

SONY

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Troubleshooting Guide

- mechanical -



Xperia™ Z1 Compact
D5503

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

Always finally connect the Battery BtB connector before the Panel Rear Assy is reassembled.

1 Problem Areas

1.1 Power

1.1.1 Will not power on or will switch off randomly

Check:

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

Action:

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

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

Follow 1281-3374 Test Instruction - mechanical chapter 2.3.7 (Charging via USB and Easy Charger), Diagnostic Battery / Charging status.

Check:

Inspect the on/off key.

Action:

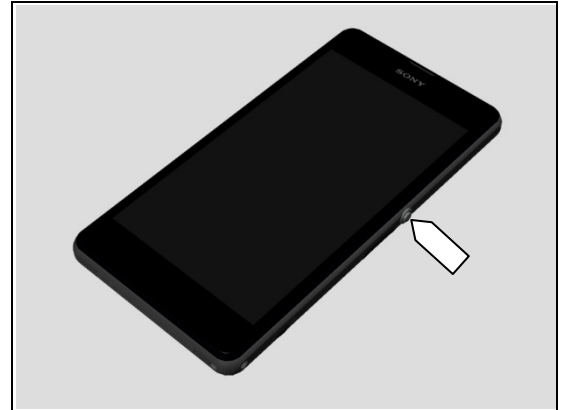
Refer to section 1.2.3 'On/Off Key'.

Check:

Inspect the BtB connector of the Battery to Main PBA.

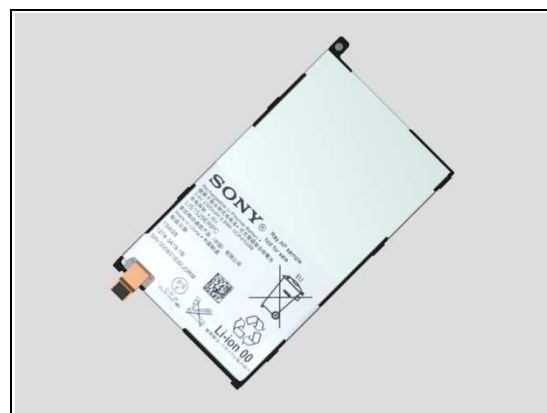
Action:

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



Problem Areas: Power

3. If the BtB connector, the Battery 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'.



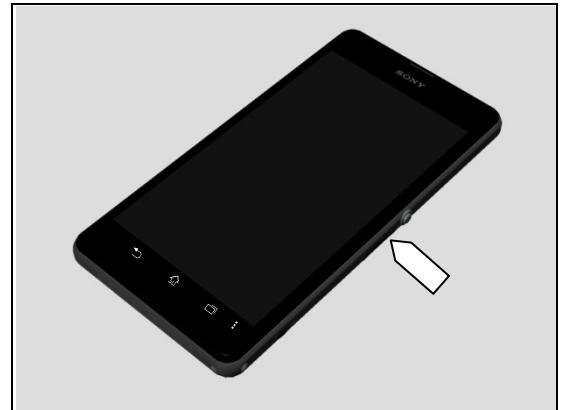
1.2.2 Volume Key

Check:

Inspect the external area of the volume key.

Action:

If dirty – clean it.

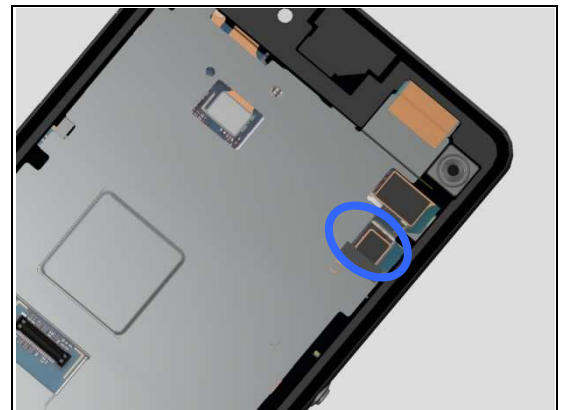


Check:

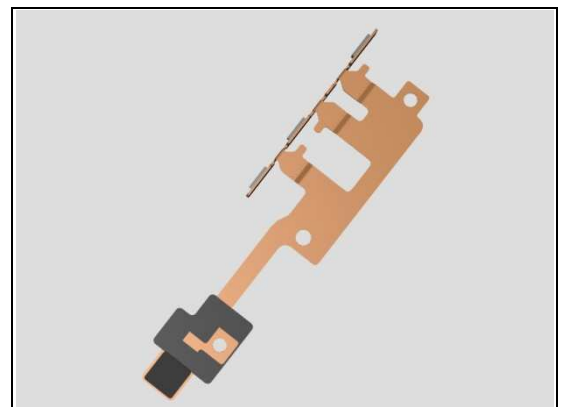
Inspect the BtB connector of FPC Side Key to Main PBA.

Action:

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



3. If the FPC of FPC Side Key is damaged – replace the FPC Side Key.
4. Replace Main PBA.



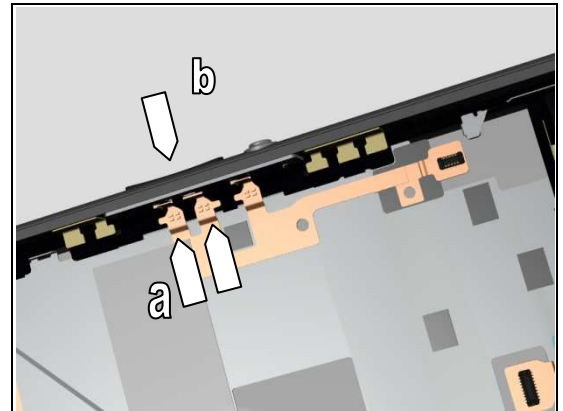
Problem Areas: Keys

Check:

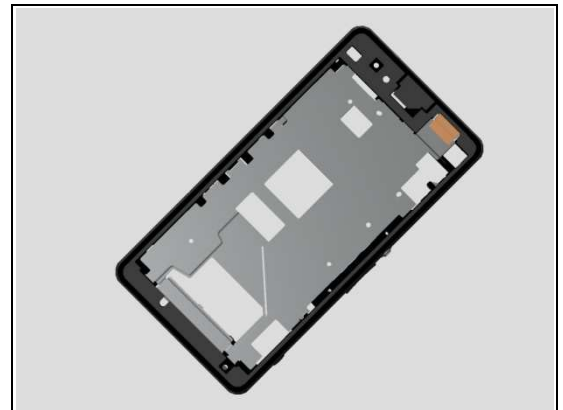
Inspect the area and position of the FPC Side key (Volume) (a) and volume key (b).

Action:

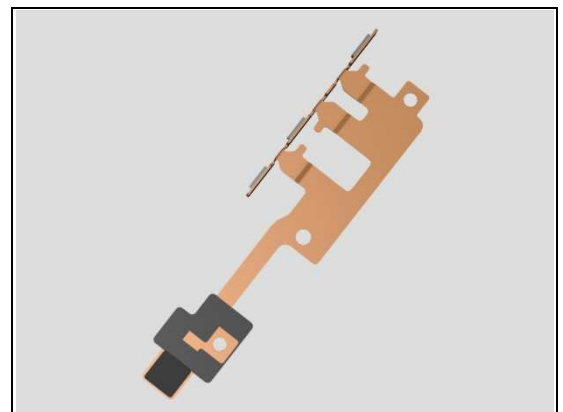
1. If dirty – clean them.



2. If the rubber of the volume key is damaged – replace the Frame Main Assy.



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



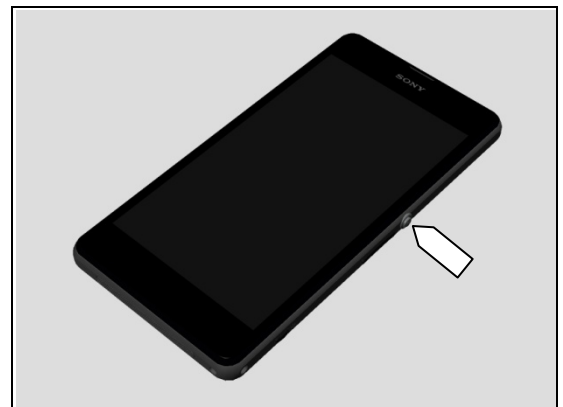
1.2.3 On/Off Key

Check:

Inspect the external area of the On/Off Key.

Action:

If dirty – clean it.



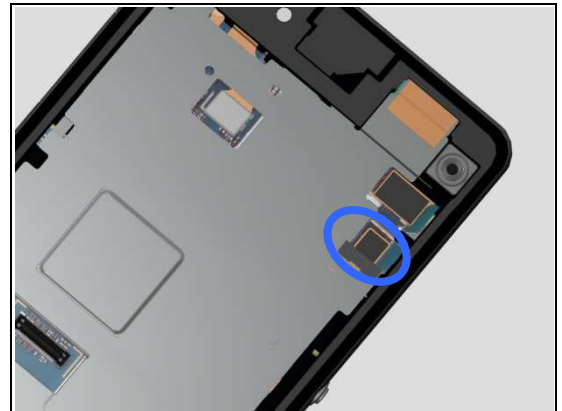
Problem Areas: Keys

Check:

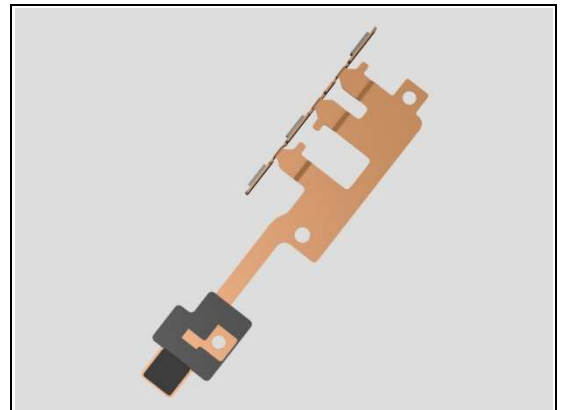
Inspect the BtB connector of FPC Side Key to Main PBA.

Action:

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



3. If the FPC of FPC Side Key is damaged – replace the FPC Side Key
4. Replace Main PBA.

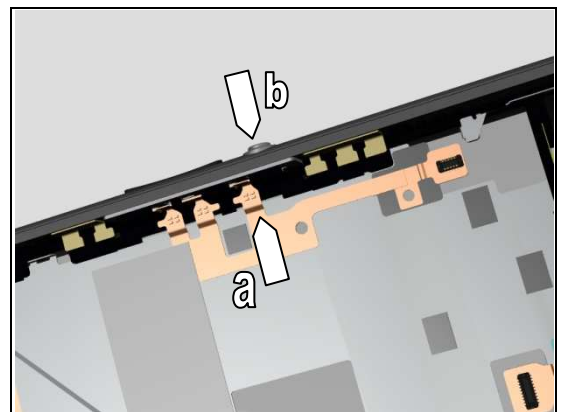


Check:

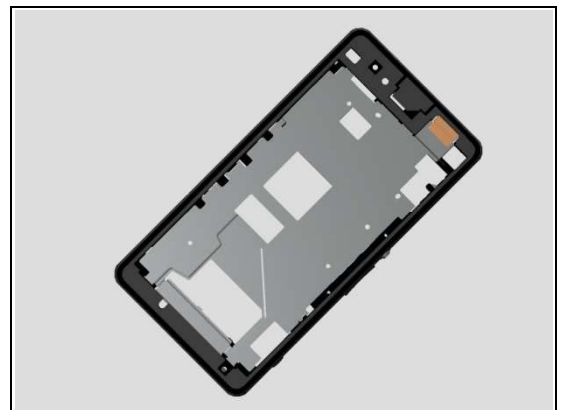
Inspect the area and position of the FPC Side Key (Power On/Off) (a) and On/Off Key (b).

