

# Trouble Shooting Guide, Mechanical

Applicable for K800

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## 1 General

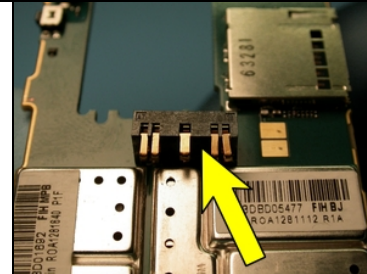
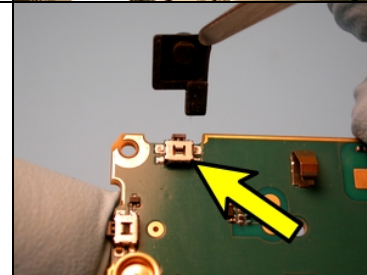
This document outlines the mechanical repairs that should be made in an attempt to fix the common failures that are seen in the field. To gain a complete understanding of how to test and repair a unit, this document should be used in conjunction with the Test Instructions, Mechanical and the Working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

**NOTE!** *A unit should always be inspected for liquid damage and flashed with latest software before using the Mechanical Trouble Shooting Guide. Refer the Mechanical Test Instructions for details regarding inspecting for liquid damage and upgrading software.*

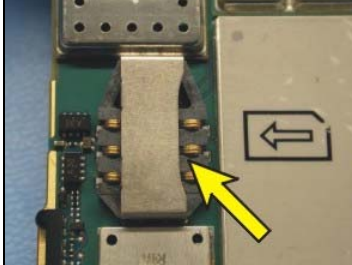

**NOTE!** *The camera flash should always be discharged before performing any disassembly. Refer to the “General” section of the Mechanical Working Instructions for a detailed procedure for discharging the camera flash.*

**NOTE!** *If all of the repair actions listed in this document for addressing a problem have been preformed and a unit still is not working, handle the unit according to your local company directives*

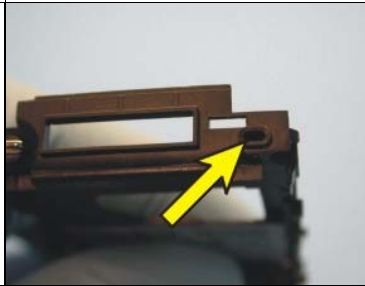

## 2 Power Problems

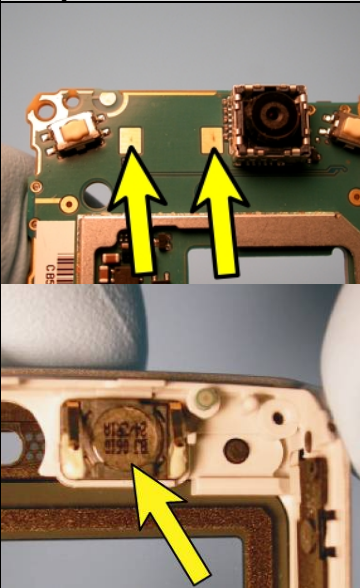
Problem Area	Items to Inspect	Repair Action	Inspection Reference
Unit will not Power On	Check whether the keyboard illuminates 15 to 20 seconds after pressing the power key	If illumination of the keyboard is detected, refer to the “Display Problems” section	
	Inspect battery connector	<ul style="list-style-type: none"> <li>• If dirty or oxidized – Clean</li> <li>• If damaged – Send to an electrical repair location</li> </ul>	
	Inspect the power key and the power key's switch	<ul style="list-style-type: none"> <li>• Make sure the power key is properly positioned in the phone.</li> <li>• If dirt or debris is detected – Clean both the key and the switch</li> <li>• If the key is damaged – Replace it</li> <li>• If the switch is damaged – Escalate to an electrical repair level</li> </ul>	
	If the issue is still not resolved →	<ul style="list-style-type: none"> <li>• Escalate to an electrical repair level</li> </ul>	


