates after the Key On/Off is depressed.

Action:

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

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

Follow test instruction (Charging via USB), Diagnostic Battery / Charging status.



Check:

Inspect the contact pads on the Battery.

Action:

1. If dirty or oxidized – clean the pads.
2. If damaged – replace the Battery.

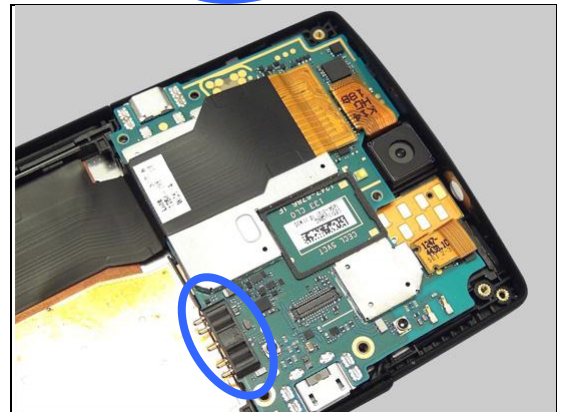


Check:

Inspect the Battery Contact pins on the main PBA.

Action:

1. If dirty or oxidized – clean the contact pins.
2. If adhesive is detected on the contact pins, use an eraser to gently rub off the adhesive.
3. If damaged – replace board.
4. Check current draw in off mode by using "Dummy Battery" (max 1 mA)
5. Replace Board



Check:

Inspect the Key On/Off.

Action:

1. Refer to section 1.2.4 'Key On/Off'.
2. Replace board.



Problem Areas

1.2 Keys

1.2.1 Menu, Home and Back Keys

Check:

Inspect the menu, home and back keys on the Cover Front.

Action:

1. Refer to the section 1.3 'Touch Screen'.
2. Replace board.



1.2.2 Key Camera

Check:

Inspect the Key Camera on the Cover Front Assy.



Action:

If the Key Camera is damaged – replace it.

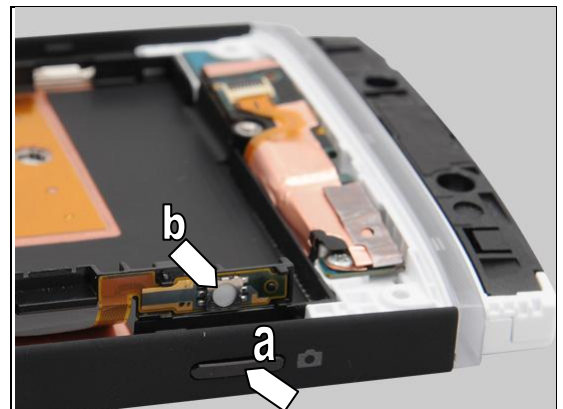


Check:

Inspect the Key Camera push switch on the Main FPC.

Action:

If (a) or (b) is dirty or clogged – clean it.



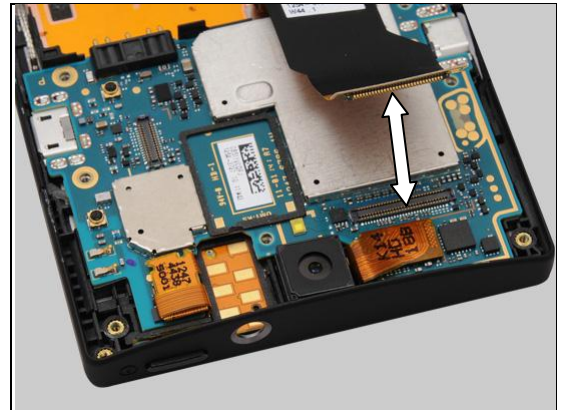
Problem Areas: Keys

Check:

Check the BtB connector of the FPC Main Assy to the Main PBA.

Action:

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

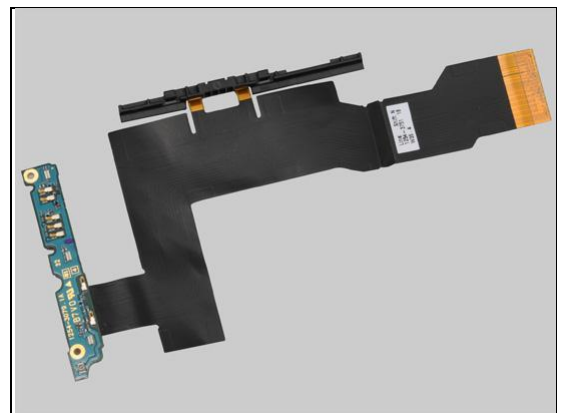


Check:

Inspect the FPC Main Assy.

Action:

1. If the FPC Main Assy or its BtB connector is damaged – replace the Main FPC.
2. Replace board.



1.2.3 Key Volume

Check:

Inspect the Key Volume on the Cover Front Assy.



Action:

If the Key Volume is damaged – replace it.



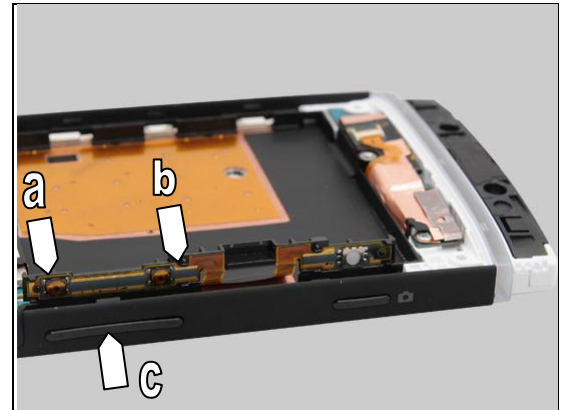
Problem Areas: Keys

Check:

Inspect the key volume push switch on the FPC Main Assy.

Action:

If (a) or (b) or (c) is dirty or clogged – clean it.

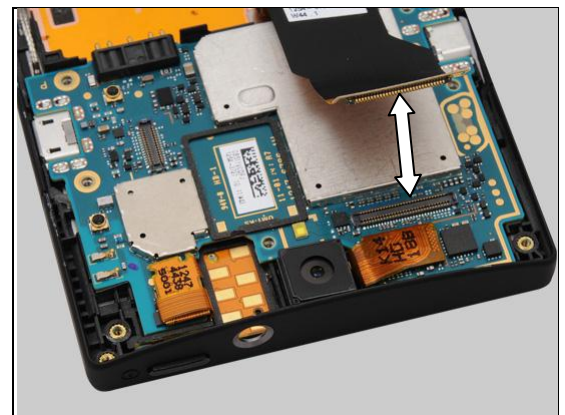


Check:

Check the BtB connector of the FPC Main Assy to the Main PBA.

Action:

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

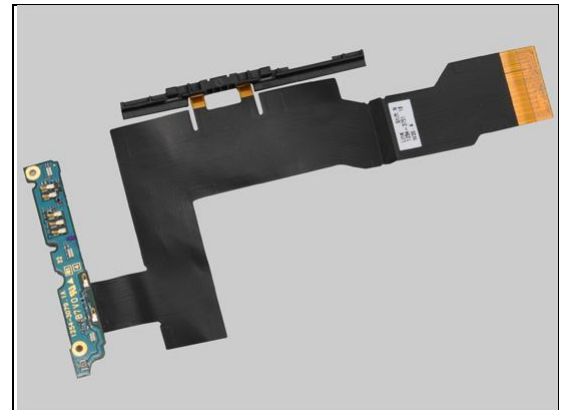


Check:

Inspect the FPC Main Assy.

Action:

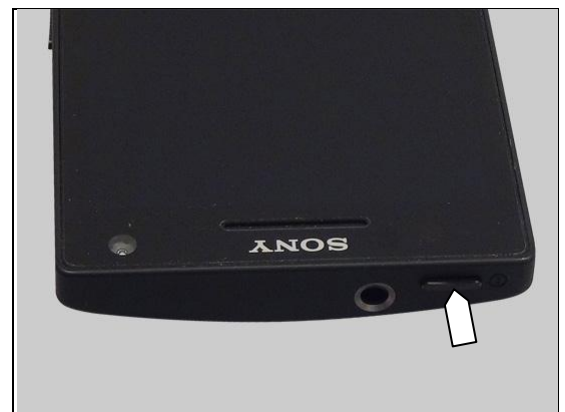
1. If the FPC Main Assy or its BtB connector is damaged – replace the FPC Main Assy.
2. Replace board.



1.2.4 Key On/Off

Check:

Inspect the Key On/Off on Cover Front Assy.



Problem Areas: Keys

Action:

If the Key On/Off is damaged – replace it.

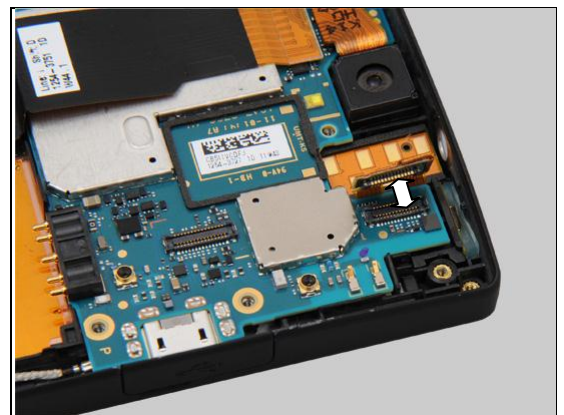


Check:

Inspect the BtB connector of the FPC Jack Assy to the main PBA.

Action:

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



Check:

Inspect the FPC Jack Assy.

Action:

1. If the FPC Jack Assy or its BtB connector is damaged – replace the FPC Jack Assy.
2. Replace board.



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

Check:

Inspect the touch screen of the Cover Front.