Action:

1. If dirty – clean them.

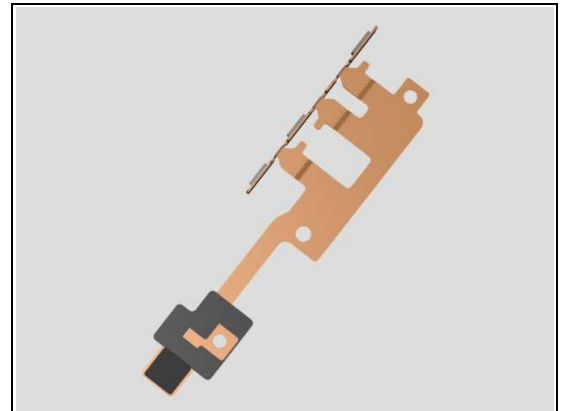


2. If the On/Off Key is damaged – replace the Frame Main Assy.



Problem Areas: Keys

3. If the FPC of FPC Side Key is damaged – replace the FPC Side Key.



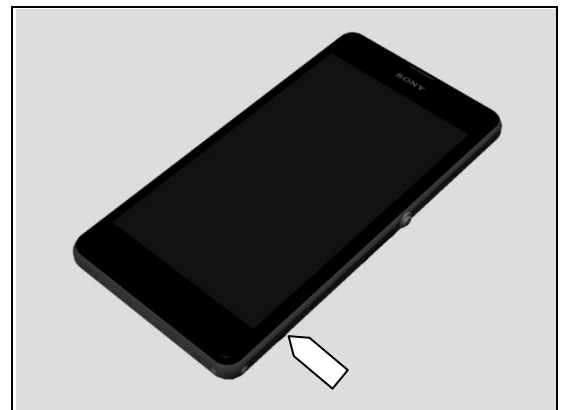
1.2.4 Camera Key

Check:

Inspect the external area of the camera key.

Action:

If dirty – clean it.



Check:

Inspect the BtB connector of FPC Camera 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 of FPC Camera Key is damaged – replace the FPC Camera Key.
4. Replace Main PBA.

Check:

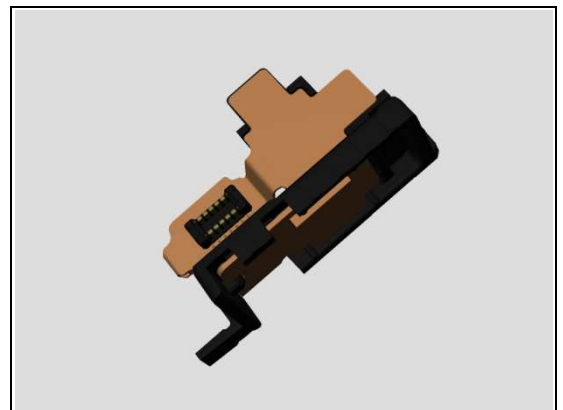
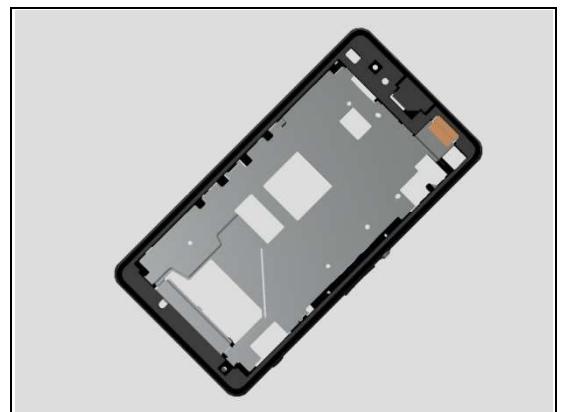
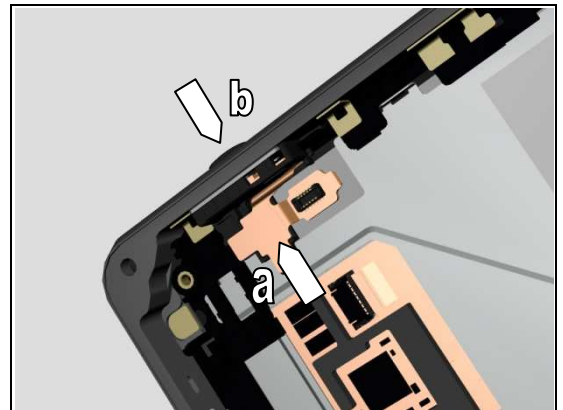
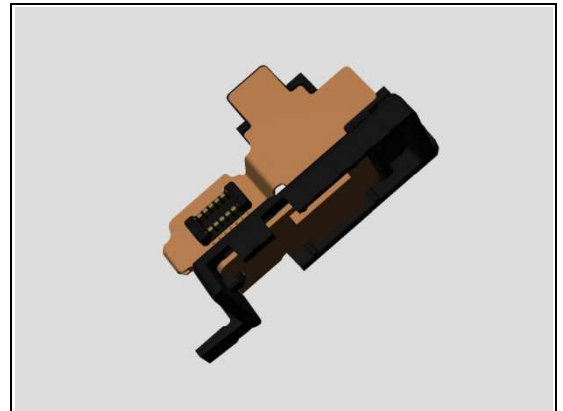
Inspect the area and position of the FPC Camera Key (a) and Camera Key (b).

Action:

1. If dirty – clean them.

2. If the Camera Key is damaged – replace the Frame Main Assy.

3. If the camera key switch or FPC is damaged – replace the FPC Camera Key.



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

Check:

Inspect the touch screen of the Display.

Action:

1. If dirty – clean it.

2. If scratched or damaged – replace the Display.

Check:

Inspect the BtB connector of Display to Main PBA.

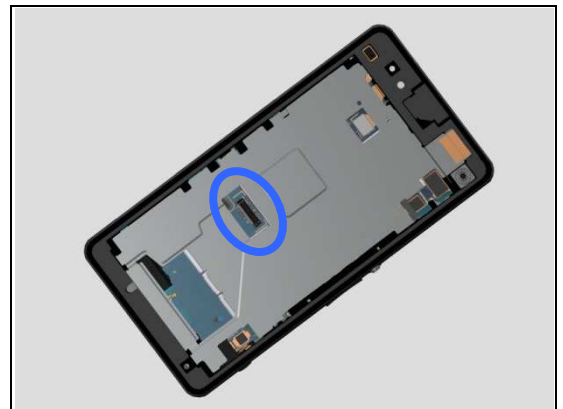
Action:

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

2. If dirty or oxidized – clean it.

3. If the BtB connector of Display FPC or FPC is damaged – replace the Display.

4. Replace Main PBA.



Problem Areas: Touch Screen

Check:

Inspect the BtB connector of Display FPC to Main PBA and the BtB connector of Main PBA.

Action:

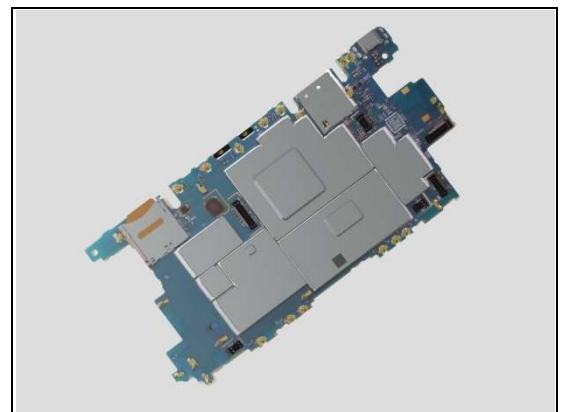
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. Replace Display.



4. Replace Main PBA.



Problem Areas

1.4 Display

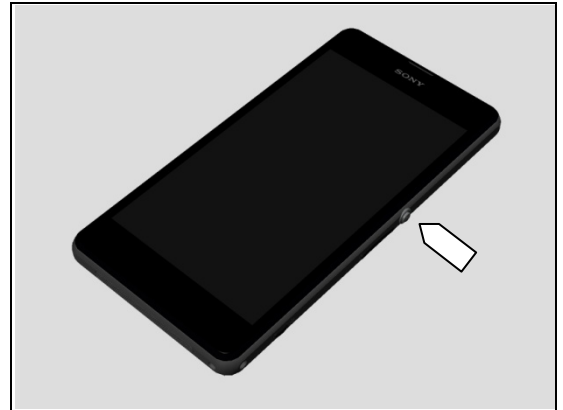
1.4.1 Graphics & Illumination

Check:

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

Action:

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

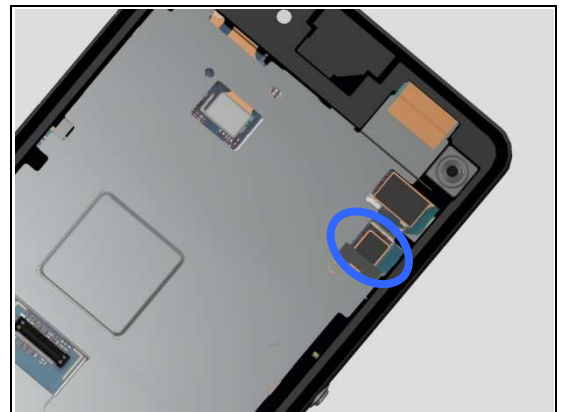


Check:

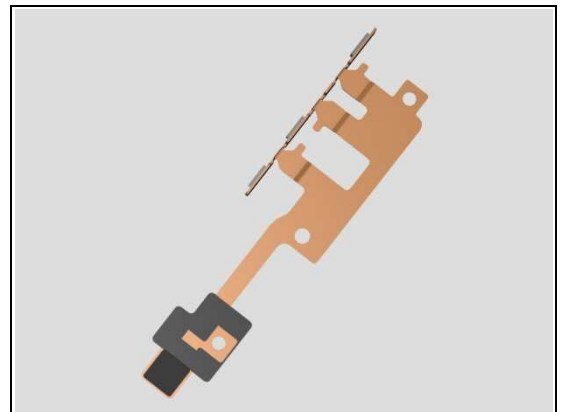
Inspect the BtB connector of FPC Side Key to Main PBA.

Action:

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



3. If the BtB connector of FPC Side Key or FPC is damaged – replace the FPC Side Key.



Check:

Replace the Main PBA with a known working one and test the Display.

Action:

1. If the display is still not working – Replace the Display
2. Replace Main PBA



Problem Areas

1.5 LED/Illumination

1.5.1 LED/Illumination

Check:

Inspect external port of LED on the Front of phone.

Action:

1. If dirty – clean it.

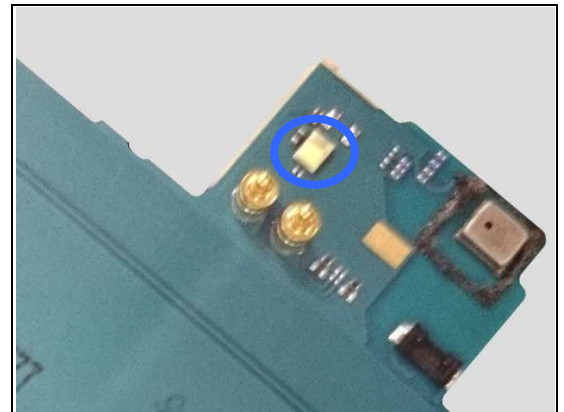


Check:

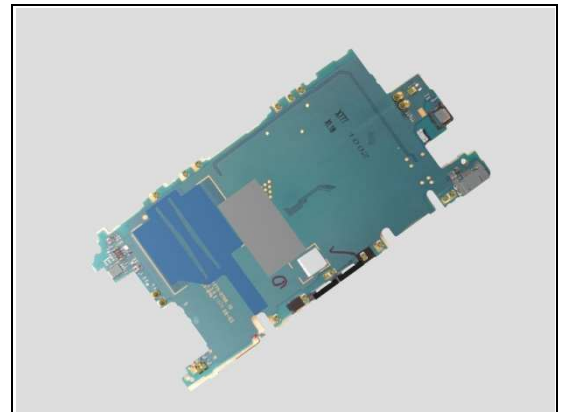
Inspect the LED located on Main PBA.