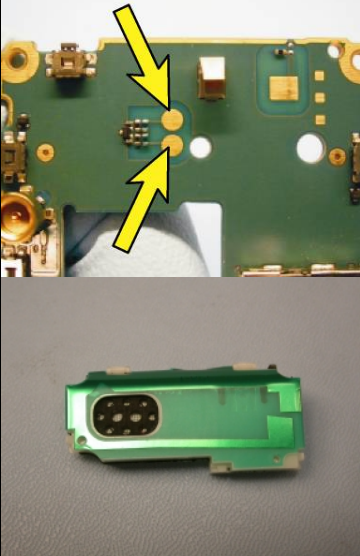
### 3 Network/Signal Problems

Problem Area	Items to Inspect	Repair Action	Inspection Reference
No Signal or Poor Signal	Inspect SIM holder	<ul style="list-style-type: none"> <li>• If dirty or oxidized – Clean</li> <li>• If damaged – Escalate to an electrical repair level</li> </ul>	
	If the issue has not been resolved→	<ul style="list-style-type: none"> <li>• Clean the antenna-to-board connectors on the circuit board and replace the antenna/speaker box assembly</li> </ul>	
	If the issue is still not resolved→	<ul style="list-style-type: none"> <li>• Escalate to an electrical repair level</li> </ul>	

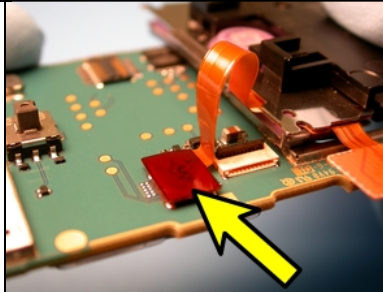
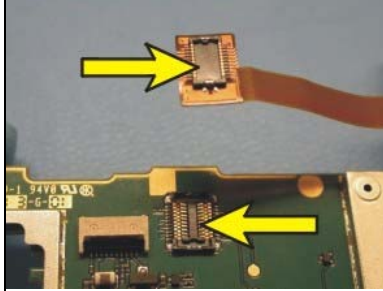
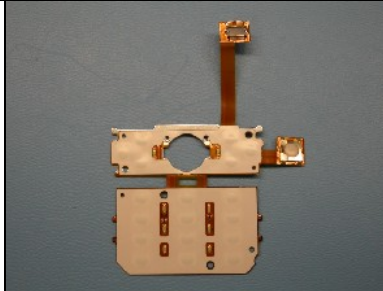
## 4 Audio Problems

Problem Area	Items to Inspect	Repair Action	Inspection Reference
<b>Microphone:</b>	Before proceeding →	<ul style="list-style-type: none"> <li>Perform a setting reset</li> </ul>	
	Inspect the microphone's external port	<ul style="list-style-type: none"> <li>If clogged – Clean the microphone port in the board frame or replace the board frame as determined necessary.</li> </ul>	
	If the issue is still not resolved→	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	
<b>Receiver:</b> No sound or poor quality sound	Before proceeding →	<ul style="list-style-type: none"> <li>Perform a setting reset</li> </ul>	
	Check if the receiver's external ports are clogged	<ul style="list-style-type: none"> <li>If clogged – Clean the external ports in the front cover or replace the front cover and/or receiver as determined necessary</li> </ul>	

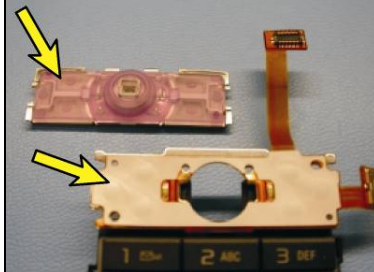
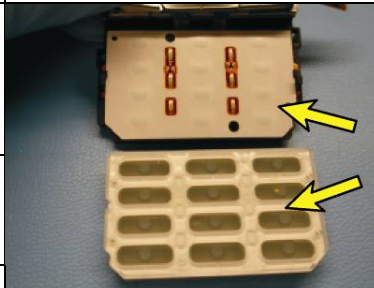
Problem Area	Items to Inspect	Repair Action	Inspection Reference
<b>Receiver:</b> No sound or poor quality sound (Cont.)	If the issue has not been resolved→	<ul style="list-style-type: none"> <li>Clean the receiver's contact pads on the circuit board and replace receiver</li> </ul>	
	If the issue is still not resolved→	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	