Action:

1. If dirty – clean it.



2. If the touch screen is damaged – replace the Cover Front Assy.

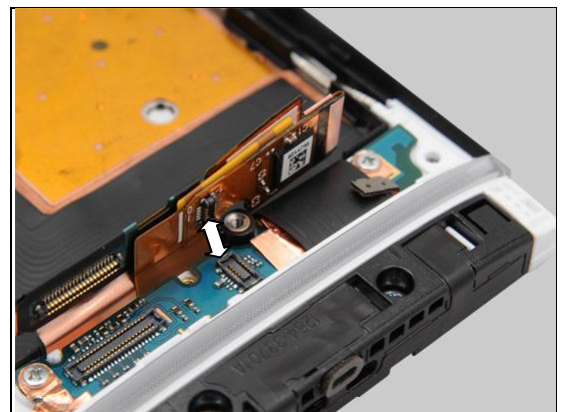


Check:

Inspect the BtB connector of the Cover Front Assy to the Main FPC.

Action:

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



Check:

Inspect the Cover Front Assy.

Action:

If the Cover Front Assy or its BtB connector is damaged – replace the Cover Front Assy.



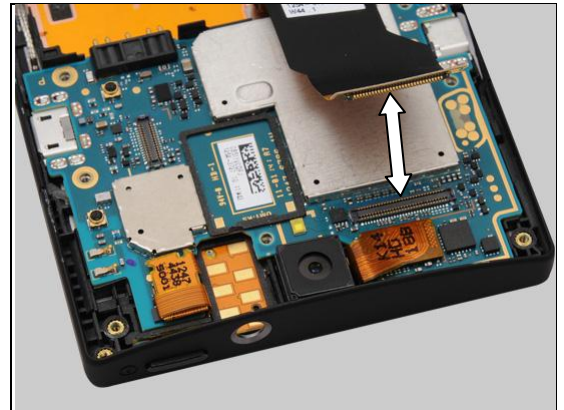
Problem Areas :Touch Screen

Check:

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

Action:

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

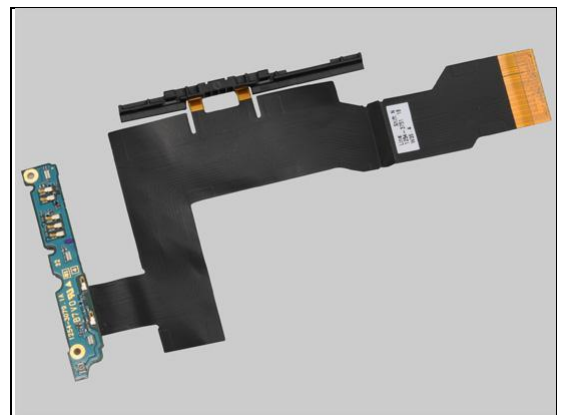


Check:

Inspect the Main FPC.

Action:

1. If the FPC Main Assy or its BtB connector is damaged – replace the Main FPC.
2. Replace board.



Problem Areas

1.4 Display

1.4.1 Graphics & Illumination

Check:

Check whether the phone vibrates after the Key On/Off has been pressed.

Action:

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

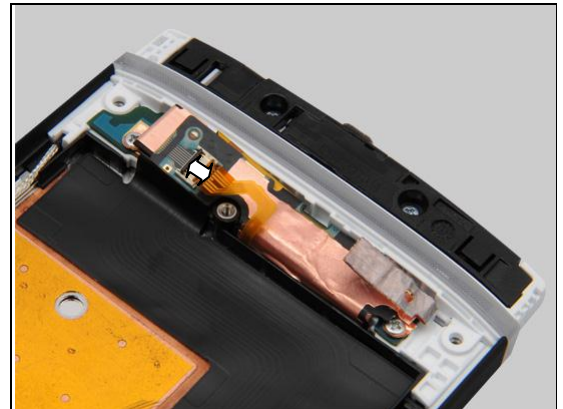


Check:

Inspect the ZIF connector of the Cover Front Assy.

Action:

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



Check:

Inspect the BtB connector of the Cover Front Assy to the Main FPC.

Action:

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



Check:

Inspect the Cover Front Assy.

Action:

If the Cover Front Assy or its BtB connector is damaged – replace the Cover Front Assy.



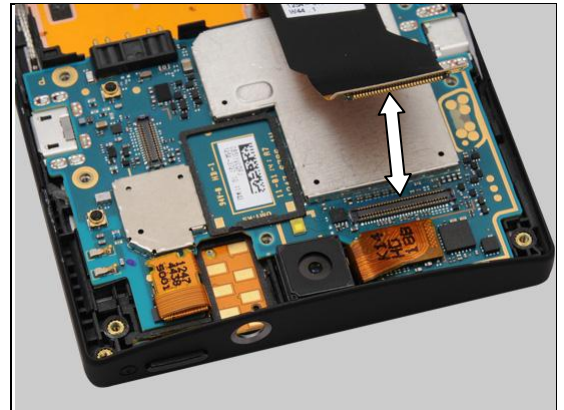
Problem Areas: Display

Check:

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

Action:

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

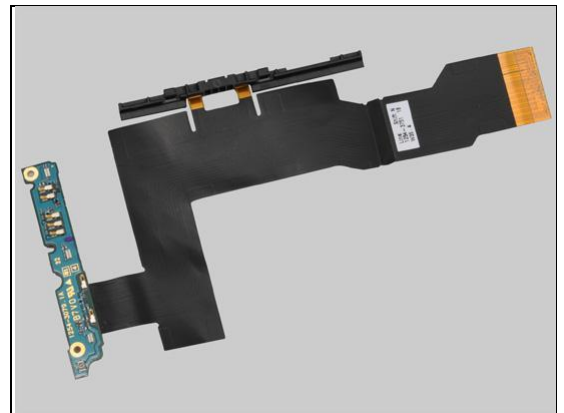


Check:

Inspect the Main FPC.

Action:

1. If the FPC Main Assy or its BtB connector is damaged – replace the Main FPC.
2. Replace board.



Problem Areas

1.5 LED/Illumination

1.5.1 LED/Illumination

Check:

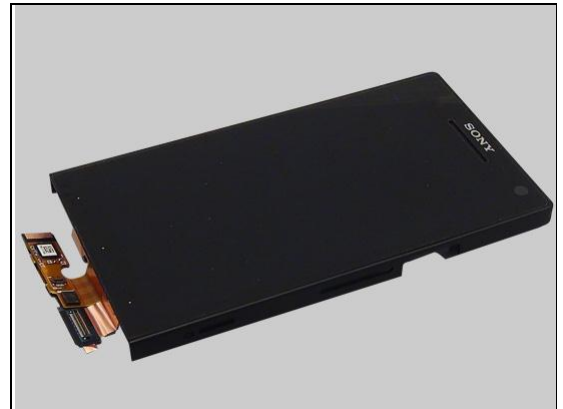
Inspect the window of LED red/green/blue on the Cover Front Assy.

Action:

1. If dirty – clean it.



2. If the window is damaged – replace the Cover Front Assy.

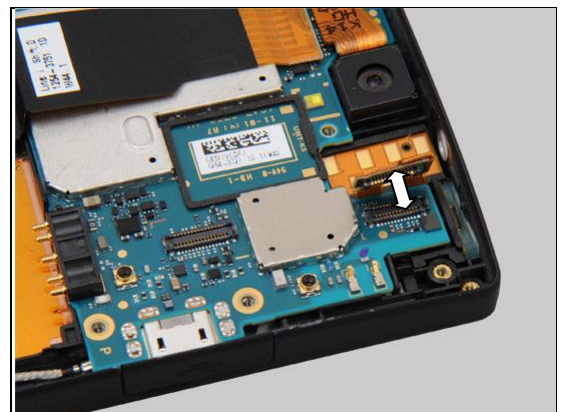


Check:

Inspect the BtB connector of the FPC Jack Assy to the main PBA.

Action:

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

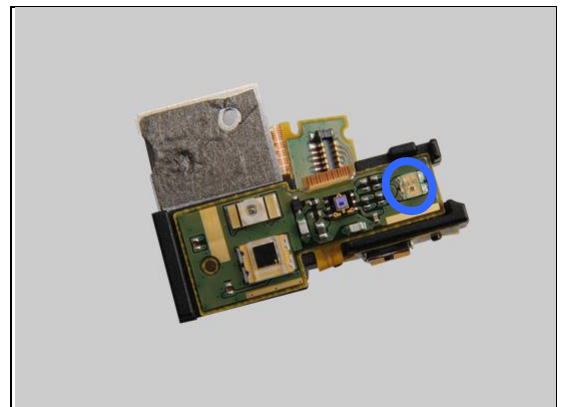


Check:

Inspect the Illumination LED on the FPC Jack Assy.

Action:

If dirty – clean it.



Problem Areas: Illumination

Check:

Inspect the FPC Jack Assy.

Action:

1. If the FPC Jack Assy or its BtB connector is damaged – replace the FPC Jack Assy.
2. Replace board.



1.5.2 Key Illumination

Check:

Inspect the Illumination window on the Cover Front Assy.

Action:

1. If dirty – clean it.



2. If the window is damaged – replace the Cover Front Assy.

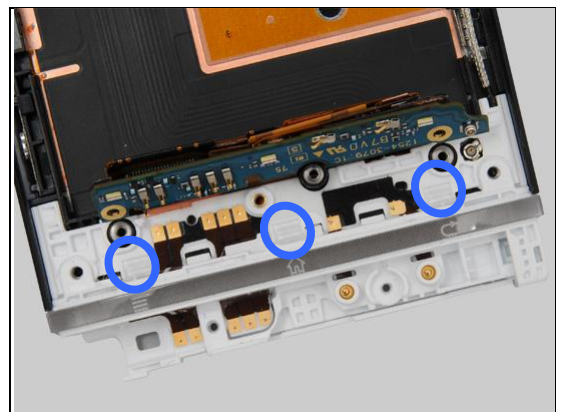


Check:

Inspect the LED window on Cover Transparent Assy.