Action:

1. If dirty or oxidized – clean it.



2. Replace Main PBA.



Problem Areas

1.6 Speaker

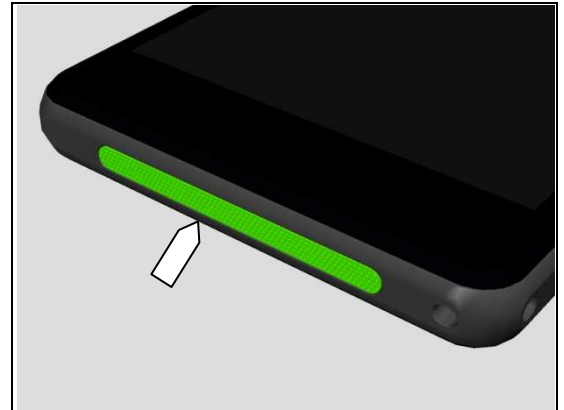
1.6.1 Loudspeaker

Check:

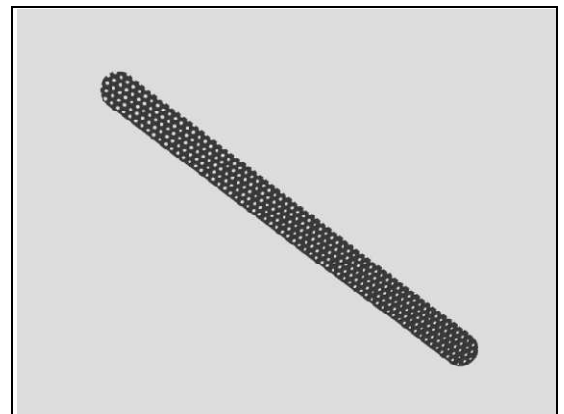
Inspect the Panel Speaker on the Main frame Assy.

Action:

1. If the Panel Speaker is clogged – clean it.



2. If the Panel Speaker is damaged – replace the Panel Speaker.

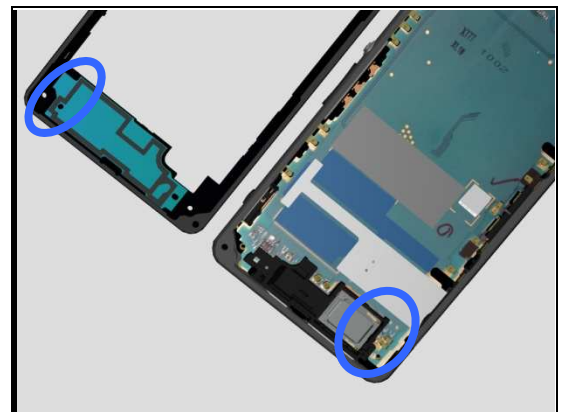


Check:

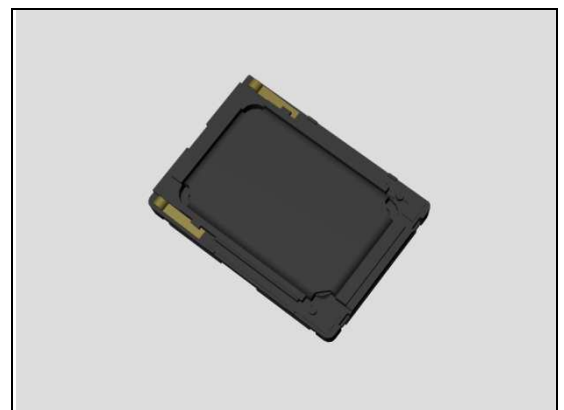
Inspect the contact pins of Loudspeaker and the contact pads on the Antenna BT + WLAN and Leaf Spring Connector on Main PBA.

Action:

1. If dirty – clean them.

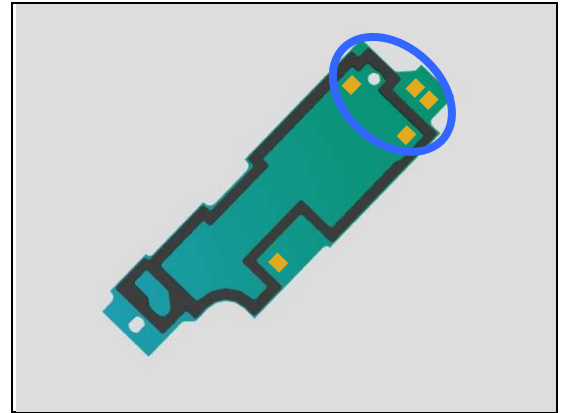


2. If the contact pins of Loudspeaker or the Loudspeaker are damaged – replace the Loudspeaker.
3. Replace Carrier Holder Speaker Assy



Problem Areas: Speaker

3. If the contact pads of Antenna BT + WLAN are damaged - replace the Antenna BT + WLAN.

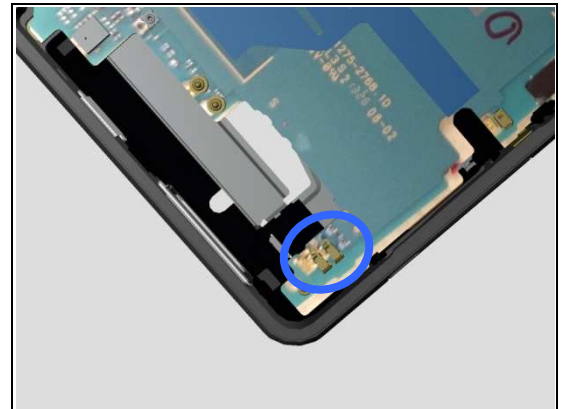


Check:

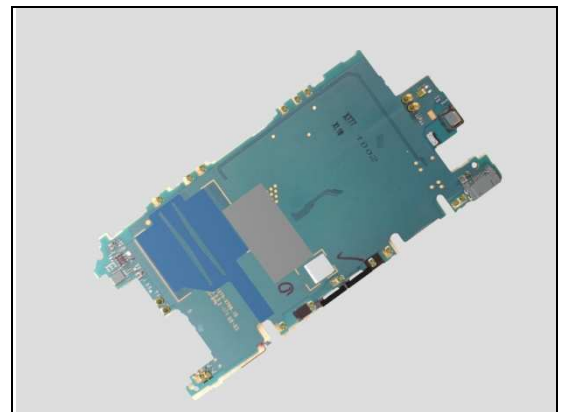
Inspect the Leaf Spring Connector of Main PBA.

Action:

1. If dirty or oxidized – clean it.



2. If the Leaf Spring Connector of Main PBA is damaged – replace the Main PBA



Problem Areas

1.7 Earphone

1.7.1 Ear Speaker

Check:

Inspect the external port of Ear Speaker WR located on the front of phone.

Action:

1. If clogged – clean it.

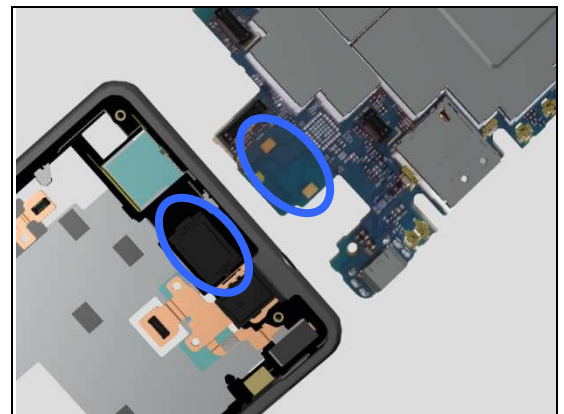


Check:

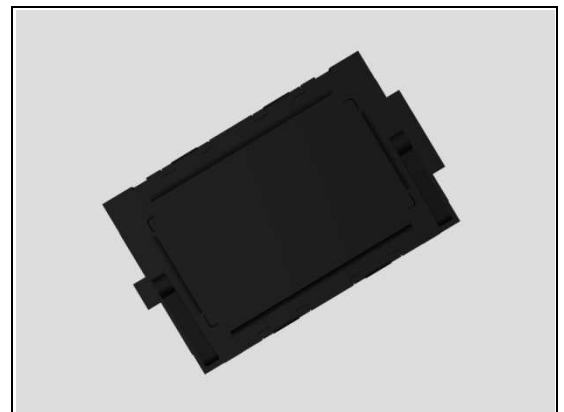
Inspect the contact pins of Ear Speaker WR and the contact pads on the Main PBA.

Action:

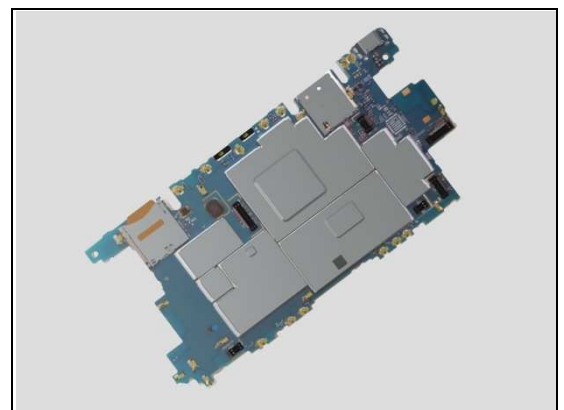
1. If dirty – clean them.



2. If the contact pins of the Ear Speaker WR or if Ear Speaker WR is damaged – replace the Ear Speaker WR.



3. Replace Main PBA.



Problem Areas

1.8 Microphone

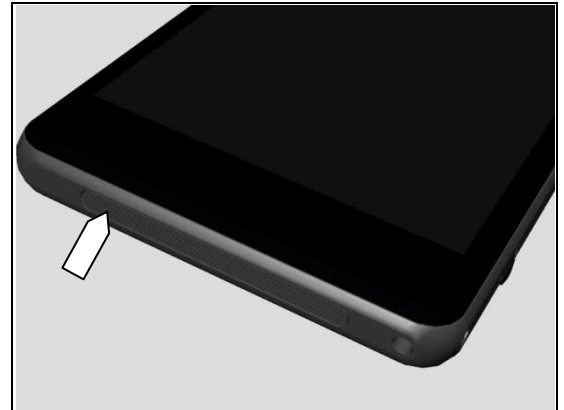
1.8.1 Primary Microphone

Check:

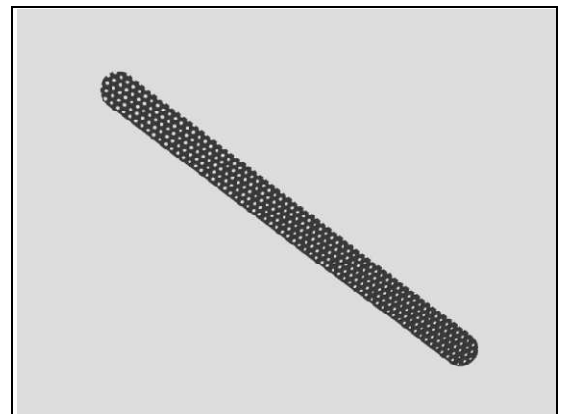
Inspect the Panel Speaker on the Frame Main Assy.

