

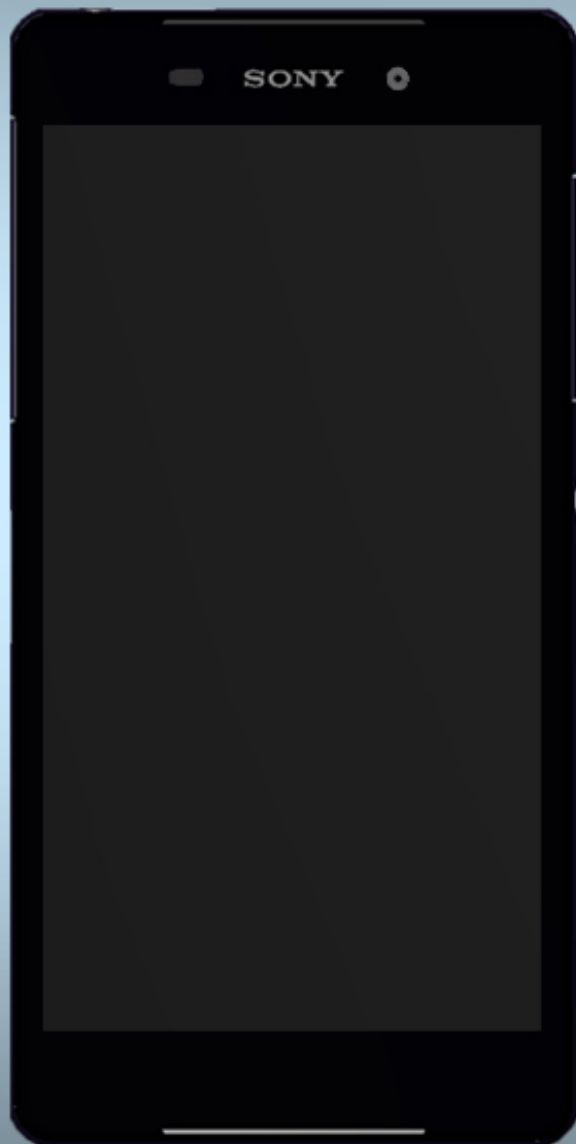
# SONY

make.believe

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## Troubleshooting Guide

- mechanical -



**Xperia™ Z2**  
**L50t, L50u**

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***Always firstly disconnect the Battery FPC BtB connector to cut off power supply when the Sub Antenna Assy is disassembled.***

***Always finally connect the Battery FPC BtB connector before the Sub Antenna Assy is reassembled.***

***Note: Noise Cancelling Calibration always must be performed when Top FPC Assy replacement or Board Swap; 1262-6643 Trouble Shooting Application – mechanical.***

***Note: Gyroscope and Accelerometer Calibration always must be performed when Board Swap or wrong Gyroscope or Accelerometer readouts; 1262-6643 Trouble Shooting Application – mechanical.***

## 1 Problem Areas

### 1.1 Power

#### 1.1.1 Will not power on or will switch off randomly

**Check:**

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

**Action:**

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

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

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

**Check:**

Inspect the on/off key.