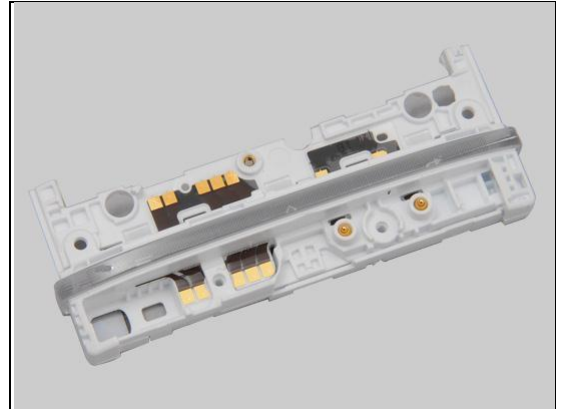
Action:

1. If dirty – clean it.



Problem Areas: Illumination

2. If the window is damaged – replace the Cover Transparent Assy.

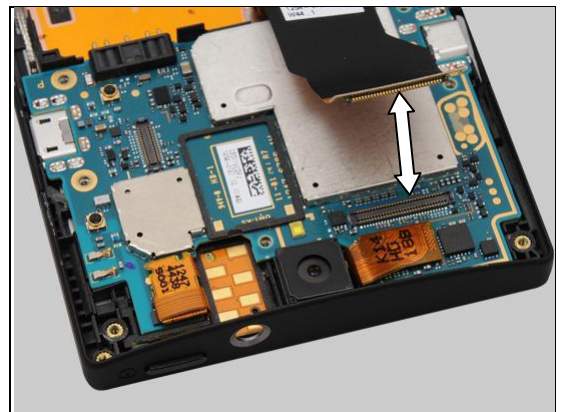


Check:

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

Action:

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

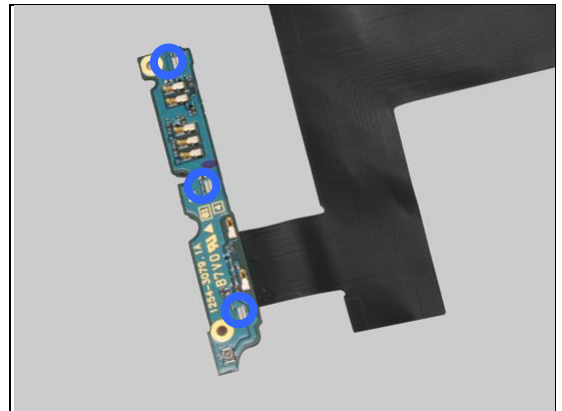


Check:

Inspect the Illumination LED on the Main FPC.

Action:

1. If dirty – clean it.

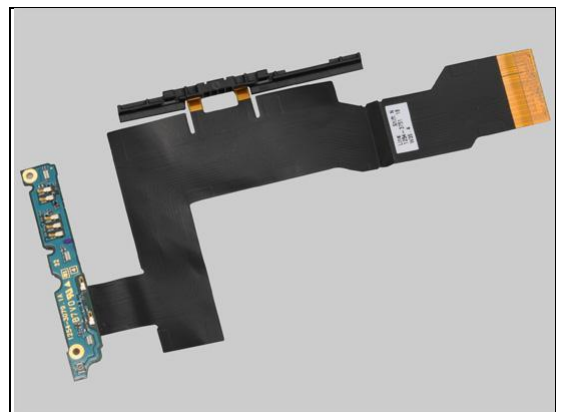


Check:

Inspect the Main FPC.

Action:

1. If the FPC Main Assy or its BtB connector is damaged – replace the Main FPC.
2. Replace board.



Problem Areas

1.6 Speaker

1.6.1 Loudspeaker

Check:

Inspect the Loudspeaker's external port on the Cover Rear Assy.

Action:

1. If clogged – clean the speaker port or replace the Cover Rear Assy.

2. If the Cover Rear Assy is damaged – replace the Cover Rear Assy.



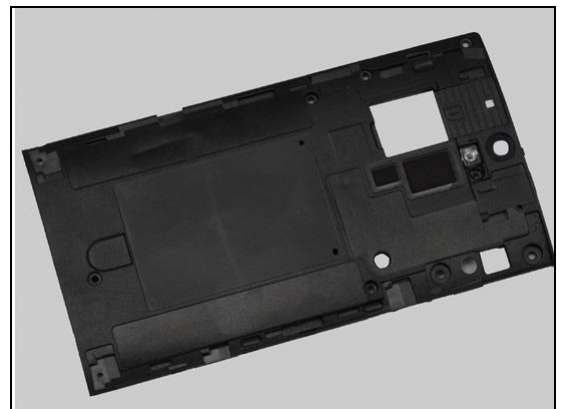
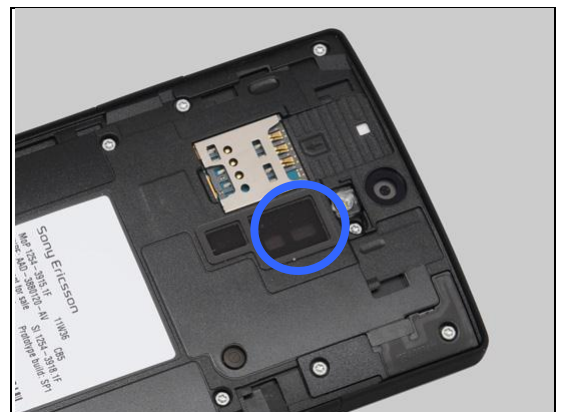
Check:

Inspect the Loudspeaker's mesh on the Rear Frame Assy.

Action:

1. If clogged – clean the speaker mesh.

2. If the mesh is damaged – replace the Rear Frame Assy.



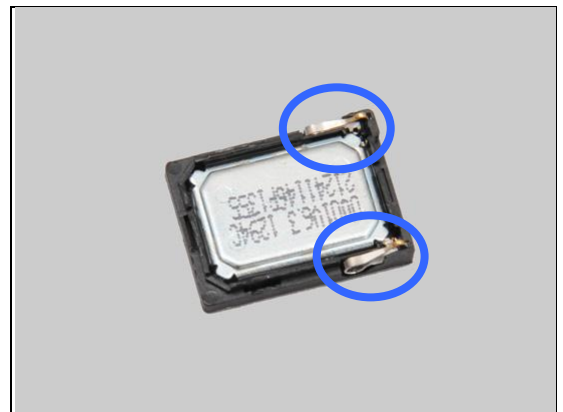
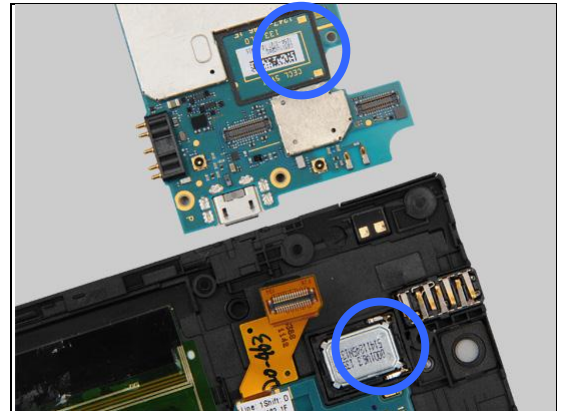
Problem Areas: Speaker

Check:

Inspect the Loudspeaker's pins on the Rear Frame Assy and the pads on the Main PBA.

Action:

1. If dirty – clean them.
2. If the Loudspeaker is damaged – replace the Loudspeaker.
3. Replace board.



Problem Areas

1.7 Earphone

1.7.1 Earphone

Check:

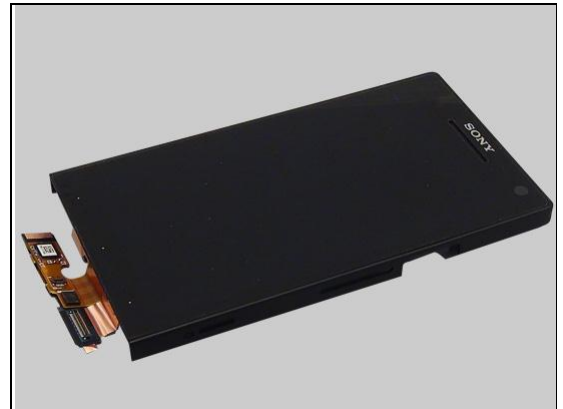
Inspect the Ear Speaker's external port.

Action:

1. If clogged – clean it.



2. If the Net Receiver on the Cover Front Assy is damaged – replace the Cover Front Assy.

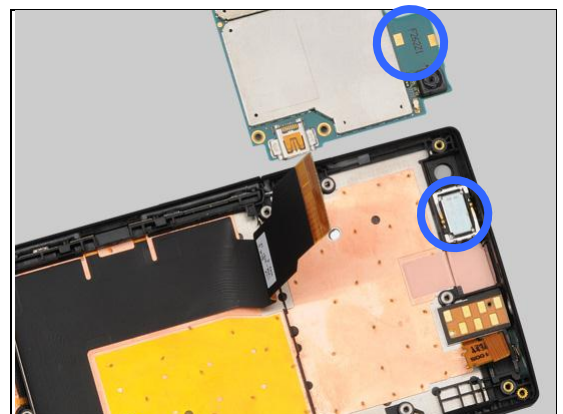


Check:

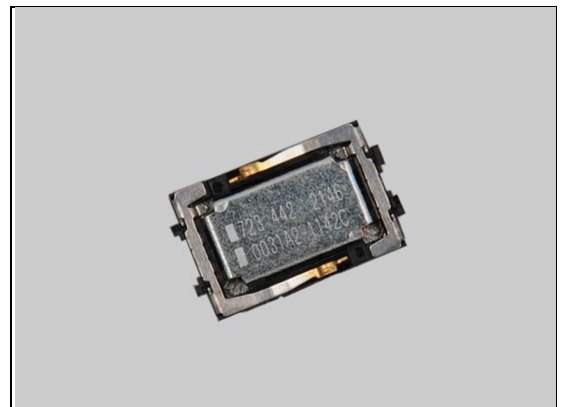
Inspect the Ear Speaker pins and the pads on the Main PBA.