Action:

1. If clogged – clean it.



2. If the Panel Speaker is damaged – replace the Panel Speaker.

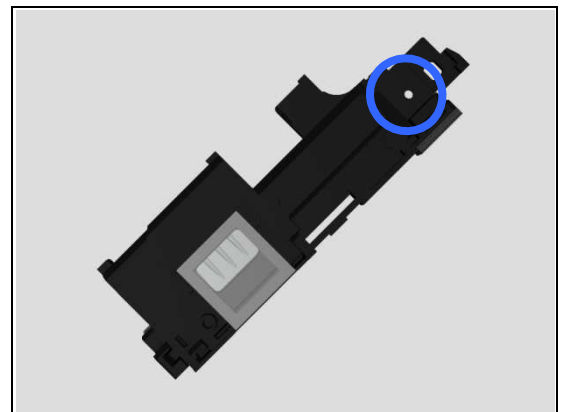


Check:

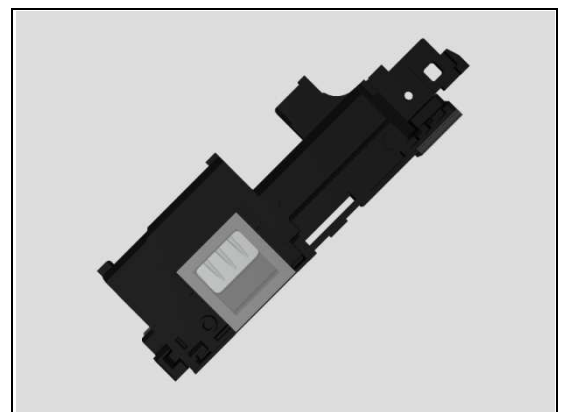
Inspect the Microphone Cushion on Carrier Holder Speaker Assy.

Action:

1. If dirty – clean.



2. If the Microphone Cushion is damaged – replace Carrier Holder Speaker Assy.



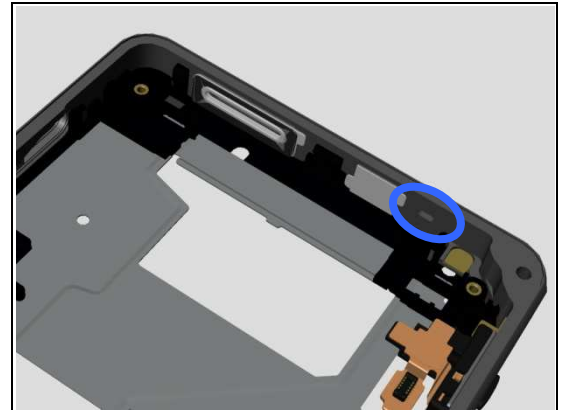
Problem Areas: Microphone

Check:

Inspect the Microphone Cushion on the Frame Main Assy.

Action:

1. If clogged – clean it.
2. If the Microphone Cushion is damaged – replace the Frame Main Assy.

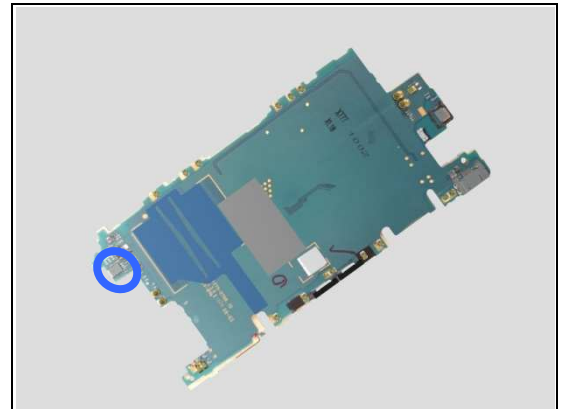


Check:

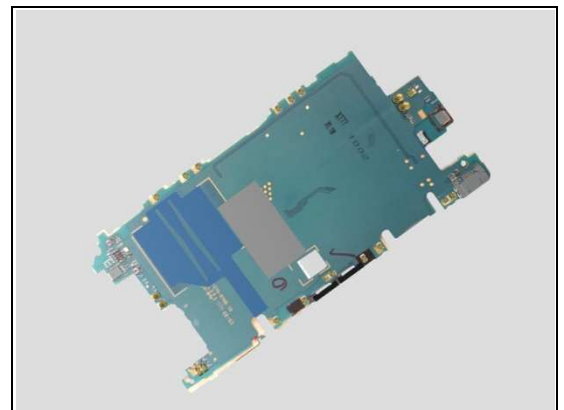
Inspect the Microphone on Main PBA.

Action:

1. If dirty or oxidized – clean it.



2. Replace Main PBA.



1.8.2 Secondary Microphone

Check:

Inspect the external port of secondary microphone on the Panel Rear Assy.

Action:

1. If clogged – clean it.



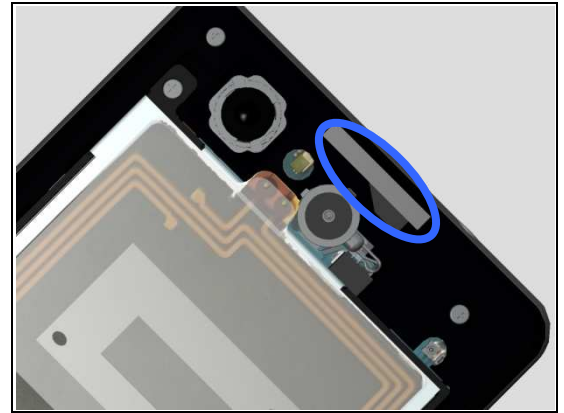
Problem Areas: Microphone

Check:

Inspect the Cover Rear area as shown in picture.

Action:

1. If dirty – clean them.

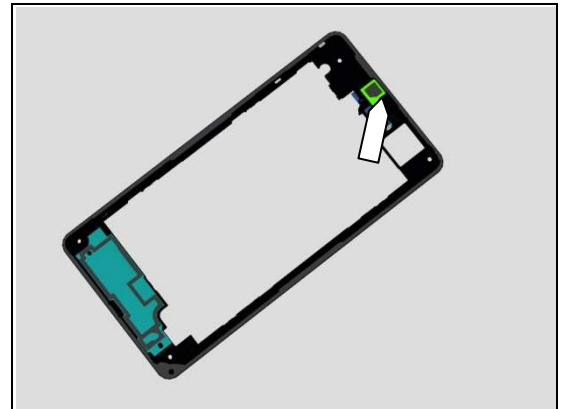


Check:

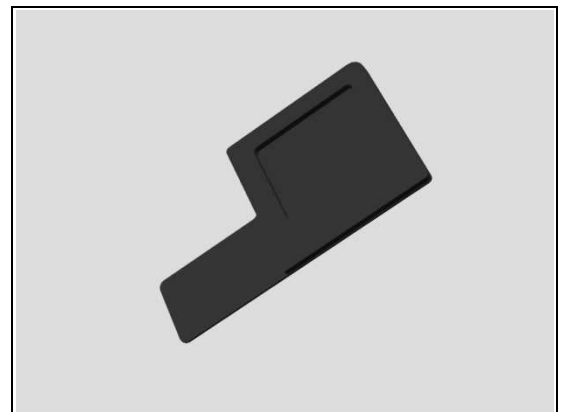
Inspect the Adhesive WP 2nd Mic on the Cover Rear.

Action:

1. If dirty – clean them.



3. If the Adhesive WP 2nd Mic is damaged – replace it.

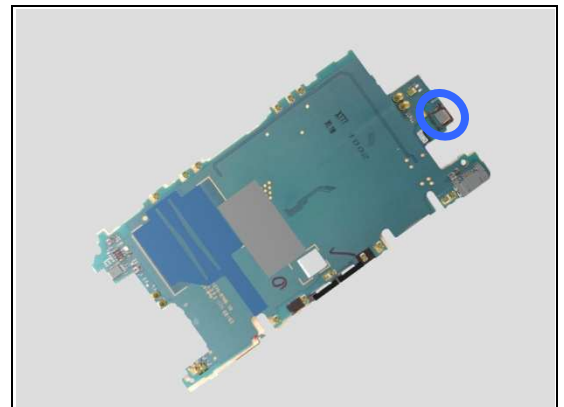


Check:

Inspect the Microphone on Main PBA.

Action:

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



Problem Areas

1.9 Vibrator

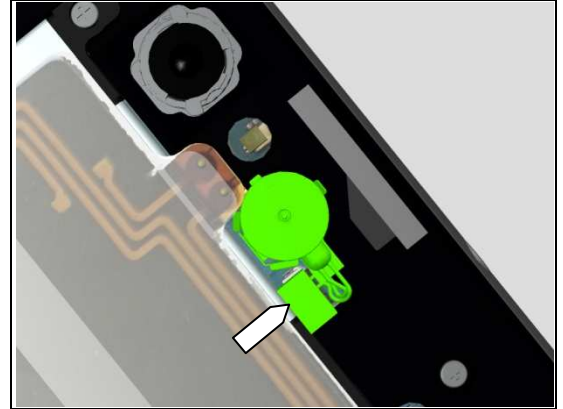
1.9.1 Vibrator not generating alerts

Check:

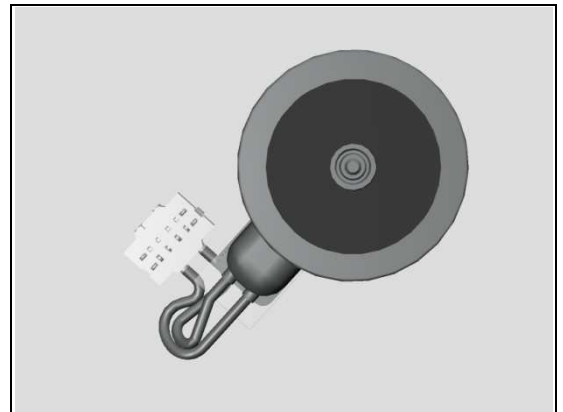
Inspect the BtB connector of Vibrator to Main PBA.

Action:

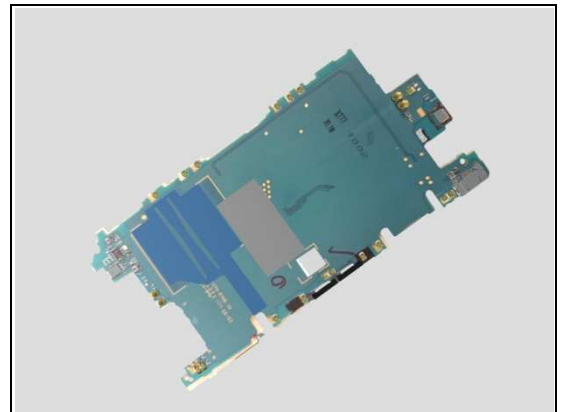
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the vibrator is damaged – replace the Vibrator.



4. Replace Main PBA.



Problem Areas

1.10 Camera

1.10.1 Main Camera

Check:

Inspect the external area of camera window.

Action:

1. If dirty – clean it.



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



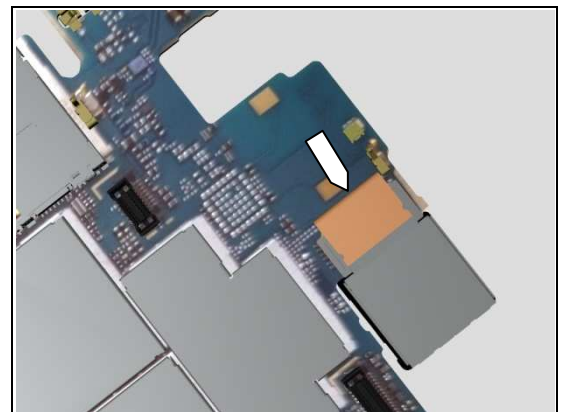
Check:

Inspect the BtB connector of Camera Main MPixel to Main PBA.