**Action:**

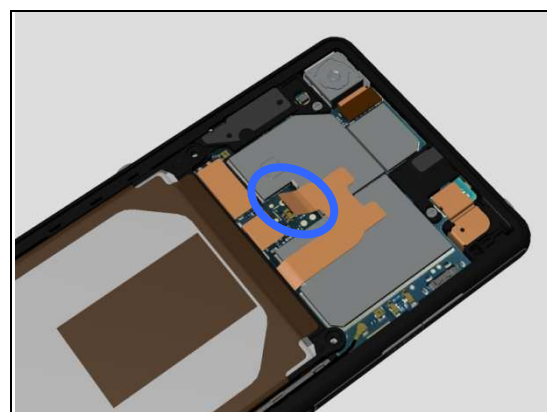
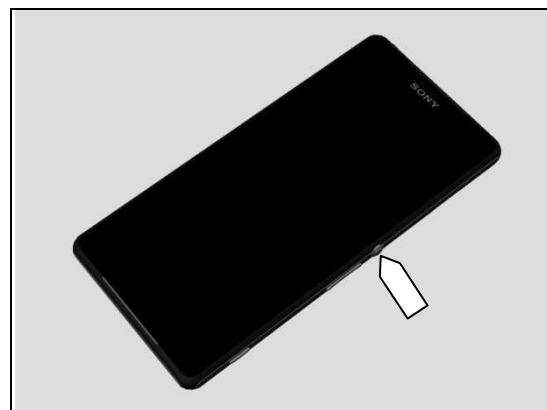
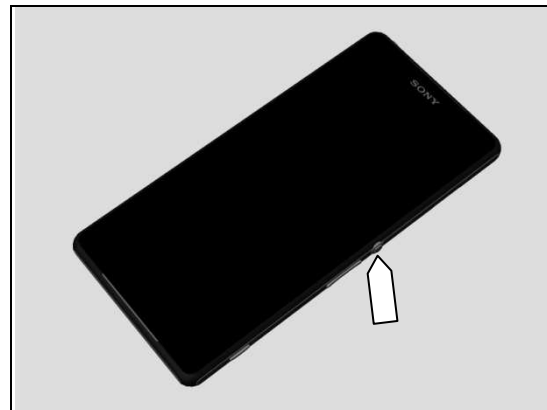
Refer to section 1.2.3 'On/Off Key'.

**Check:**

Inspect the BtB connector of the Battery to Main PBA.

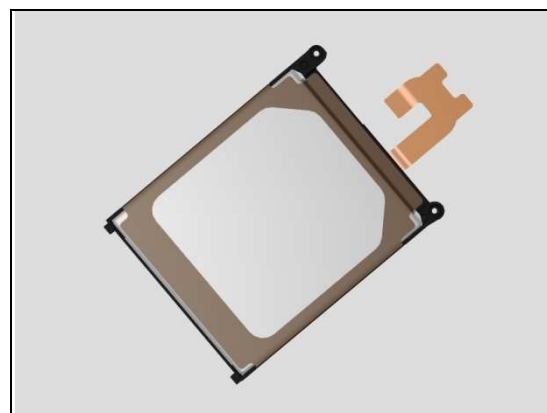
**Action:**

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'.
2. Replace Main PBA.



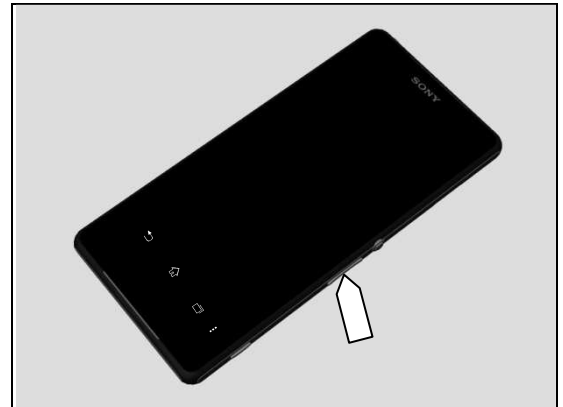
#### 1.2.2 Volume Key

**Check:**

Inspect the external area of the Key Volume.

**Action:**

If dirty – clean it.