Action:

1. If dirty – clean them.



2. If the Ear Speaker is damaged – replace the Ear Speaker.
3. Replace board



Problem Areas

1.8 Microphone

1.8.1 Microphone

Check:

Inspect the Microphone's external port on the Cover Rear Sub Assembly.

Action:

1. If clogged – clean the port.



2. If the Cover Bottom is damaged – replace the Cover Bottom.



Check:

Inspect the Microphone's mesh on the Main Antenna.

Action:

1. If clogged – clean the Microphone mesh.



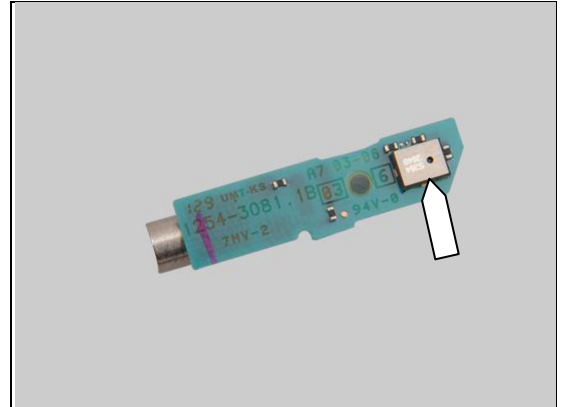
2. If the mesh is damaged – replace the Main Antenna.



Problem Areas: Microphone

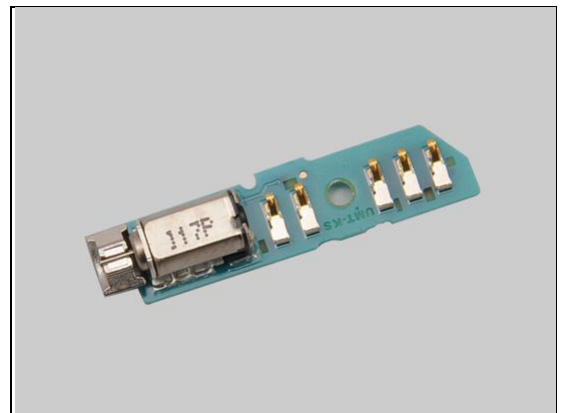
Check:

Inspect the Mic on the PBA Bottom.



Action:

If the Mic is damaged – replace the PBA Bottom.

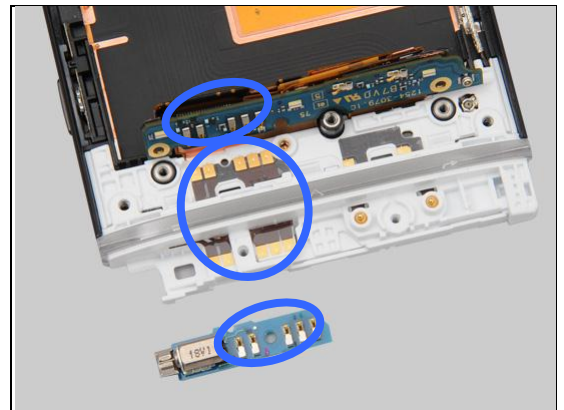


Check:

Inspect five pins on the PBA Bottom and five pins on the FPC Main Assy and the ten pads on the Cover Transparent Assy.

Action:

If dirty – clean them.



Check:

Inspect the PBA Bottom five pins.

Action:

If the PBA bottom five pins are damaged – replace the PBA bottom.



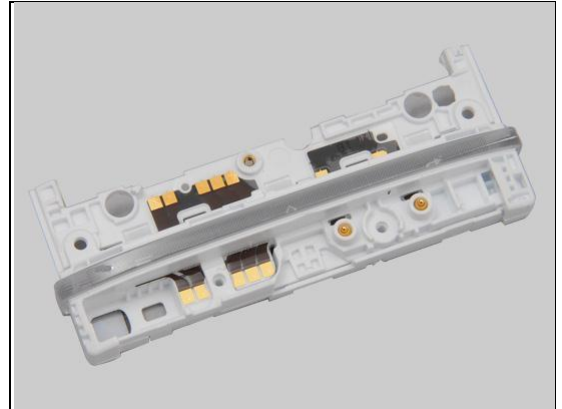
Problem Areas: Microphone

Check:

Inspect the Cover Transparent Assy.

Action:

If the Cover Transparent Assy pads are damaged – replace the Cover Transparent Assy.

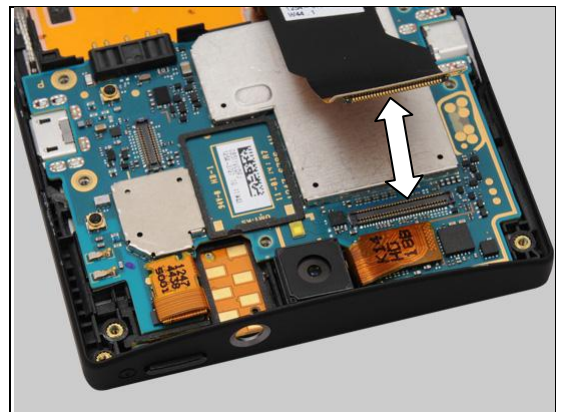


Check:

Check the BtB connector of the FPC Main Assy to the Main PBA.

Action:

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

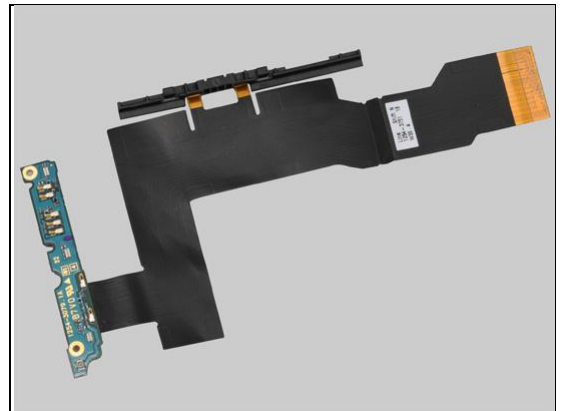


Check:

Inspect the Main FPC.

Action:

1. If the FPC Main Assy or its BtB connector is damaged – replace the Main FPC.
2. Replace board.



Problem Areas: Microphone

1.8.2 Secondary Microphone

Check:

Inspect the Microphone's external port on the Cover Rear Assy.

Action:

1. If clogged – clean the port.



2. If the Cover Rear Assy is damaged – replace the Cover Rear Assy.



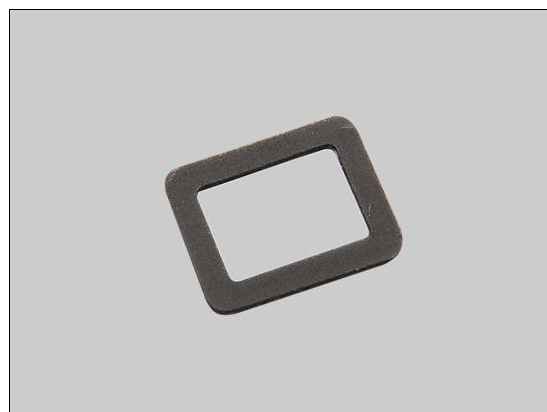
Check:

Inspect the Cushion of Speaker on the Rear Frame Assy.



Action:

If the Cushion of Speaker is damaged – replace it.



Problem Areas: Secondary Microphone

Check:

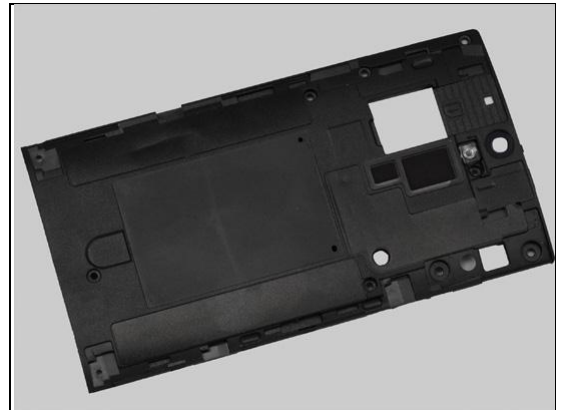
Inspect the Microphone's mesh port on the Rear Frame Assy.

Action:

1. If clogged – clean the port.



2. If the Microphone's mesh port is damaged – replace the Rear Frame Assy.



Check:

Inspect the BtB connector of PBA NFC to the main PBA.

Action:

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

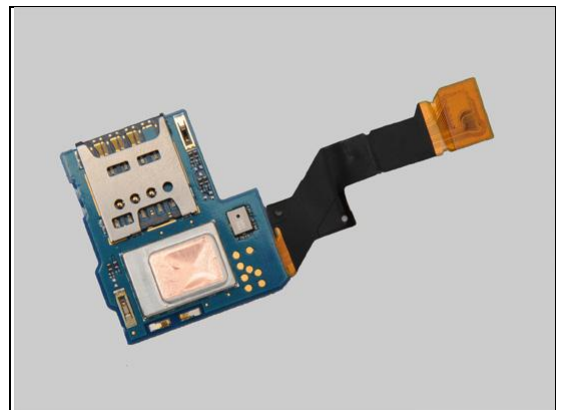


Check:

Inspect the PBA NFC.

Action:

1. If the PBA NFC or its BtB connector is damaged – replace the PBA NFC.
2. Replace board.



Problem Areas: Vibrator

1.9 Vibrator

1.9.1 Vibrator not generating alerts

Check:

Inspect the vibrator and five pins on the PBA Bottom.

Action:

If the vibrator and five pins are damaged – replace the PBA Bottom.



Check:

Inspect the Carrier Vibrator.