Action:

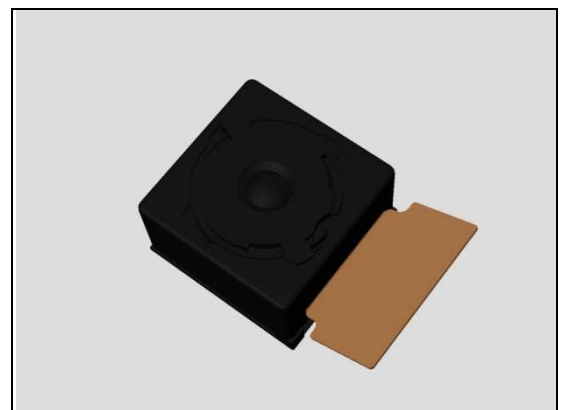
1. If not properly connected – disconnect and reconnect it.

2. If dirty or oxidized – clean it.



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

4. Replace Main PBA.



Problem Areas: Camera

1.10.2 Video Call Camera defects

Check:

Inspect the external area of the Camera Chat 2MPixel window.

Action:

1. If dirty – clean it.



2. If scratched or damaged – replace the Display.

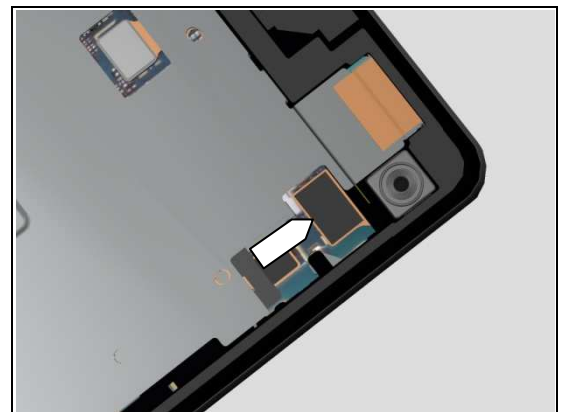


Check:

Inspect the BtB connector of Camera Chat 2MPixel to the Main PBA.

Action:

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



3. If the BtB connector or the Camera Chat 2MPixel is damaged – replace the Camera Chat 2MPixel.
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 window.

Action:

1. If dirty – clean it.



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



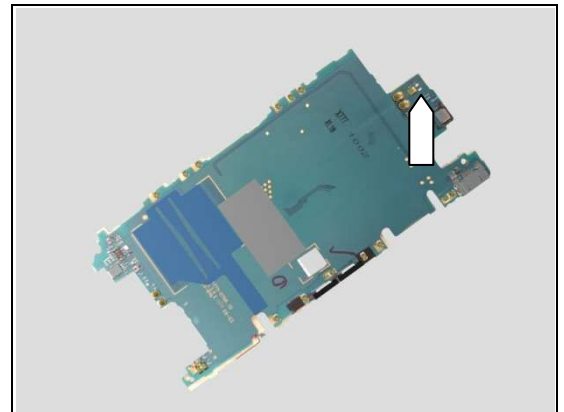
Check:

Inspect the flash LED on the Main PBA.

Action:

1. If dirty – clean it.

2. Replace Main PBA.



Problem Areas

1.12 Bluetooth and WLAN

1.12.1 Bluetooth or WLAN connection failure

Check:

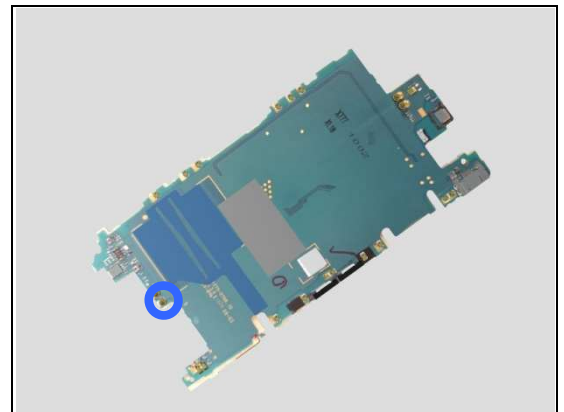
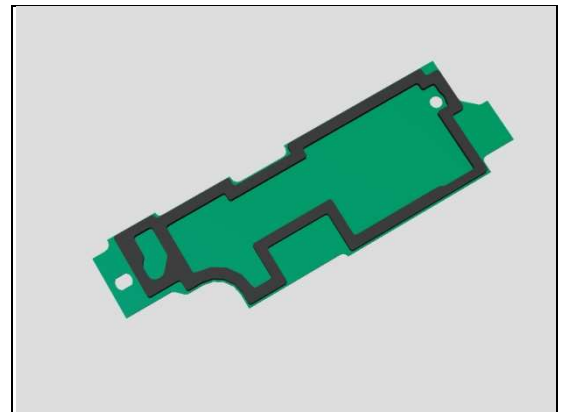
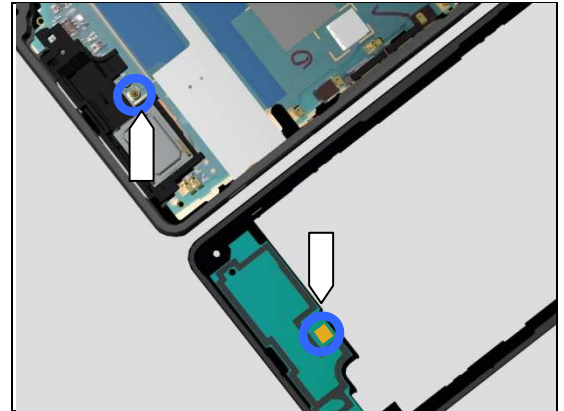
Inspect the Antenna BT + WLAN contact pads and the contact pin on Main PBA.

Action:

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

2. If the antenna is damaged – replace the Antenna BT + WLAN.

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



Problem Areas

1.13 NFC

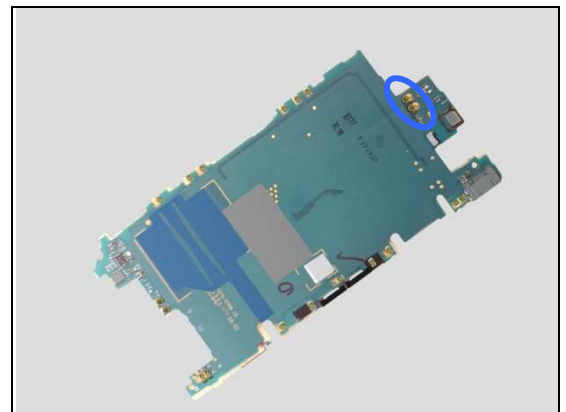
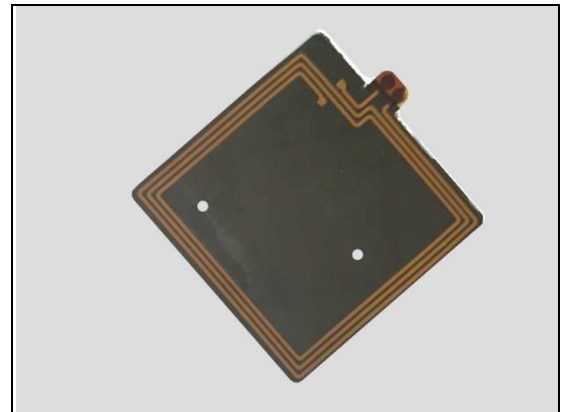
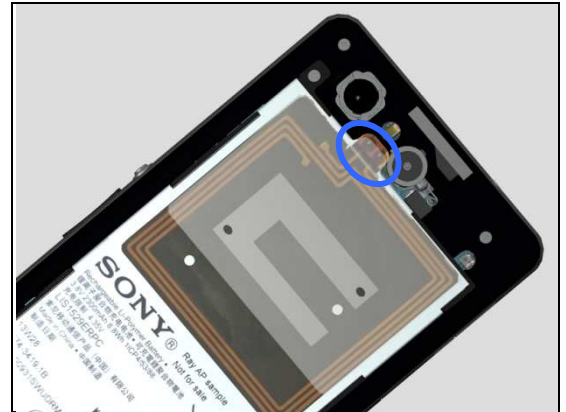
1.13.1 NFC malfunctions

Check:

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

Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the Antenna NFC contact pads are damaged – replace the Antenna NFC.
3. If the Main PBA contact pins are damaged - Replace the Main PBA.



Problem Areas

1.14 GPS

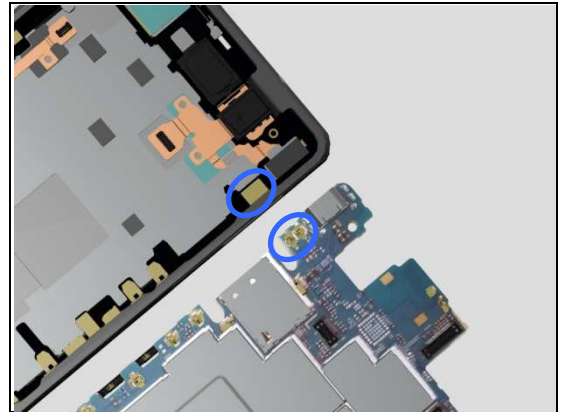
1.14.1 GPS malfunctions

Check:

Inspect the antenna on Frame Main Assy and the contact pins on Main PBA.

Action:

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

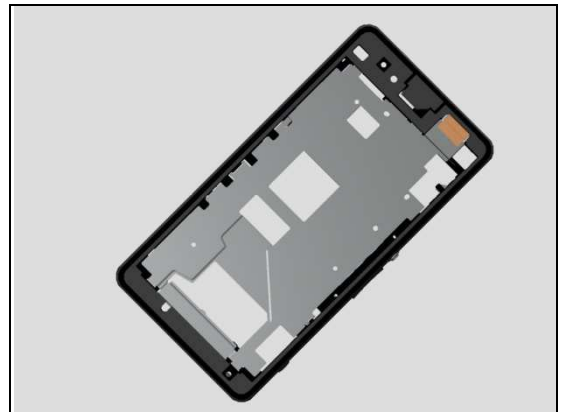


Check:

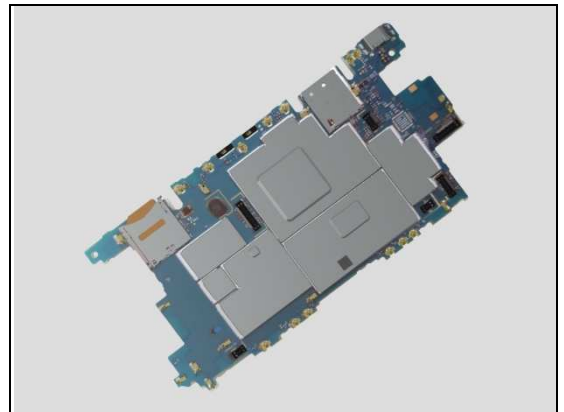
Replace the Main PBA with a known working one and test the GPS.

Action:

1. If the GPS is still not working – Replace the Frame Main Assy.



2. Replace the Main PBA.



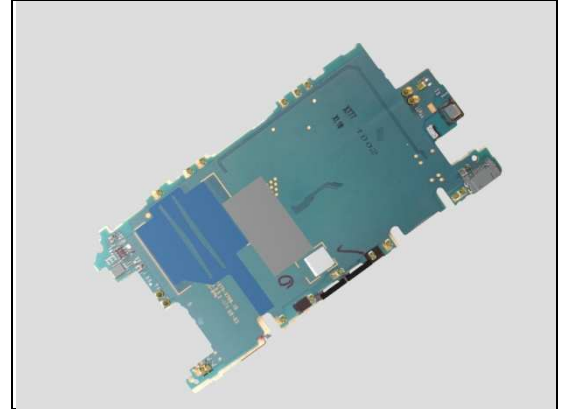
Problem Areas

1.15 Compass

1.15.1 Compass fails

Action:

Replace Main PBA.