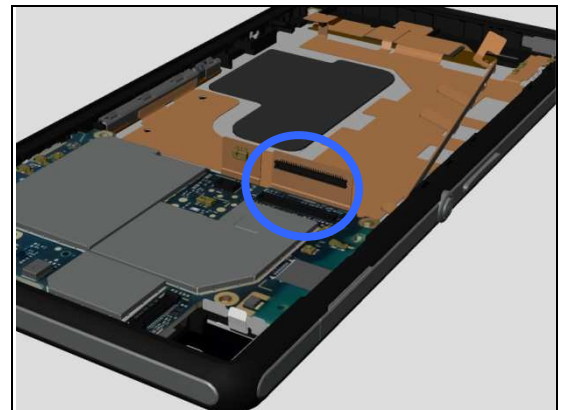


**Check:**

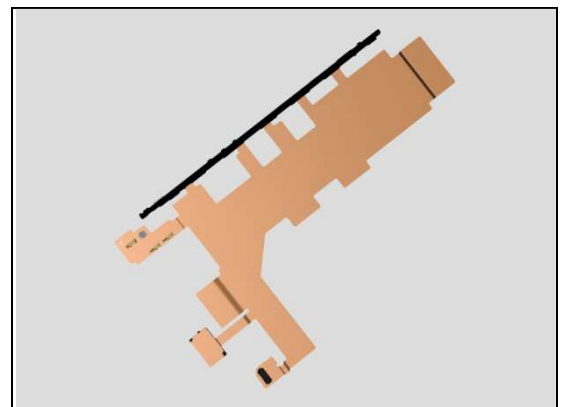
Inspect the BtB connector of Relay FPC Assy to Main PBA.

**Action:**

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



3. If the FPC of Relay FPC Assy is damaged – replace the Relay FPC Assy.
4. Replace Main PBA.



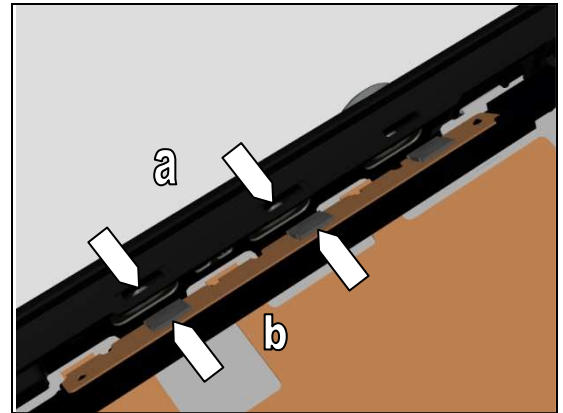
## Problem Areas: Keys

### Check:

Inspect the rubber of the Volume Key (a) and Volume Key switch (b).

### Action:

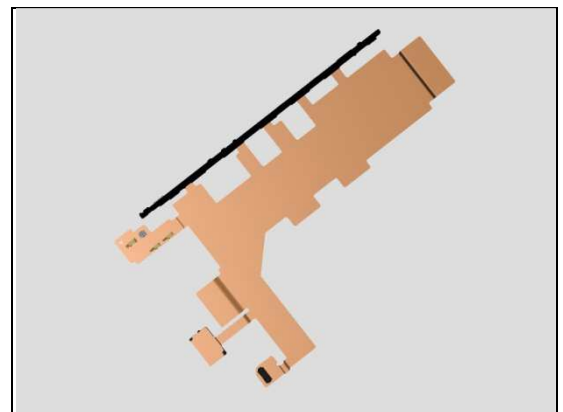
1. If dirty – clean them.



2. If the rubber of the Volume Key is damaged – replace the Display Frame Assy.



3. If the volume key switch is damaged – replace the Relay FPC Assy.



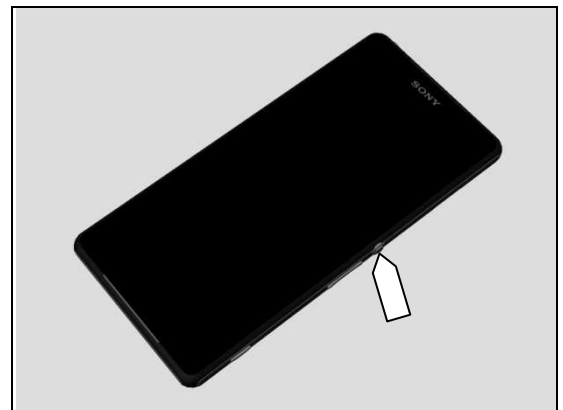
### 1.2.3 On/Off Key

### Check:

Inspect the external area of the Power Key.

### Action:

If dirty – clean it.