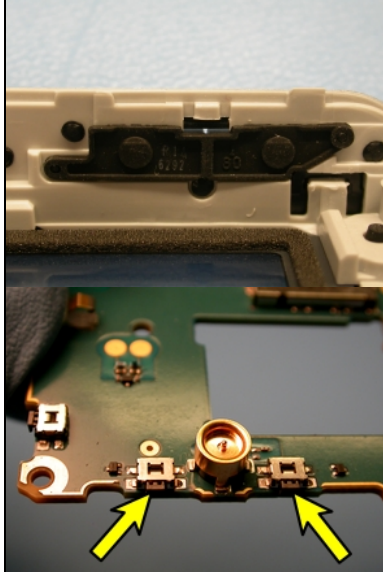
Problem Area	Items to Inspect	Repair Action	Inspection Reference
<b>Rear Speaker:</b>  No sound or poor quality sound	Before proceeding →	<ul style="list-style-type: none"> <li>Perform a setting reset</li> </ul>	
	Inspect whether the rear speaker's external ports are clogged	<ul style="list-style-type: none"> <li>If clogged – Clean out the rear speaker's external ports and replace the rear speaker cloth</li> </ul>	
	If the issue has not been resolved→	<ul style="list-style-type: none"> <li>Clean the rear speaker's contact pads on the circuit board and replace antenna/speaker box assembly</li> </ul>	
	If the issue is still not resolved→	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	

## 5 Key Problems

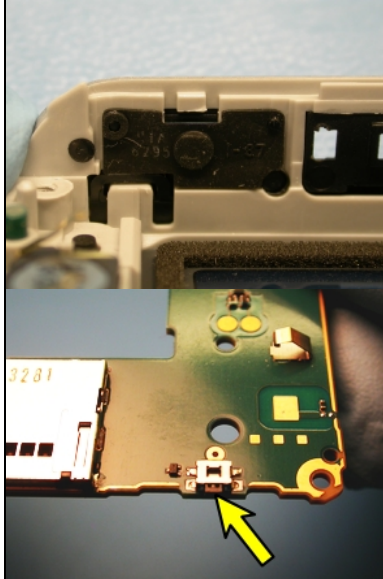
Problem Area	Items to Inspect	Repair Action	Inspection Reference
<b>Keyboard:</b> None of the keys on the keyboard are functioning (excluding the navigation key)	Inspect whether the keyfoil assembly is properly connected to the circuit board	<ul style="list-style-type: none"> <li>If improperly connected - Reestablish proper connection</li> </ul>	
	Inspect each half of the keyfoil to circuit board connection	<ul style="list-style-type: none"> <li>If dirty or oxidized – Clean both halves of the connection</li> <li>If the portion of the connection on the keyfoil assembly is damaged - Replace the keyfoil assembly</li> <li>If the portion of the connection on the circuit board is damaged – Send to an electrical repair location</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Replace the keyfoil assembly, if it has not already been replaced</li> </ul>	
	If the issue is still not resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	



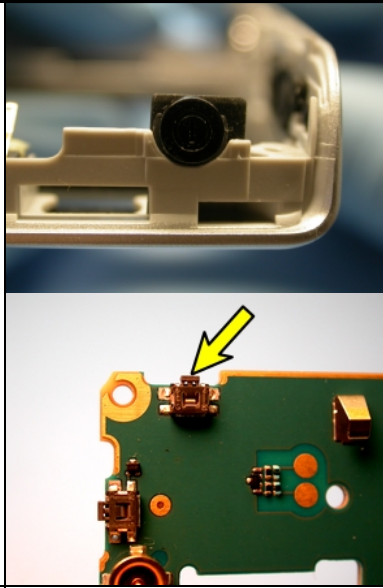
Problem Area	Items to Inspect	Repair Action	Inspection Reference
<b>Functional Keyboard:</b> A key on the functional keyboard is not functioning or is intermittent	Inspect for debris between and/or damage to the functional keyboard and the corresponding portion of the keyfoil assembly.	<ul style="list-style-type: none"> <li>If debris is found – Clean both parts</li> <li>If damage is seen – Replace the functional keyboard and/or the keyfoil assembly as necessary</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Replace the functional keyboard and the keyfoil assembly, if they have not already been replaced</li> </ul>	
	If the issue is still not resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	
<b>Navigation Key:</b>	Perform the following action →	Escalate to an electrical repair level	
<b>Numeric Keyboard:</b> A key on the numeric keyboard is not functioning or is intermittent	Inspect for debris between and/or damage to the numeric keyboard and the corresponding portion of the keyfoil assembly.	<ul style="list-style-type: none"> <li>If debris is found – Clean both parts</li> <li>If damage is seen – Replace the numeric keyboard and/or the keyfoil assembly as necessary</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Replace the numeric keyboard and the keyfoil assembly, if they have not already been replaced</li> </ul>	
	If the issue is still not resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	