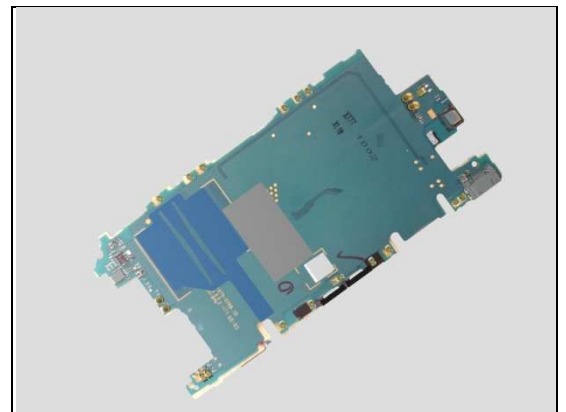


1.16 Accelerometer

1.16.1 Accelerometer test fails

Action:

Replace Main PBA.

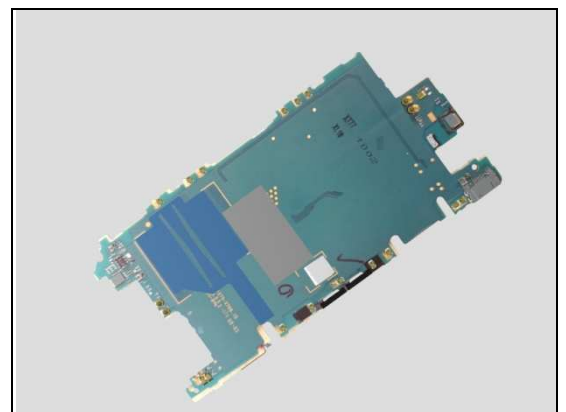


1.17 Gyroscope

1.17.1 Gyroscope test fails

Action:

Replace Main PBA.



Problem Areas

1.18 Ambient Light Sensor

1.18.1 Light Sensor malfunctions

Check:

Inspect the external window area of light sensor located on the front of phone.

Action:

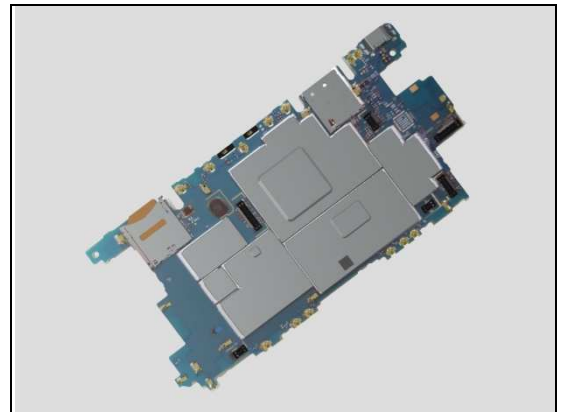
1. If dirty – clean it.



2. If scratched or damaged – replace the Display.



3. Replace Main PBA.



Problem Areas

1.19 Proximity Switch

1.19.1 Proximity switch malfunctions

Check:

Inspect the external window area of light sensor located on the front of the phone.

Action:

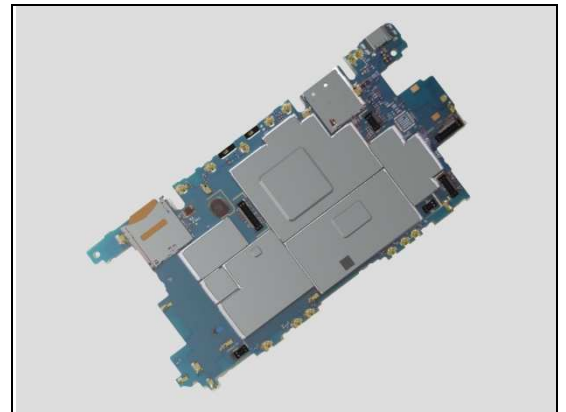
1. If dirty – clean it.



2. If scratched or damaged – replace the Display.



3. Replace Main PBA



Problem Areas

1.20 Pressure Sensor

1.20.1 Pressure Sensor test fails

N/A. No Pressure sensor in the phone.

Problem Areas

1.21 Water Resistance

1.21.1 Water Resistance fails

Check:

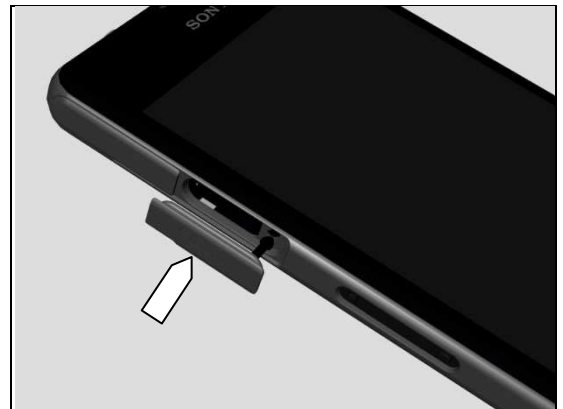
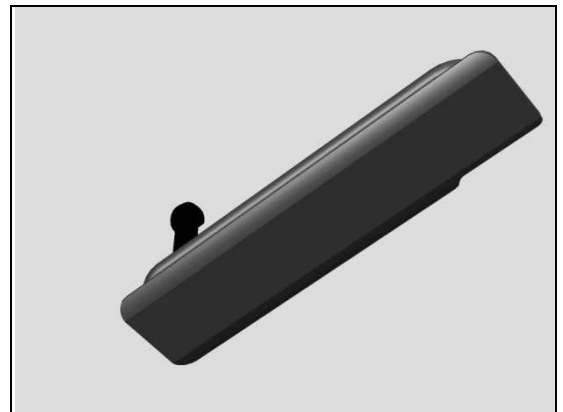
Inspect the Cap SIM.

Action:

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

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

Run the Water Resistance Test again!



Check:

Inspect the Cap SD.

Action:

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

3. If the Cap SD is damaged – replace it.

Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

Inspect the Cap USB.

Action:

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

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

Run the Water Resistance Test again!



Check:

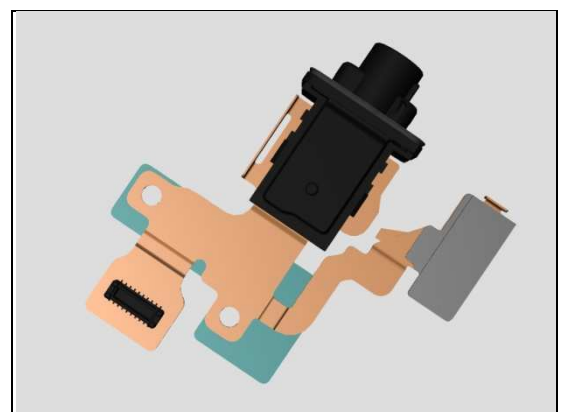
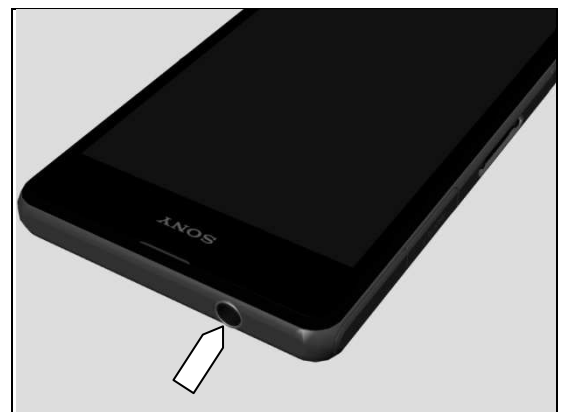
Inspect the FPC Audio Jack.

Action:

If not properly assembled – disassemble and reassemble (with new adhesive).

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

Run the Water Resistance Test again!



Problem Areas: Water Resistance

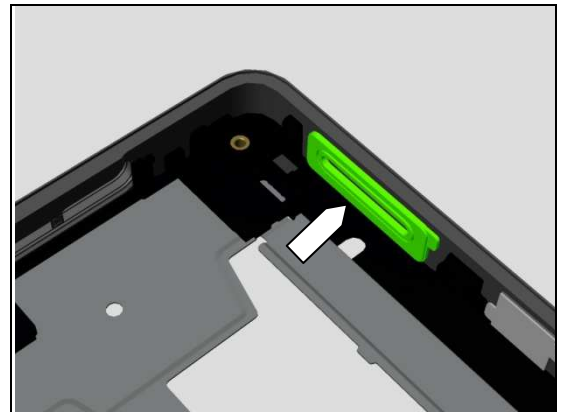
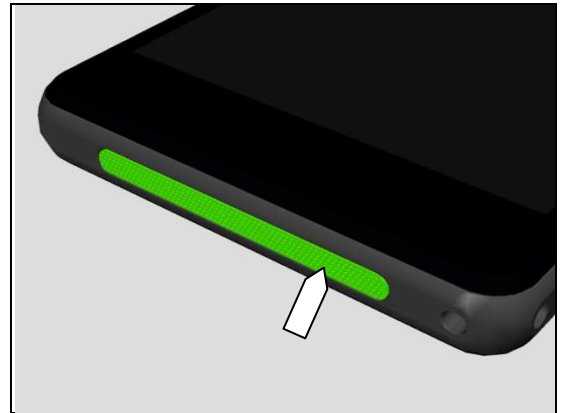
Check:

Inspect the Panel Speaker area.

Action:

1. . If not properly assembled – disassemble and reassemble.
2. If the cushion on Frame Main Assy is damaged – replace Cushion WP Speaker and Cushion 0.0mmSI Speaker together.

Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

Inspect the Ear Speaker Port

Action:

If damaged – replace the Frame Main Assy.

Run the Water Resistance Test again!



Check:

Inspect the secondary microphone

Action:

If damaged – replace the Adhesive WP 2nd Mic and Rear Net Earspeaker.

Run the Water Resistance Test again!



Check:

Inspect the edges of front of phone for damage and gaps.



Action:

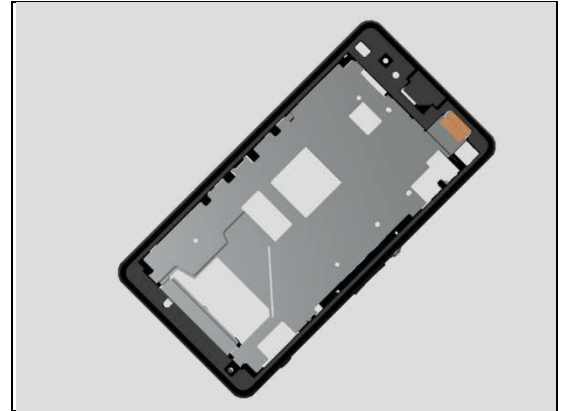
1. If any edge of Display has gap – reassembly it.
2. If the Display is damaged – replace it.



Problem Areas: Water Resistance

Action:

1. If any edge of Frame Main Assy has gap – reassembly it.
2. If the Frame Main Assy is damaged – replace it.



Check:

Inspect the edges of rear of the phone for damage and gaps.