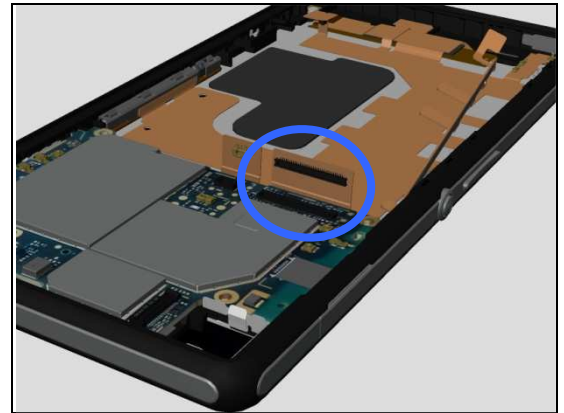
## Problem Areas: Keys

### Check:

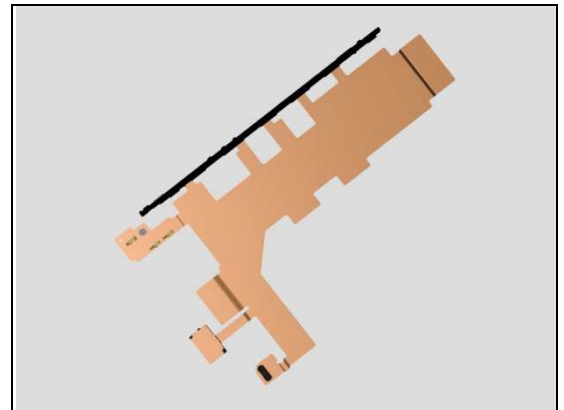
Inspect the BtB connector of Relay FPC Assy to Main PBA.

### Action:

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



3. If the FPC of Relay FPC Assy is damaged – replace the Relay FPC Assy.
4. Replace Main PBA.

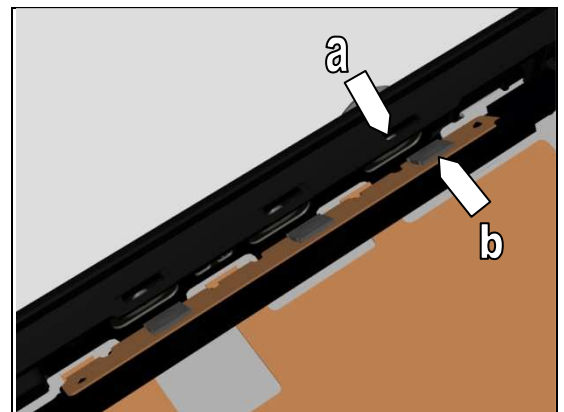


### Check:

Inspect the rubber of the Power Key (a) and Power Key switch (b).

### Action:

1. If dirty – clean them.



2. If the rubber of the power key is damaged – replace the Display Frame Assy.



## Problem Areas: Keys

3. If the power key switch is damaged – replace the Relay FPC Assy.

### 1.2.4 Camera Key

**Check:**

Inspect the external area of the Camera Key.

**Action:**

If dirty – clean it.