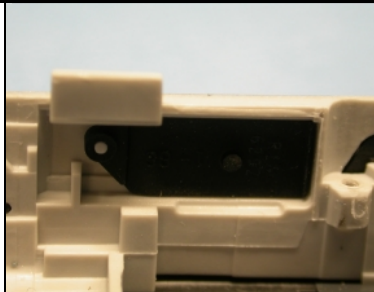
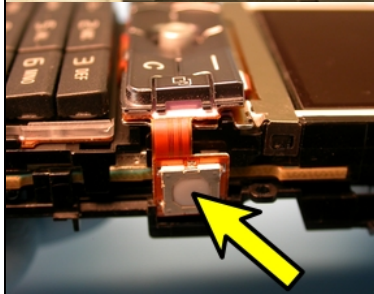
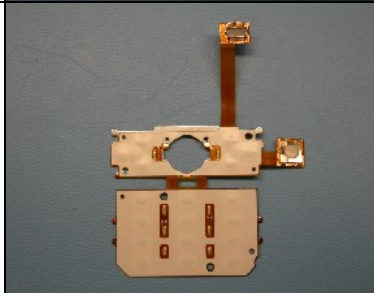
Problem Area	Items to Inspect	Repair Action	Inspection Reference
<b>Volume key:</b> A direction of the key is not functioning or is intermittent	Inspect the portion of the volume key that is not functioning and its corresponding switch.	<ul style="list-style-type: none"> <li>• Make sure the volume key is properly positioned in the front cover.</li> <li>• If dirt or debris is detected – Clean the volume key and both switches</li> <li>• If the key is damaged – Replace it</li> <li>• If the switch is damaged – Escalate to an electrical repair level</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Escalate to an electrical repair level</li> </ul>	

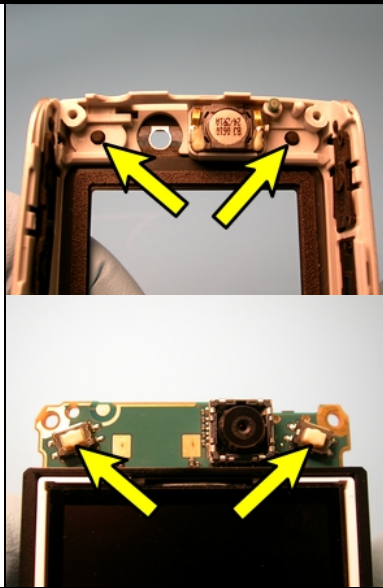


Problem Area	Items to Inspect	Repair Action	Inspection Reference
<b>Music Player Key:</b>	Inspect the music player key and its switch	<ul style="list-style-type: none"><li>• Make sure the music player key is properly positioned in the front cover.</li><li>• If dirt or debris is detected – Clean both the key and the switch</li><li>• If the key is damaged – Replace it</li><li>• If the switch is damaged – Escalate to an electrical repair level</li></ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"><li>• Escalate to an electrical repair level</li></ul>	