Action:

1. If the Carrier Vibrator is not properly mounted – remounted it.



2. If the Carrier Vibrator is damaged – replace it.

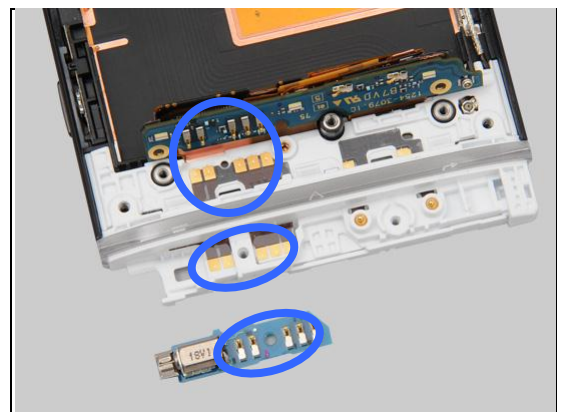


Check:

Inspect the FPC Main Assy five pins and the ten pads on the Cover Transparent Assy.

Action:

If dirty – clean them.



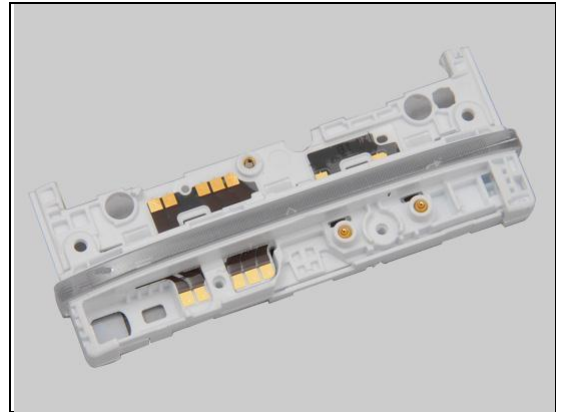
Problem Areas: Vibrator

Check:

Inspect the Cover Transparent Assy.

Action:

If the Cover Transparent Assy pads are damaged – replace the Cover Transparent Assy.

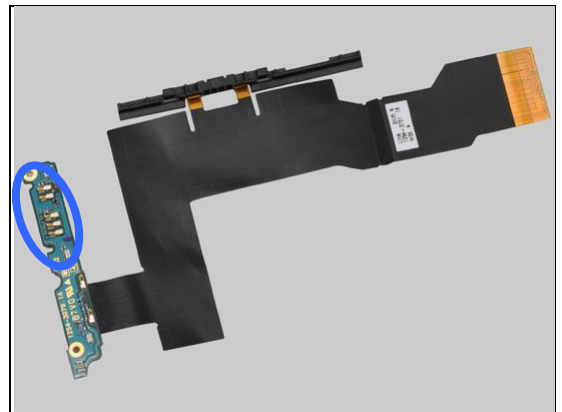


Check:

Inspect the FPC Main Assy pins.

Action:

If the FPC Main Assy pins are damaged – replace the Main FPC.

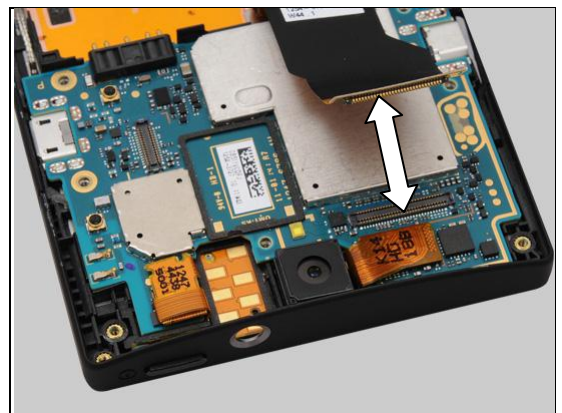


Check:

Check the BtB connector of the FPC Main Assy to the Main PBA.

Action:

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

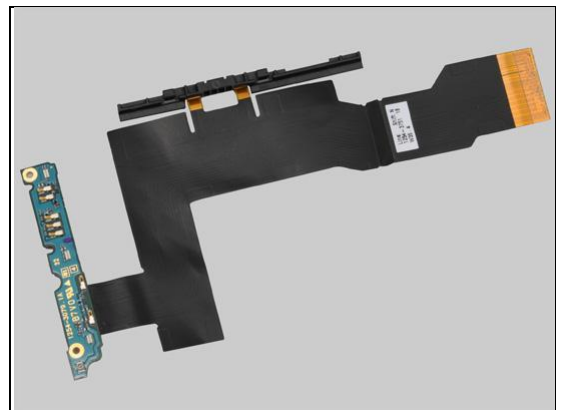


Check:

Inspect the Main FPC.

Action:

1. If the FPC Main Assy or its BtB connector is damaged – replace the Main FPC.
2. Replace board.



Problem Areas

1.10 Camera

1.10.1 Camera defects

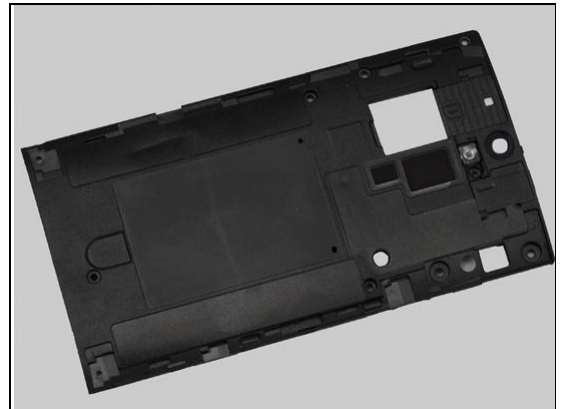
Check:

Inspect the Camera Window on the Rear Frame Assy.

Action:

1. If dirty – clean the window.

2. If scratched or damaged – replace the Rear Frame Assy.

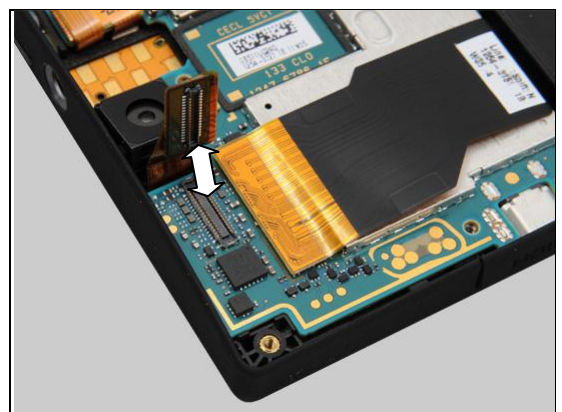


Check:

Inspect the BtB connector of the FICTIVE Camera 13.1 M to the main PBA.

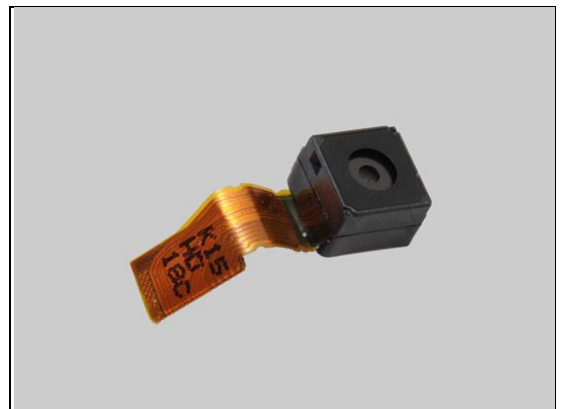
Action:

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



Action:

1. If damaged – replace the FICTIVE Camera 13.1 M.
2. Replace board.



Problem Areas

1.10.2 Secondary Camera

Check:

Inspect the Camera Window on Cover Front Assy.

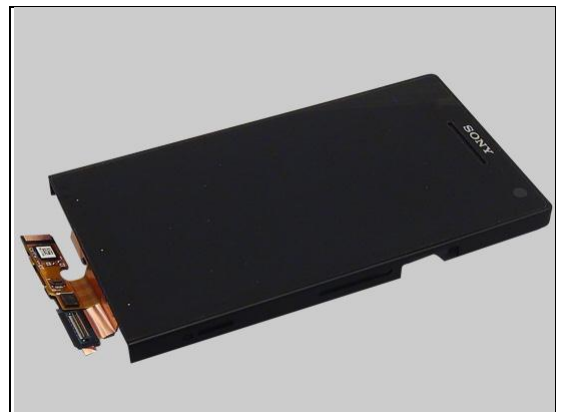
Action:

1. If dirty or clogged – clean the window.



Action:

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



Problem Areas

1.11 Flash LED

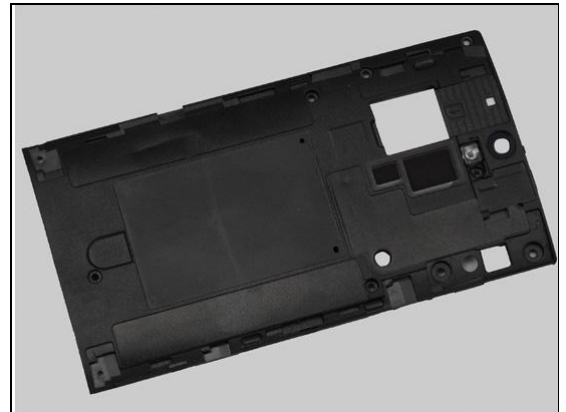
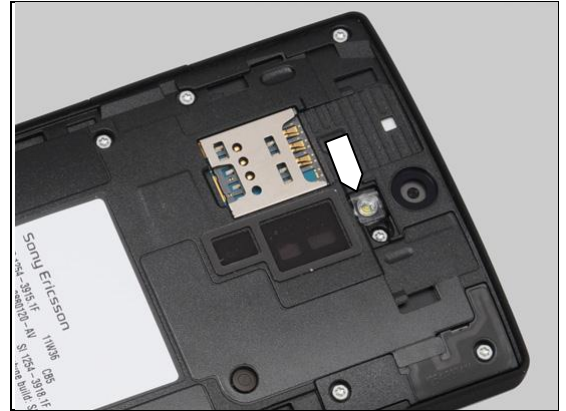
1.11.1 Flash LED not flashing

Check:

Inspect the flash lens window on the Rear Frame Assy.