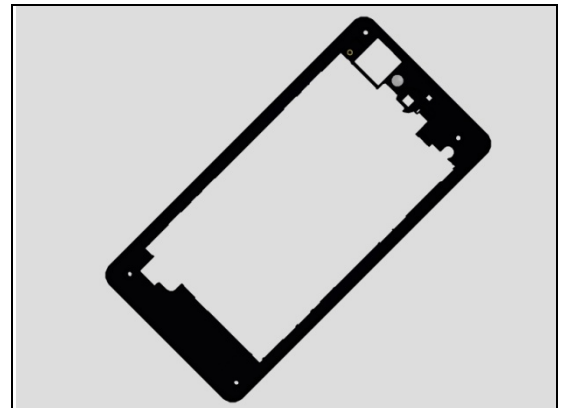
Action:

1. If the edge of Panel Rear Assy has gap – reassembly it.
2. If damaged – replace it.



Action:

1. If the edge of Cover Rear has gap – reassembly it.
2. If damaged – replace it.



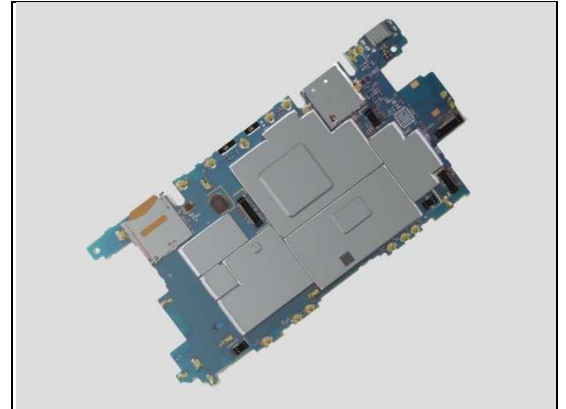
Problem Areas

1.22 Real Time Clock

1.22.1 Real time clock test fails

Action:

Replace Main PBA.

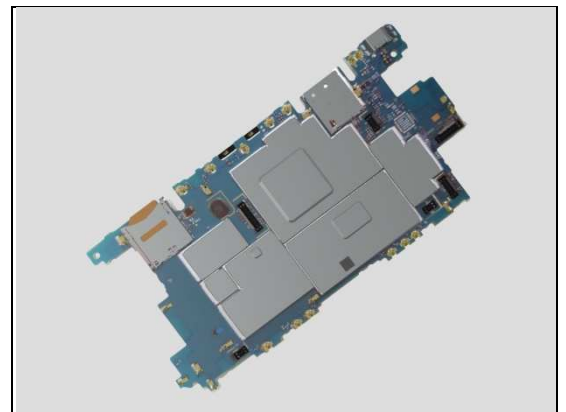


1.23 Total call time

1.23.1 Total call time fails

Action:

Replace Main PBA.



Problem Areas

1.24 External

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.

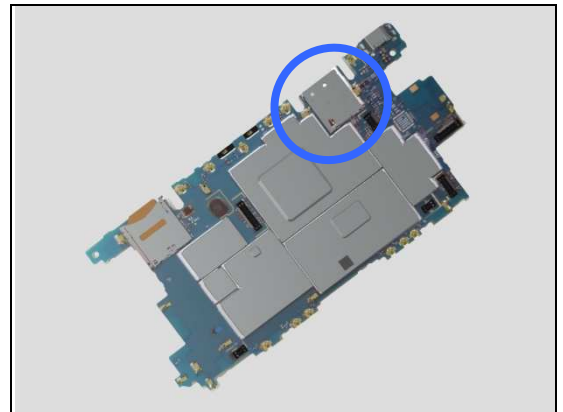


Check:

Inspect the memory card holder on Main PBA.

Action:

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



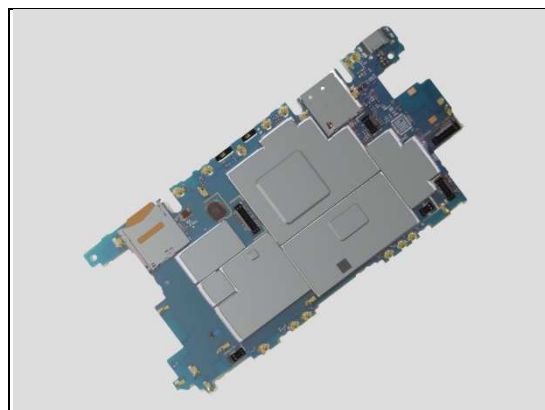
Problem Areas

1.25 Security

1.25.1 Security fails

Action:

Replace Main PBA.



Problem Areas

1.26 FM Radio

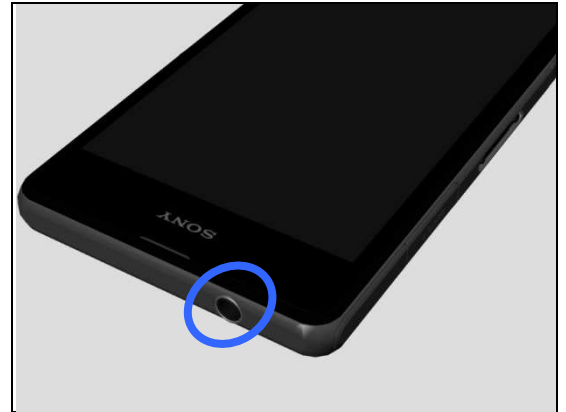
1.26.1 No/Poor FM Radio reception

Check:

Inspect the external port of the Audio Jack.

Action:

1. If dirty or oxidized – clean it.

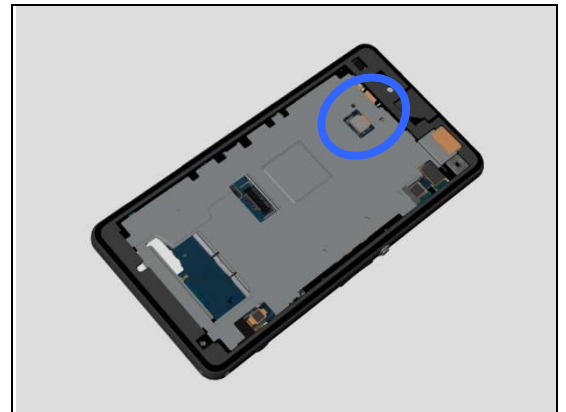


Check:

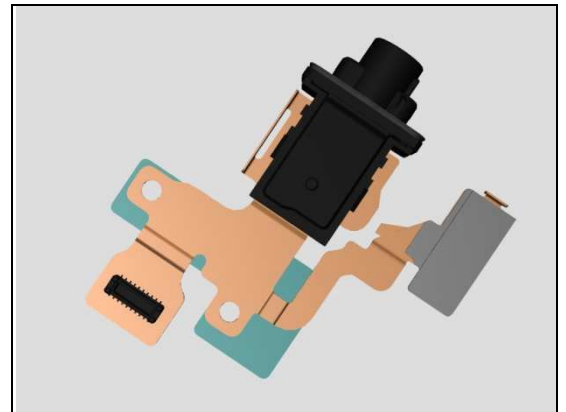
Inspect the BtB connector of FPC Audio Jack to Main PBA.

Action:

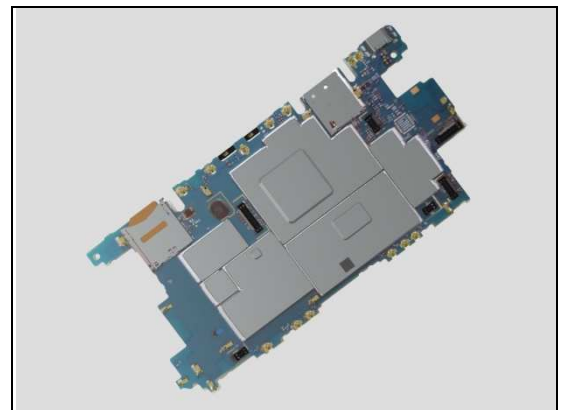
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



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



4. Replace Main PBA.



Problem Areas

1.27 Battery Health test

1.27.1 Battery Health test fails

N/A.

1.28 Flip Slider Counter

1.28.1 Flip Slider Counter fails

N/A. Not slider phone.

1.29 Verify Certificates

1.29.1 Verify Certificates fails

Action:

N/A.

1.30 IrDA Test

1.30.1 IrDA test fails

N/A. No IrDA functionality in the phone.

Problem Areas

1.31 TV-Out Test

1.31.1 TV-Out test fails

Check:

Inspect the USB connector.

Action:

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



Problem Areas

1.32 Network & Signal

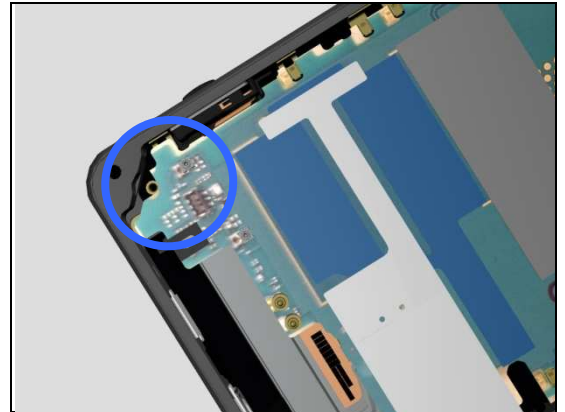
1.32.1 No/Poor signal

Check:

Inspect the Main Frame Assy assembly to the Main PBA is assembled correctly.

Action:

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



Check:

Inspect the antenna on the Frame Main Assy.

Action:

1. If dirty or oxidized – clean the antenna and pins.
2. If the Frame Main Assy is damaged – replace the Frame Main Assy.

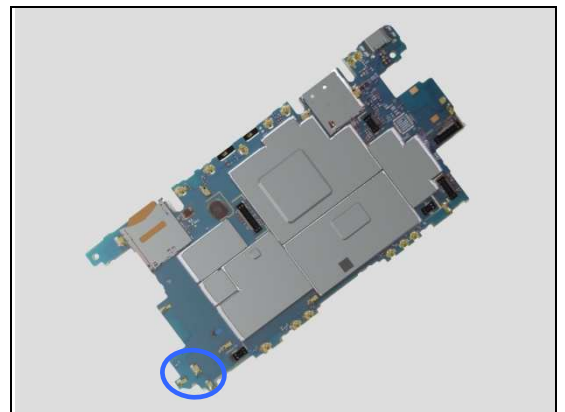


Check:

Replace the Main PBA with a known working one and test the network.

Action:

1. If the network is still not working – replace the Frame Main Assy.

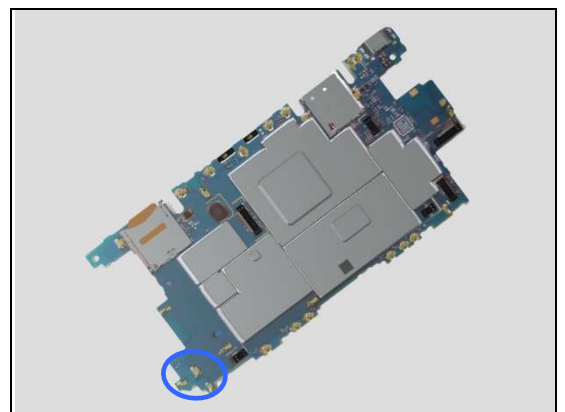


Check:

Inspect the antenna contacts on Main PBA.

Action:

1. If dirty or oxidized – clean the pads and pins.
2. Replace Main PBA



Problem Areas

1.33 SIM

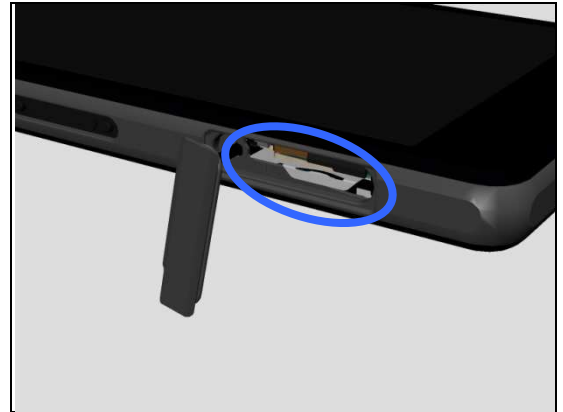
1.33.1 SIM not detected

Check:

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

Action:

If dirty or clogged – clean the external port.