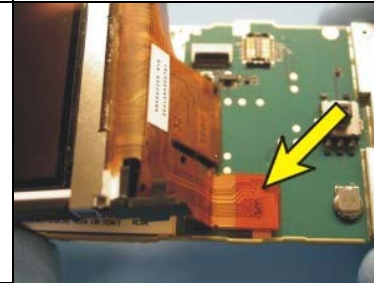
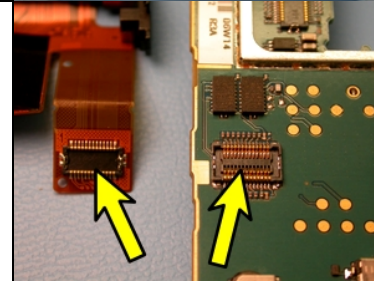
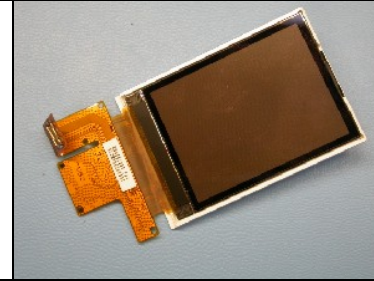


Problem Area	Items to Inspect	Repair Action	Inspection Reference
Power Key:	Inspect the power key and the power key's switch	<ul style="list-style-type: none"><li>• Make sure the power key is properly positioned in the phone.</li><li>• If dirt or debris is detected – Clean both the key and the switch</li><li>• If the key is damaged – Replace it</li><li>• If the switch is damaged – Escalate to an electrical repair level</li></ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"><li>• Escalate to an electrical repair level</li></ul>	

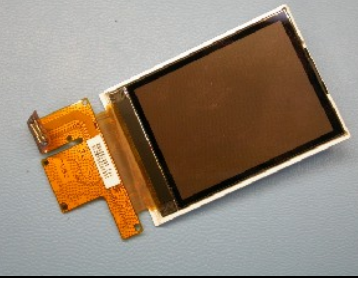
Problem Area	Items to Inspect	Repair Action	Inspection Reference
<b>Camera Key:</b>	Inspect the camera key and its switch	<ul style="list-style-type: none"> <li>• Make sure the camera key is properly positioned in the front cover.</li> <li>• Make sure the camera switch is properly positioned in the board frame.</li> <li>• If dirt or debris is detected – Clean both the camera key and its switch</li> <li>• If the key is damaged – Replace it</li> </ul>	 
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the keyfoil assembly</li> </ul>	
	If the issue is still not resolved →	<ul style="list-style-type: none"> <li>• Escalate to an electrical repair level</li> </ul>	

Problem Area	Items to Inspect	Repair Action	Inspection Reference
<b>A or B key</b> If an A or B key is not functioning	Inspect the key in question and its corresponding switch for the appropriate amount on movement when pressed and released	<ul style="list-style-type: none"> <li>• If dirt or debris is detected – Clean both the key and the switch</li> <li>• If the key is damaged or does not move correctly when pressed – Replace the front cover</li> <li>• If the switch is damaged – Escalate to an electrical repair level</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Escalate to an electrical repair level</li> </ul>	

## 6 Display Problems

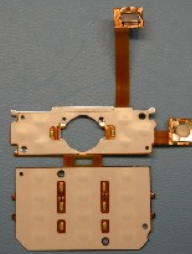
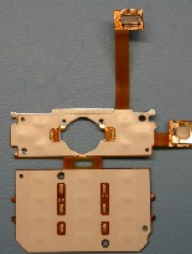
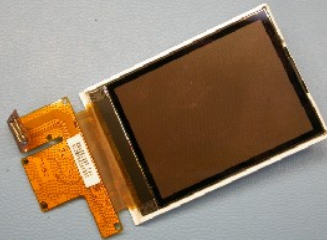
Problem Area	Items to Inspect	Repair Action	Inspection Reference
If neither the inner or outer displays are functioning	Check whether the keyboard illuminates 15 to 20 seconds after pressing the power key	<ul style="list-style-type: none"> <li>If the keyboard <b>does not illuminate</b>, refer to the “Power Problems” section</li> </ul>	
	Inspect whether the LCD assembly's flex film is properly connected to the circuit board	<ul style="list-style-type: none"> <li>If improperly connected - Reestablish proper connection</li> </ul>	
	Inspect each half of the LCD to circuit board connection	<ul style="list-style-type: none"> <li>If dirty or oxidized – Clean both halves of the connection</li> <li>If the portion of the connector on the LCD assembly is damaged - Replace the LCD assembly</li> <li>If the portion of the connector on the circuit board is damaged – Escalate to an electrical repair level</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Replace the LCD assembly if it has not been replaced</li> </ul>	
	If the issue is still not resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	