Action:

1. If scratched or damaged – replace the Rear Frame Assy.
2. Replace board.



Problem Areas

1.12 Bluetooth and W-LAN malfunctions

1.12.1 Bluetooth and W-LAN malfunctions

Check:

Inspect the WLAN and Bluetooth antenna on the Rear Frame Assy.

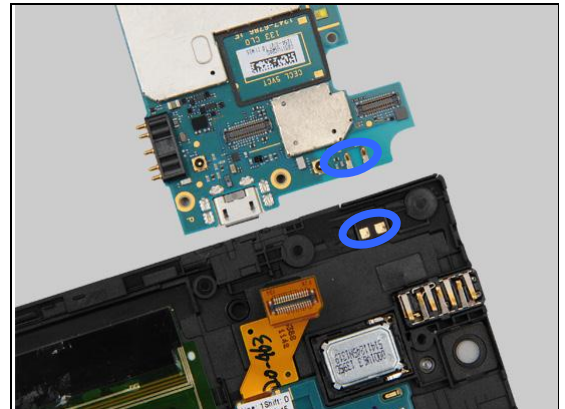


Check:

Inspect the WLAN and Bluetooth antenna contact pads on the Ant GPS and the contact pins on the Main PBA.

Action:

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



2. If the pads are damaged – replace the Ant GPS.

3. Replace board.



Problem Areas

1.13 NFC

1.13.1 NFC malfunctions

Check:

Inspect the BtB connector of PBA NFC to the main PBA.

Action:

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

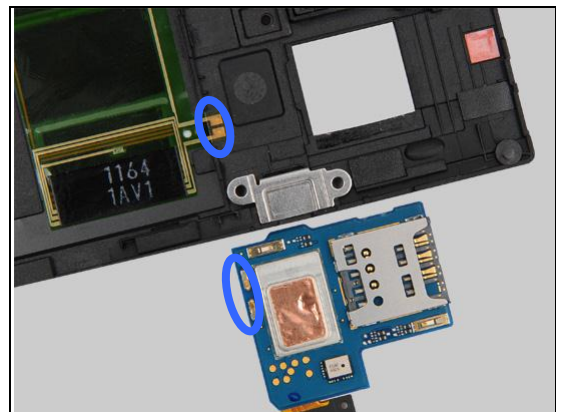


Check:

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

Action:

If dirty or oxidized – clean the pads and pins.

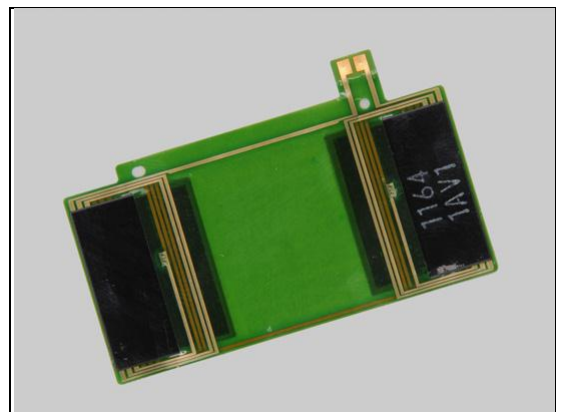


Check:

Inspect the NFC Antenna.

Action:

If the NFC Antenna is damaged – replace the NFC Antenna.

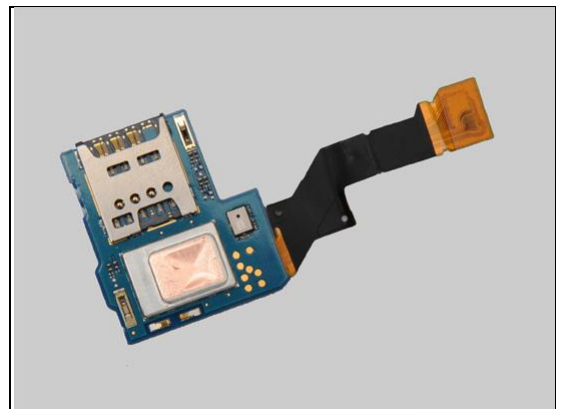


Check:

Inspect the PBA NFC.

Action:

1. If the PBA NFC or its BtB connector is damaged – replace the PBA NFC.
2. Replace board.



Problem Areas

1.14 GPS

1.14.1 GPS malfunctions

Check:

Inspect the Antenna GPS on the Rear Frame Assy.

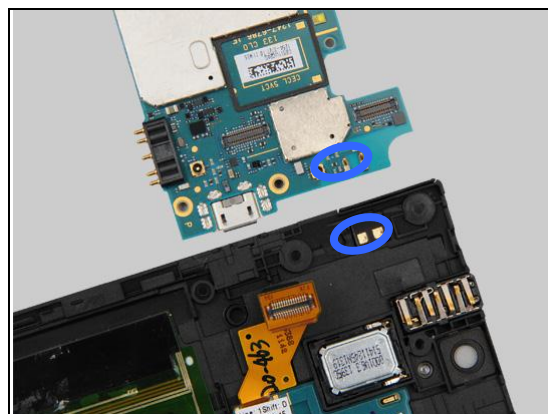


Check:

Inspect the GPS antenna contact pads on Ant GPS and the contact pins on the Main PBA.

Action:

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



2. If the pads are damaged – replace the Ant GPS.

3. Replace board.



Problem Areas

1.15 Compass

1.15.1 Compass fails

Replace board.

Problem Areas

1.16 Accelerometer

1.16.1 Accelerometer test fails

Replace board.

Problem Areas

1.17 Gyroscope

1.17.1 Gyroscope test fails

Replace board.

Problem Areas

1.18 Ambient Light Sensor

1.18.1 Light Sensor malfunctions

Check:

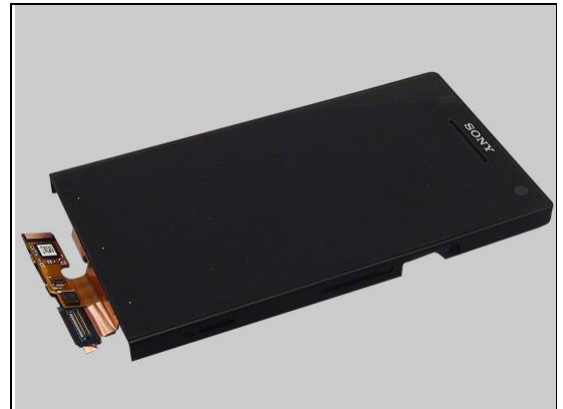
Inspect the Light Sensor window on the Cover Front Assy.

Action:

1. If clogged – clean it.



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



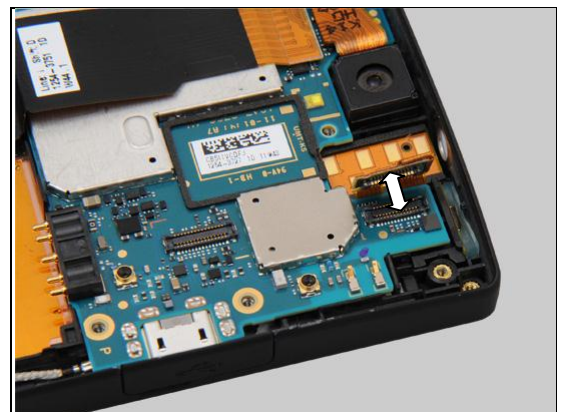
Check:

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

Action:

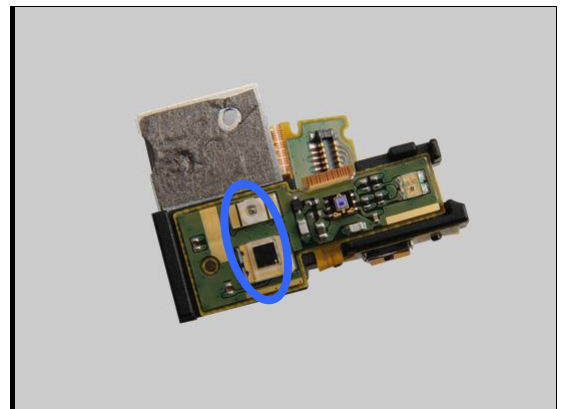
1. If not properly connected – disconnect and reconnect.

2. If dirty or oxidized – clean both side of the BtB connector.



Check:

Inspect the Light Sensor on the FPC Jack Assy.



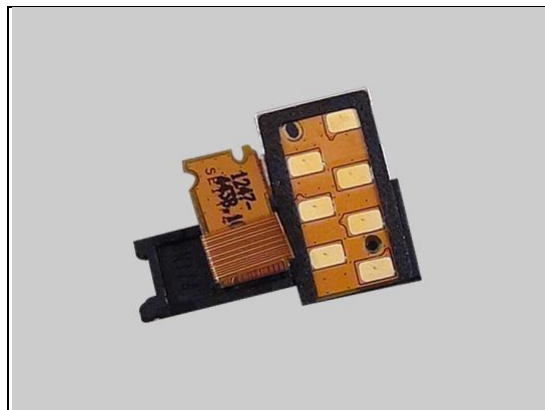
Problem Areas: Sensors

Check:

Inspect the FPC Jack Assy.

Action:

1. If the FPC Jack Assy or its BtB connector is damaged – replace the FPC Jack Assy.
2. Replace board.



Problem Areas

1.19 Proximity switch

1.19.1 Proximity switch malfunctions

Check:

Inspect the Proximity switch window on the Cover Front Assy.