**Check:**

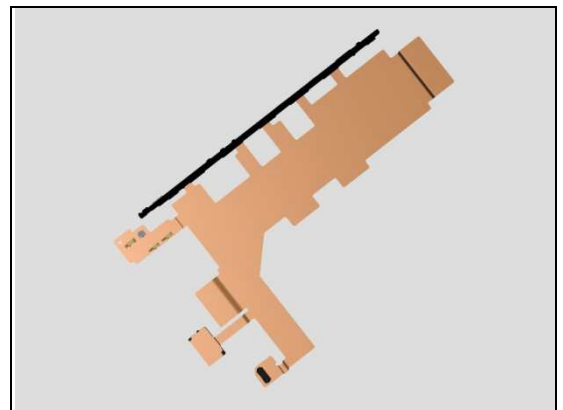
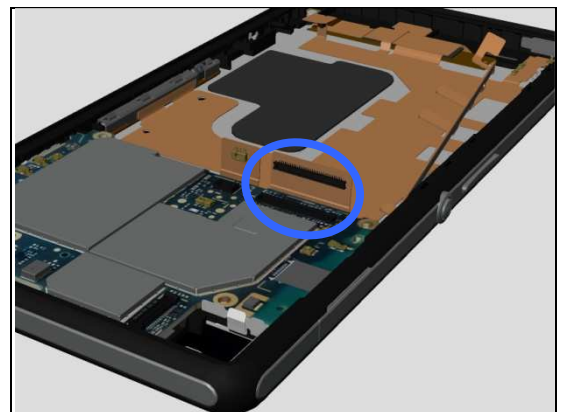
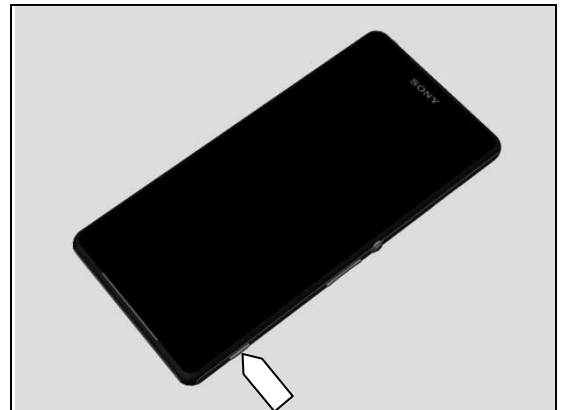
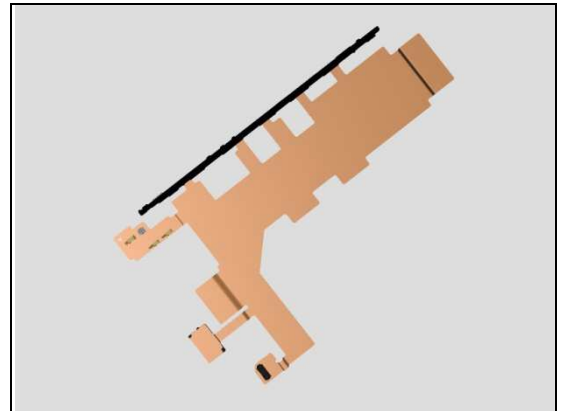
Inspect the BtB connector of Relay FPC Assy to Main PBA.

**Action:**

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

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

4. Replace Main PBA.



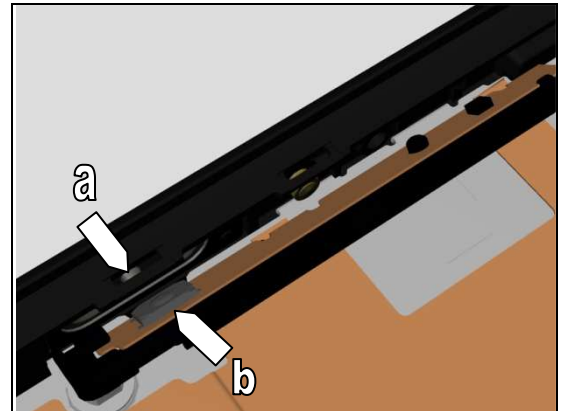
## Problem Areas: Keys

### Check:

Inspect the rubber of the Camera Key (a) and Camera Key switch (b).

### Action:

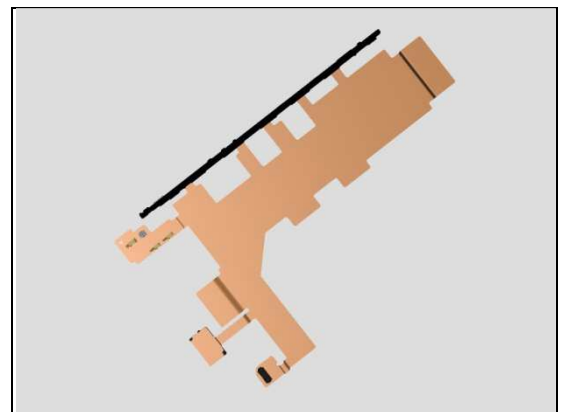
1. If dirty – clean them.



2. If the rubber of the Camera Key is damaged – replace the Display Frame Assy.



2. If the camera key switch is damaged – replace the Relay FPC Assy.



## Problem Areas

### 1.3 Touch Screen

#### 1.3.1 Touch Screen malfunction

**Check:**

Inspect the touch screen of the Display Frame Assy.