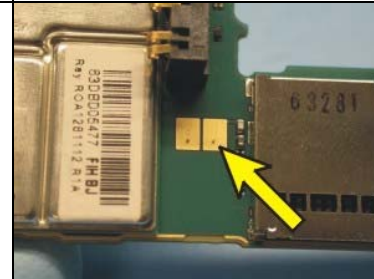
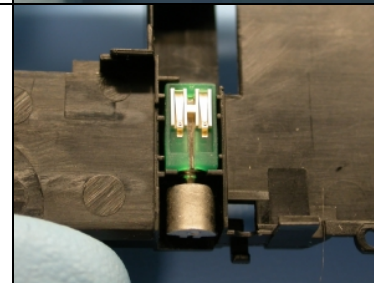
Problem Area	Items to Inspect	Repair Action	Inspection Reference
If one of the two displays is not functioning	Perform the following action →	<ul style="list-style-type: none"> <li>Replace the LCD assembly</li> </ul>	
	If the issue is still not resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	


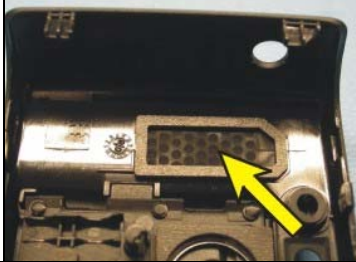
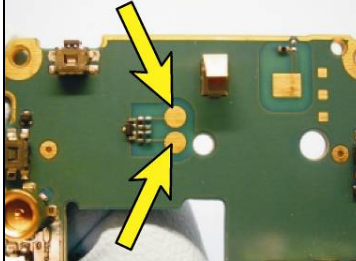



## 7 Illumination Problems

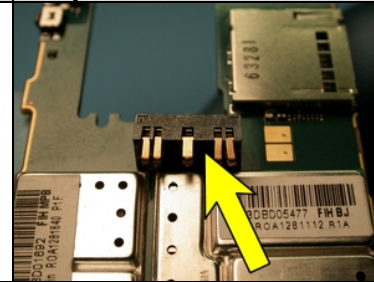
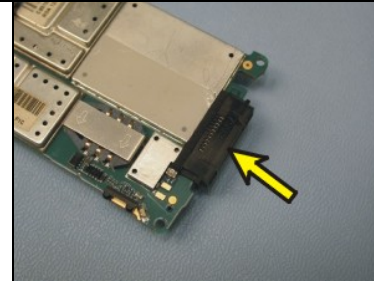
Problem Area	Items to Inspect	Repair Action	Inspection Reference
<b>Keyboard Illumination:</b> Neither the numeric or the functional keyboard illuminates	Perform the following action →	<ul style="list-style-type: none"><li>Replace the keyfoil assembly</li></ul>	
	If the issue is still not resolved→	<ul style="list-style-type: none"><li>Escalate to an electrical repair level</li></ul>	
<b>Keyboard Illumination:</b> A portion of the numeric or functional keyboard does not illuminate	Perform the following action →	<ul style="list-style-type: none"><li>Replace the keyfoil assembly</li></ul>	
	If the issue is still not resolved→	<ul style="list-style-type: none"><li>Escalate to an electrical repair level</li></ul>	
<b>Navigation Key Illumination:</b>	Refer to the “ <b>Keyboard</b> ” sections under “ <b>Illumination Problems</b> ”		
<b>Display Illumination:</b>	Before proceeding →	<ul style="list-style-type: none"><li>Perform a setting reset</li></ul>	
	Perform the following action →	<ul style="list-style-type: none"><li>Replace the LCD assembly</li></ul>	
	If the issue is still not resolved →	<ul style="list-style-type: none"><li>Escalate to an electrical repair level</li></ul>	