Action:

1. If clogged – clean it.

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



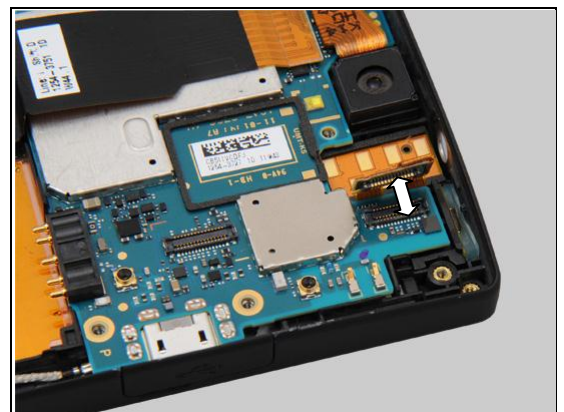
Check:

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

Action:

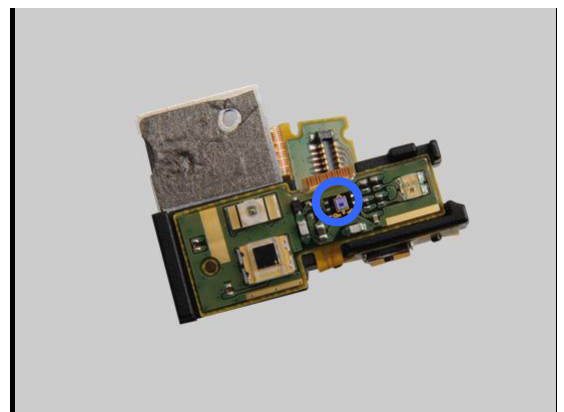
1. If not properly connected – disconnect and reconnect.

2. If dirty or oxidized – clean both side of the BtB connector.



Check:

Inspect the Proximity switch on the FPC Jack Assy.



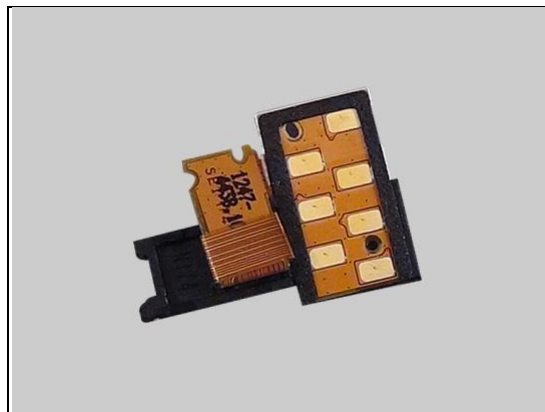
Problem Areas

Check:

Inspect the FPC Jack Assy.

Action:

1. If the FPC Jack Assy or its BtB connector is damaged – replace the FPC Jack Assy.
2. Replace board.



Problem Areas

1.20 Pressure Sensor

1.20.1 Pressure Sensor test failed

Action:

N/A. No Pressure Sensor in the phone.

Problem Areas

1.21 Water Proof

1.21.1 Water Proof test failed

Action:

N/A. No Water Proof in the phone.

Problem Areas

1.22 Real time clock

1.22.1 Real time clock test failed

Action:

Replace board.

Problem Areas

1.23 Total call time

1.23.1 Total call time failed

Action:

Replace board.

Problem Areas

1.24 External Memory

1.24.1 External Memory test failed

Action:

N/A. No External Memory in the phone.

Problem Areas

1.25 Security

1.25.1 Security failed

Action:

Replace board.

Problem Areas

1.26 FM Radio

1.26.1 No/Poor FM Radio reception

Check:

Inspect the audio jack.

Action:

If dirty or oxidized – clean the connector.

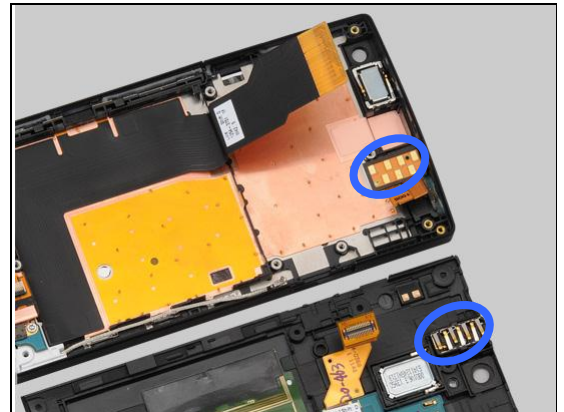


Check:

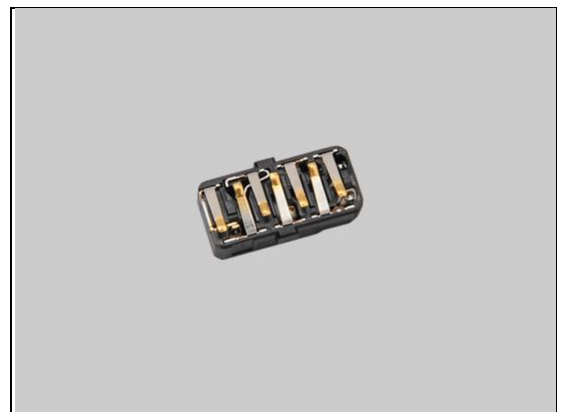
Inspect the contact pins on the Audio Jack and the contact pads on the FPC Jack Assy.

Action:

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



2. If the pins are damaged – replace the Audio Jack.



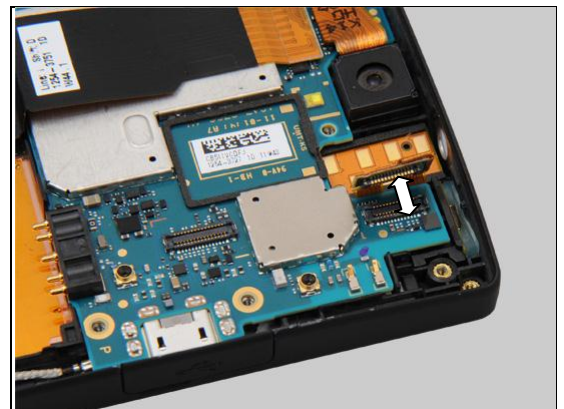
Check:

Inspect the BtB connector of the FPC Jack Assy to the main PBA.

Action:

1. If not properly connected – disconnect and reconnect.

2. If dirty or oxidized – clean both sides of the BtB connector.



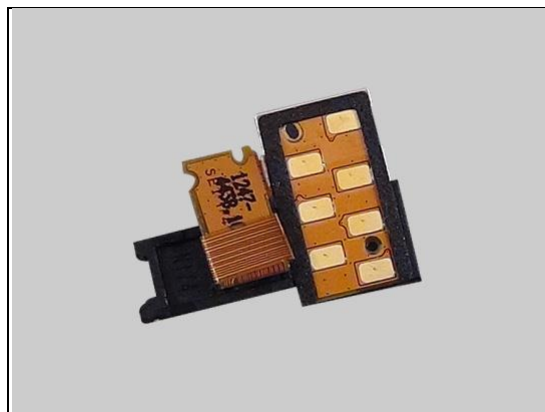
Problem Areas: FM Radio

Check:

Inspect the FPC Jack Assy.

Action:

1. If the FPC Jack Assy or its BtB connector is damaged – replace the FPC Jack Assy.
2. Replace board.



Problem Areas

1.27 Battery Health test

1.27.1 Battery Health test fails

Check:

Inspect the Battery.

Action:

If the Battery is damaged or in bad health status – replace it.



Problem Areas

1.28 HDMI Test

1.28.1 HDMI test fails

Check:

Inspect the HDMI connector.

Action:

Replace board.



Problem Areas

1.29 Network & Signal

1.29.1 No/Poor signal

Check:

Inspect the Main Antenna.

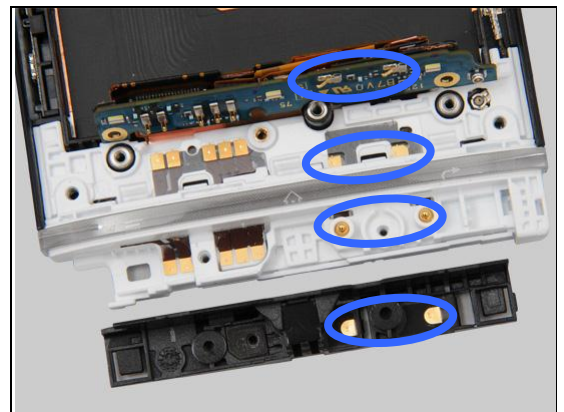


Check:

Inspect the Main Antenna contact pads and contact pins and pads on the Cover Transparent Assy and contact pins on the main FPC.

Action:

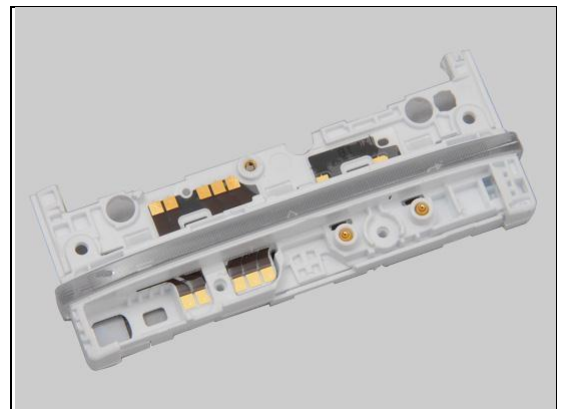
1. If dirty or oxidized – clean the pads and pins.