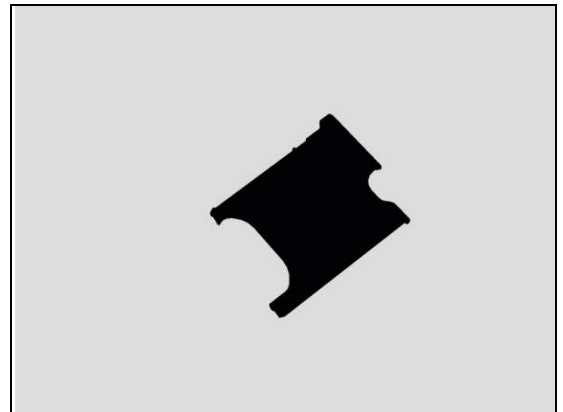


Check:

Inspect the SIM Tray.

Action:

1. If the SIM Tray is damaged – Replace it.

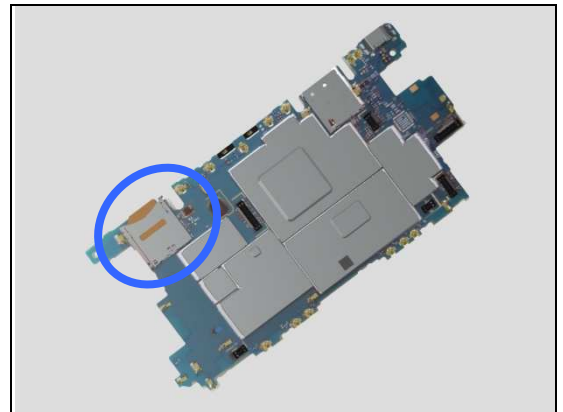


Check:

Inspect the SIM card holder on Main PBA.

Action:

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



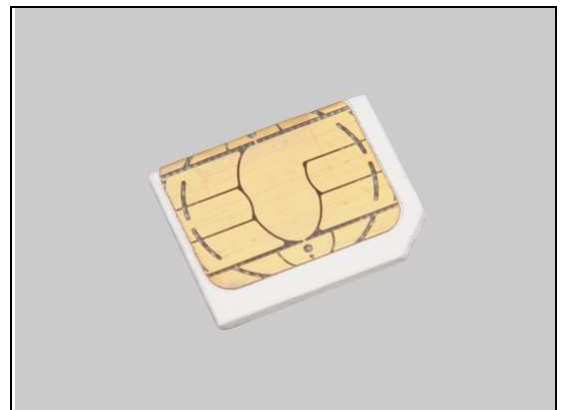
1.33.2 Incorrect UIM or SIM indicated

Check:

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

Action:

1. Use a proper operator UIM/SIM or test UIM/SIM.
2. Customize in Emma to the correct SI according label.
3. Replace Main PBA.



Problem Areas

1.34 Charging

1.34.1 Battery will not charge by USB connector

Check:

Inspect the USB connector.

Action:

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

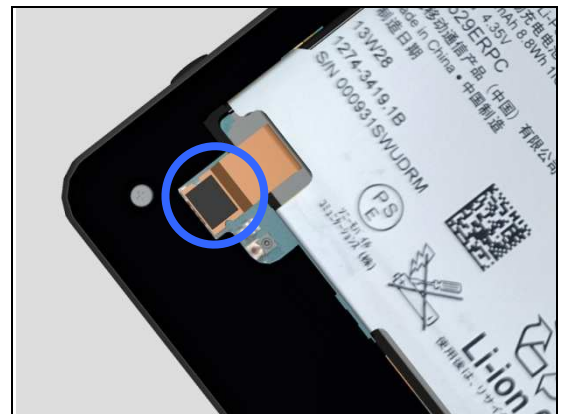


Check:

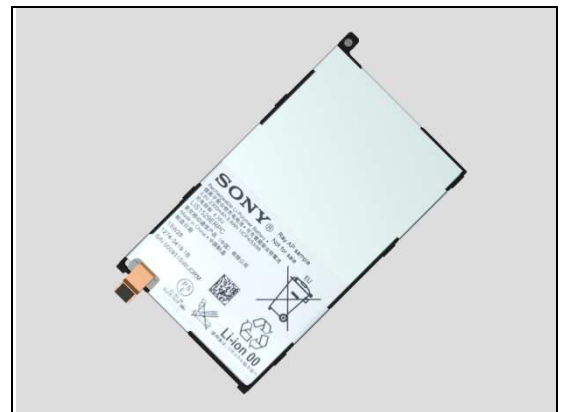
Inspect the BtB Connector of the Battery to Main PBA.

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 on Battery is damaged – replace the Battery.
4. Replace Main PBA.



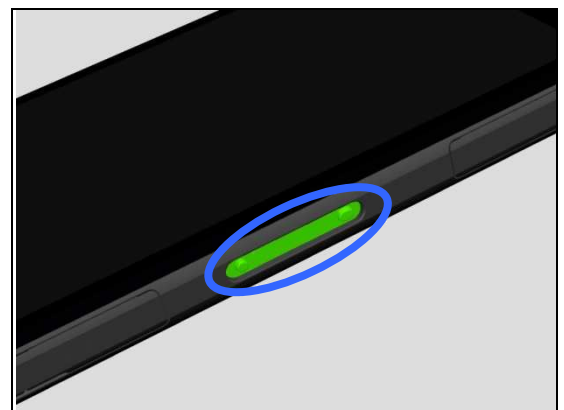
1.34.2 Battery will not charge by charge pad

Check:

Inspect the external port of the Magnetic Connector.

Action:

If dirty or oxidized – clean it.



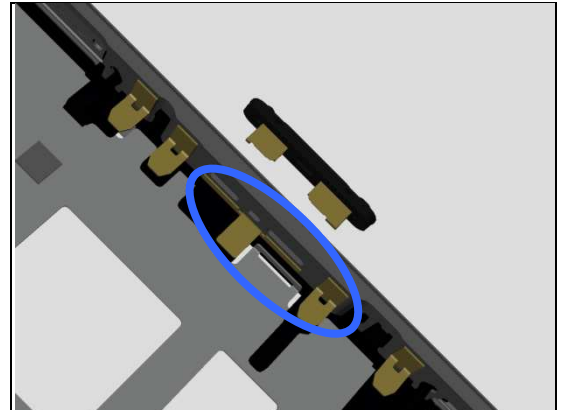
Problem Areas: Charging

Check:

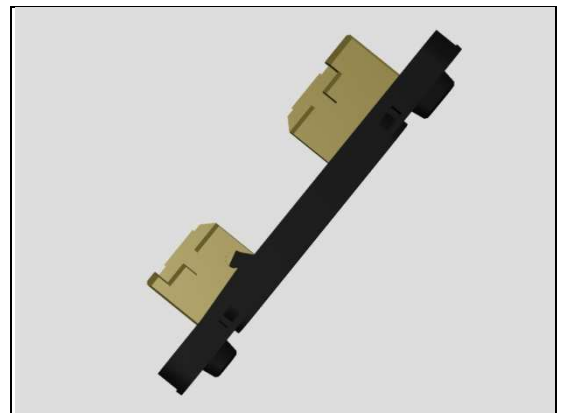
Inspect the contact pads on Frame Main Assy and pads on Magnetic Connector.

Action:

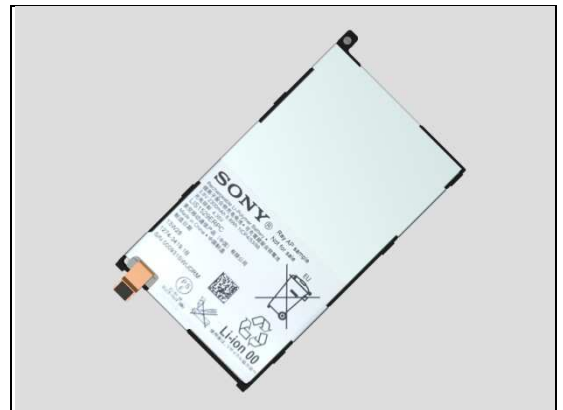
1. If dirty or oxidized – clean the pads.



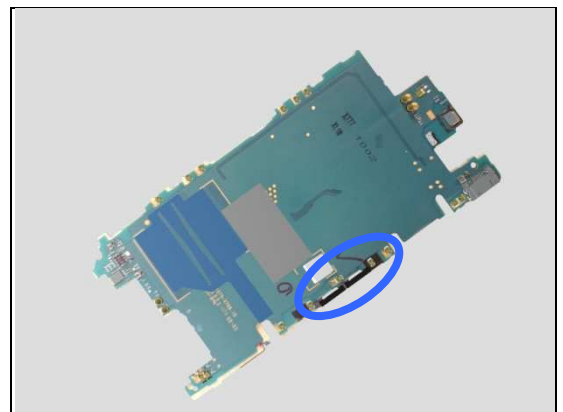
2. If the contact pads of Magnetic Connector are damaged – replace the Magnetic Connector.



3. If the BtB connector on Battery is damaged – replace the Battery.



4. Replace Main PBA.



Problem Areas

1.35 HandsFree by Wire

1.35.1 Connection to portable Handsfree fails

Check:

Inspect the external port of the Audio Jack.

Action:

1. If dirty or oxidized – clean it.

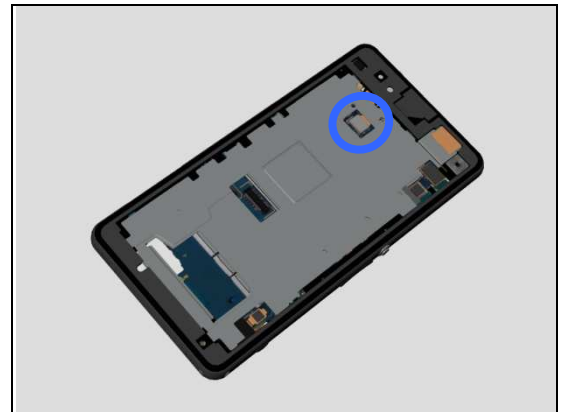


Check:

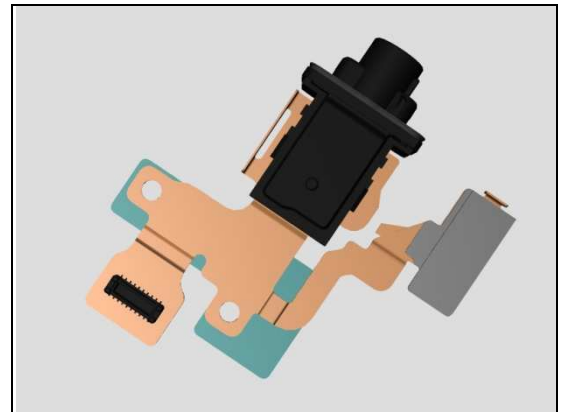
Inspect the BtB connector of FPC Audio Jack to Main PBA.

Action:

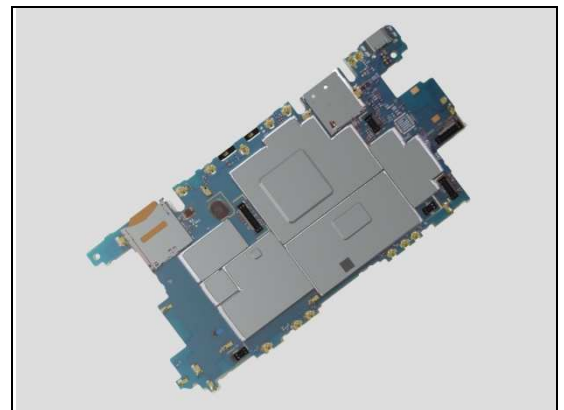
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



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



4. Replace Main PBA.



Problem Areas

1.36 Data Communication

1.36.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

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



2 Revision History

Rev.	Date	Changes / Comments
1	2014-Jan-27	Released
2	2014-Jan-29	RTL Version
3	2014-Jan-31	RTL Version
4	2014-Jan-31	RTL Version
5	2014-Feb-03	Chapter 1.6 & 1.7 updated