## 8 Alert Problems



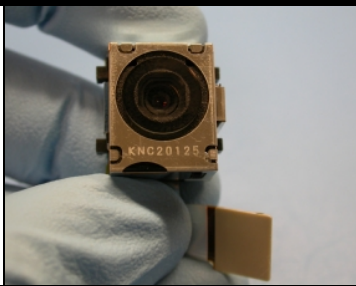
Problem Area	Items to Inspect	Repair Action	Inspection Reference
<b>Vibrator:</b>	Before proceeding →	<ul style="list-style-type: none"> <li>Perform a setting reset</li> </ul>	
	Inspect the vibrator contact pads on the circuit board	<ul style="list-style-type: none"> <li>If dirty – Clean</li> </ul>	
	Perform the following action →	<ul style="list-style-type: none"> <li>Replace the vibrator</li> </ul>	
	If the issue is still not resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	

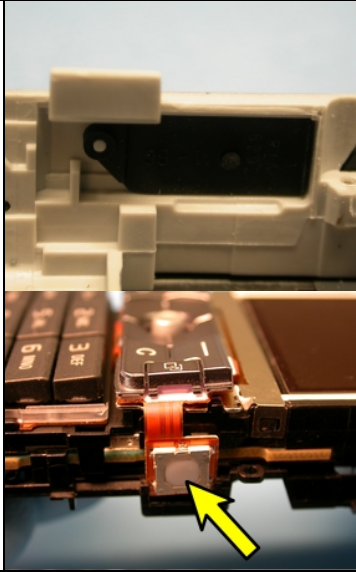
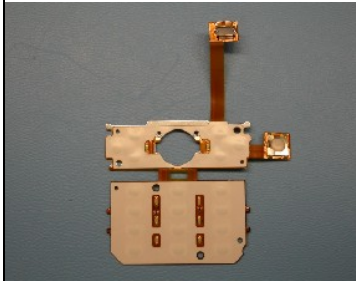
Problem Area	Items to Inspect	Repair Action	Inspection Reference
<b>Rear speaker:</b> No sound or poor quality sound	Before proceeding →	<ul style="list-style-type: none"> <li>Perform a setting reset</li> </ul>	 
	Inspect whether the rear speaker's external port is clogged	<ul style="list-style-type: none"> <li>If clogged – Clean out the rear speaker's external ports and replace the rear speaker cloth</li> </ul>	
	If the issue has not been resolved→	<ul style="list-style-type: none"> <li>Clean the rear speaker's contact pads on the circuit board and replace antenna/speaker box assembly</li> </ul>	 
	If the issue is still not resolved→	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	

## 9 Charging/Capacity Problems

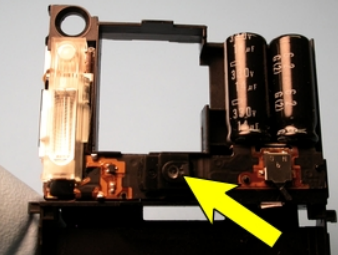
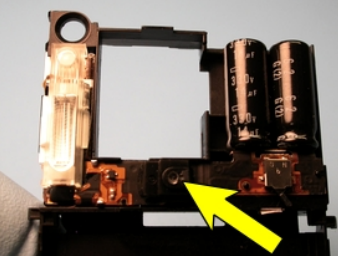
Problem Area	Items to Inspect	Repair Action	Inspection Reference
Phone is not charging properly	Inspect the battery connector	<ul style="list-style-type: none"> <li>If dirty or oxidized – Clean</li> <li>If damaged – Send to an electrical repair location</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Replace the system connector</li> </ul>	
	If the issue is still not resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	

## 10 Rear Camera Problems

Problem Area	Items to Inspect	Repair Action	Inspection Reference
Lines or marks in picture	Visually inspect the rear camera's lens	<ul style="list-style-type: none"> <li>If dirty – Clean the rear camera's lens</li> <li>If scratched or damaged – Replace the rear camera module</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Replace the rear camera module, if it has not yet been replaced</li> </ul>	
	If the issue is still not resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	
Will not capture an image when selecting "Capture" in camera mode	Perform the following action →	<ul style="list-style-type: none"> <li>Replace rear camera module</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	