2. If the pads on Main Antenna are damaged – replace the Main Antenna.

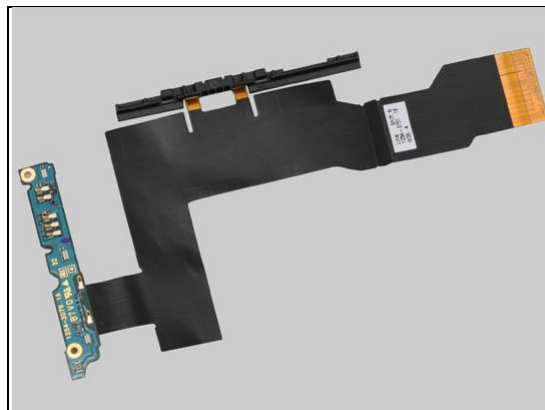


3. If the pins and pads on the Cover Transparent Assy are damaged – replace the Cover Transparent Assy.



Problem Areas

4. If the pins on the FPC Main Assy are damaged – replace the Main FPC.

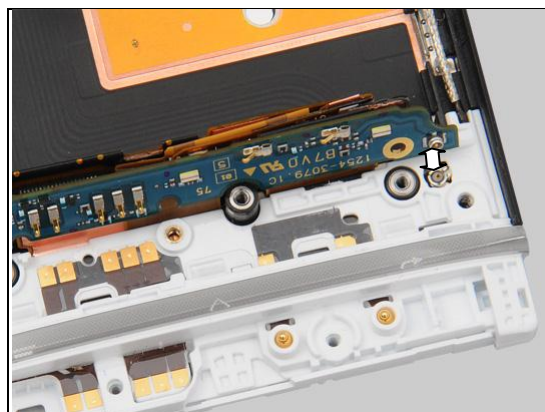


Check:

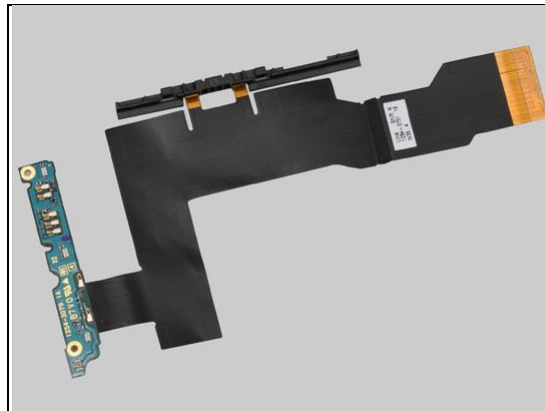
Inspect the connector on the FPC Main Assy to RF Cable.

Action:

1. If not properly connected to the Antenna – disconnect and reconnect it.



2. If damaged – replace the Main FPC.

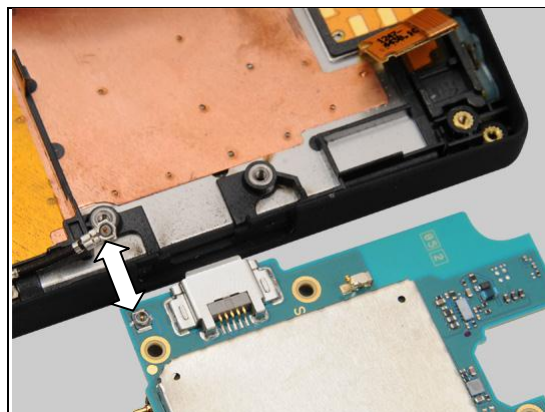


Check:

Inspect the connector RF Cable to the Main PBA.

Action:

1. If not properly connected to the Main PBA – disconnect and reconnect it.



Problem Areas: Network & Signal

2. If damaged – replace the RF Cable.
3. Replace board.



Problem Areas

1.30 SIM

1.30.1 SIM not detected

Check the SIM holder.



Check:

Inspect the BtB connector of PBA NFC to the main PBA.

Action:

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

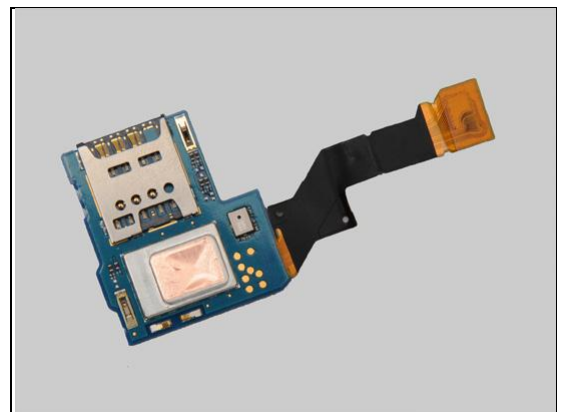


Check:

Inspect the PBA NFC.

Action:

1. If the SIM connector on the PBA NFC or its BtB connector is damaged – replace the PBA NFC.
2. Replace board.



1.30.2 Incorrect SIM indicated

Check:

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

Action:

1. Use a proper operator SIM or test SIM.
2. Replace board.



Problem Areas

1.31 Charging

1.31.1 Battery will not charge

Check:

Inspect the contact pads of the Battery.

Action:

1. If dirty or oxidized – clean the pads.
2. If damaged – replace the Battery.

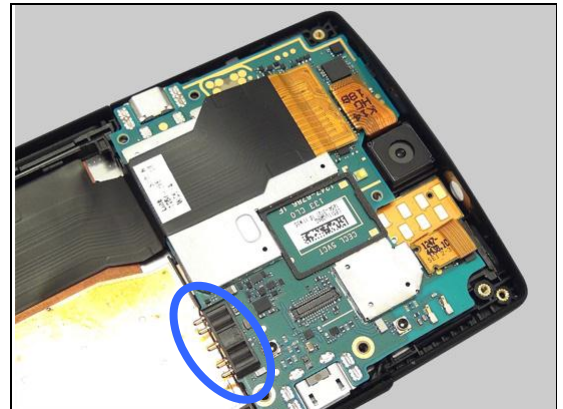


Check:

Inspect the Battery Contact pins on the main PBA.

Action:

1. If dirty or oxidized – clean the contact pins.
2. If adhesive is detected on the contact pins – use an eraser to gently rub off the adhesive.



Check:

Inspect the USB connector.

Action:

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



Problem Areas

1.32 HandsFree by Wire

1.32.1 Connection to Portable HandsFree fails

Check:

Inspect the audio jack.

Action:

If dirty or oxidized – clean the connector.

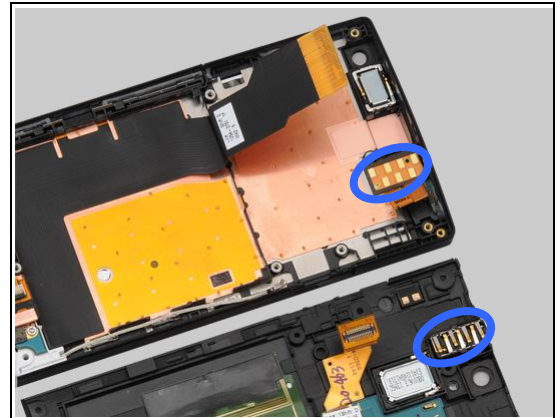


Check:

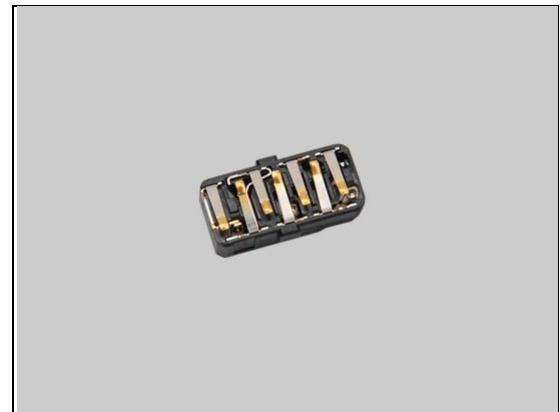
Inspect the contact pins on the Audio Jack and the contact pads on the FPC Jack Assy.

Action:

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



2. If the pins are damaged – replace the Audio Jack.



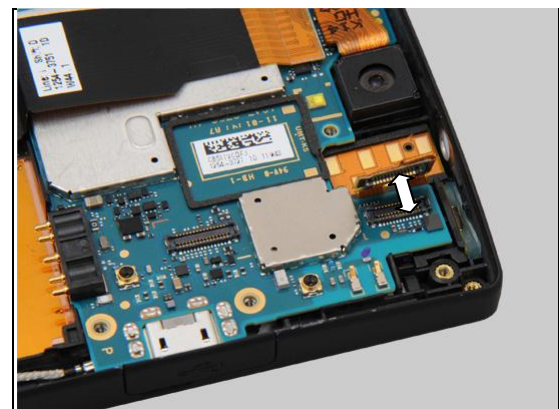
Check:

Inspect the BtB connector of the FPC Jack Assy to the main PBA.

Action:

1. If not properly connected – disconnect and reconnect.

2. If dirty or oxidized – clean both sides of the BtB connector.



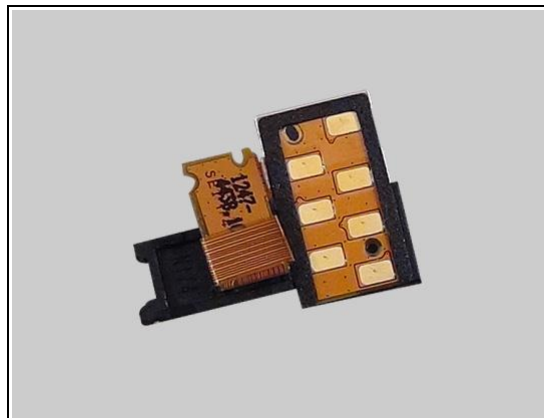
Problem Areas: HandsFree By Wire

Check:

Inspect the FPC Jack Assy.

Action:

1. If the FPC Jack Assy or its BtB connector is damaged – replace the FPC Jack Assy.
2. Replace board.



Problem Areas

1.33 Data Communication

1.33.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

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



2 Revision History

Rev.	Date	Changes / Comments
1	2012-Mar-2	Initial release
2	2012-Mar-6	Template update
3	2012-Mar-29	Update the chapter1.1
4	2012-Apr-10	Update some description
5	2012-Aug-28	LT26ii Added
6	2012-Sep-19	Add new part 1254-4618