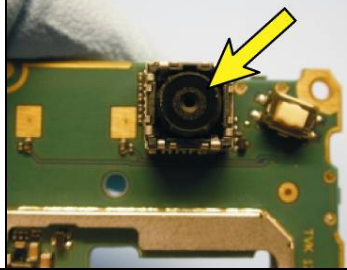
Problem Area	Items to Inspect	Repair Action	Inspection Reference
Will not capture an image when camera key is pressed	Inspect the camera key and its switch	<ul style="list-style-type: none"> <li>• Make sure the camera key is properly positioned in the front cover.</li> <li>• Make sure the camera switch is properly positioned in the board frame.</li> <li>• If dirt or debris is detected – Clean both the camera key and its switch</li> <li>• If the key is damaged – Replace it</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the keyfoil assembly</li> </ul>	
	If the issue is still not resolved →	<ul style="list-style-type: none"> <li>• Escalate to an electrical repair level</li> </ul>	



Problem Area	Items to Inspect	Repair Action	Inspection Reference
Gets a message instructing you to open the lens cover when the lens cover is already open	Perform the following action →	<ul style="list-style-type: none"><li>Replace the flash assembly</li></ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"><li>Escalate to an electrical repair level</li></ul>	
Camera Flash does not work	Perform the following action →	<ul style="list-style-type: none"><li>Replace the flash assembly</li></ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"><li>Escalate to an electrical repair level</li></ul>	




## 11 Video Call Camera Problems

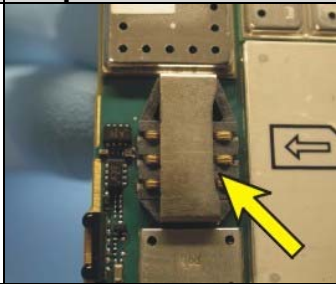
Problem Area	Items to Inspect	Repair Action	Inspection Reference
Lines or marks in picture	Visually inspect the front camera's lens	<ul style="list-style-type: none"> <li>• If dirty – Clean the front camera's lens</li> <li>• If scratched or damaged – Send to an electrical repair location</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Escalate to an electrical repair level</li> </ul>	
Do not see image when in video call mode	Perform the following action →	<ul style="list-style-type: none"> <li>• Escalate to an electrical repair level</li> </ul>	



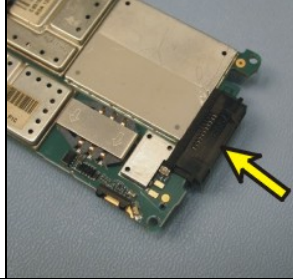
## 12 IR Problems

Problem Area	Items to Inspect	Repair Action	Inspection Reference
Will not connect with a functional IR device	Inspect the IR window	<ul style="list-style-type: none"> <li>If dirty – Clean</li> <li>If scratched or damaged – Replace front cover</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	

## 13 SIM Problems

Problem Area	Items to Inspect	Repair Action	Inspection Reference
SIM undetected	Inspect SIM holder	<ul style="list-style-type: none"> <li>If dirty or oxidized – Clean</li> <li>If damaged – Send to an electrical repair location</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	
Unit indicates the incorrect SIM is inserted	Check whether the phone is locked to a particular carrier and whether the correct carrier's SIM is being used	<ul style="list-style-type: none"> <li>Use Correct Carrier SIM or test SIM</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	

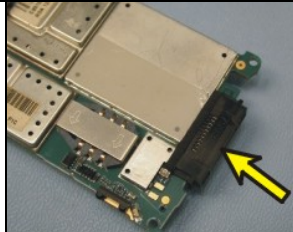
## 14 Data Communication Problems

Problem Area	Items to Inspect	Repair Action	Inspection Reference
Problem transferring data using a direct connection	Perform the following action →	<ul style="list-style-type: none"> <li>Replace the system connector</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	

## 15 Memory Stick Problems

Problem Area	Items to Inspect	Repair Action	Inspection Reference
Phone does not detect memory stick	Perform the following action →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	

## 16 Hands-Free Problems

Problem Area	Items to Inspect	Repair Action	Inspection Reference
Hands-free will not work	Perform the following action →	<ul style="list-style-type: none"> <li>Replace the system connector</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	

## 17 Revision History

Rev.	Date	Changes / Comments
A	2006-06-26	Initial Release