**Action:**

1. If dirty – clean it.



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

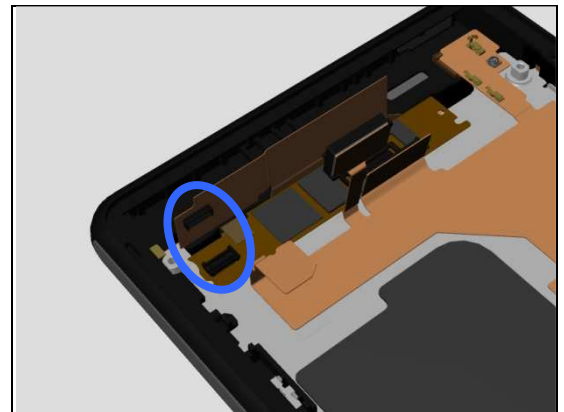


**Check:**

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

**Action:**

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



3. If the BtB connector of touch panel FPC or FPC is damaged – replace the Display Frame Assy.  
4. Replace Main PBA.



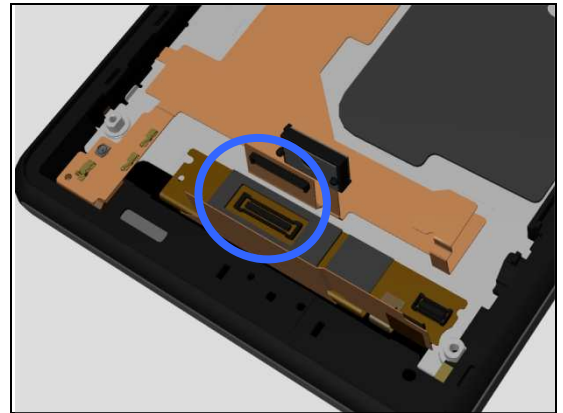
## Problem Areas: Touch Screen

### Check:

Inspect the BtB connector of Display Frame Assy FPC to Relay FPC Assy.

### Action:

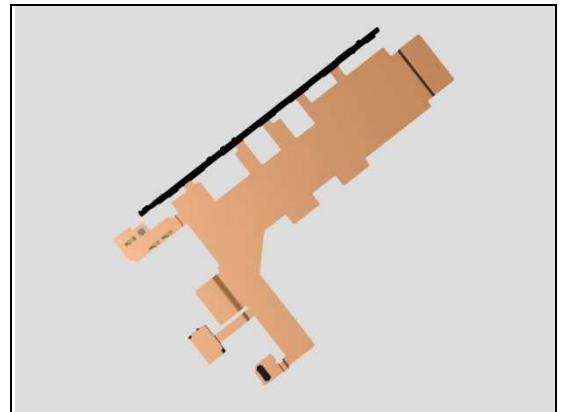
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



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



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

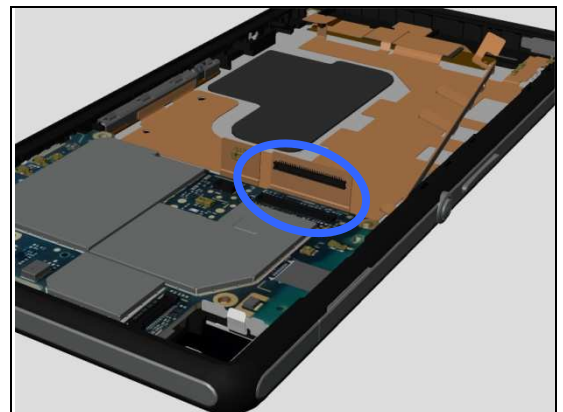


### Check:

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

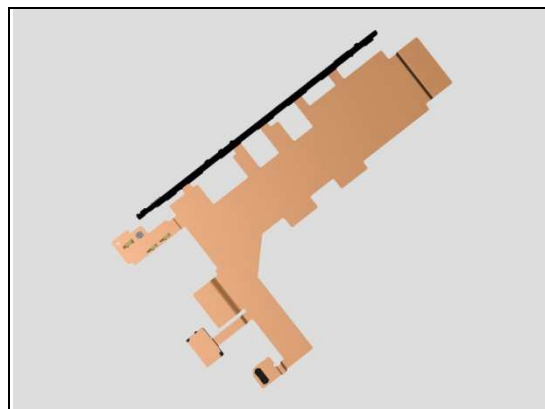
### Action:

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



## Problem Areas: Touch Screen

3. If the FPC of Relay FPC Assy is damaged – replace the Relay FPC Assy.
4. Replace Main PBA.



## Problem Areas

### 1.4 Display

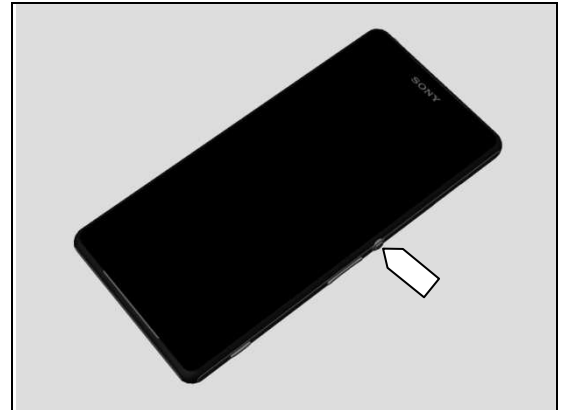
#### 1.4.1 Graphics & Illumination

**Check:**

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

**Action:**

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

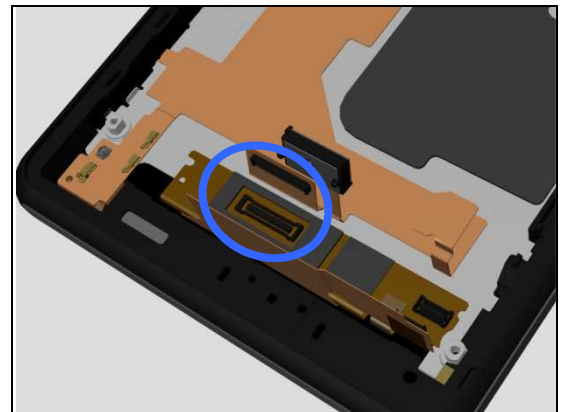


**Check:**

Inspect the BtB connector of Display Frame Assy FPC to Relay FPC Assy.

**Action:**

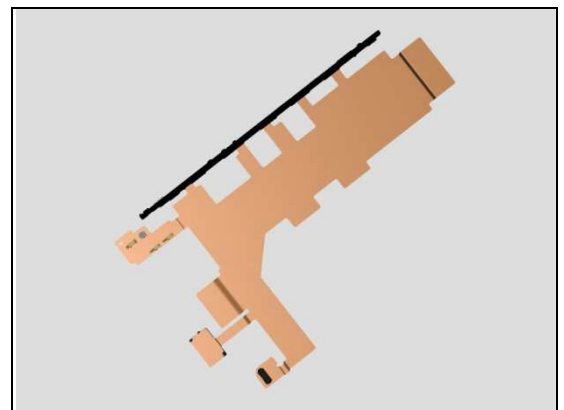
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



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



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



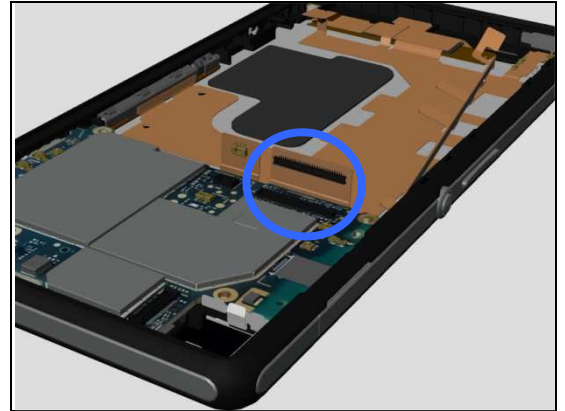
## Problem Areas: Display

**Check:**

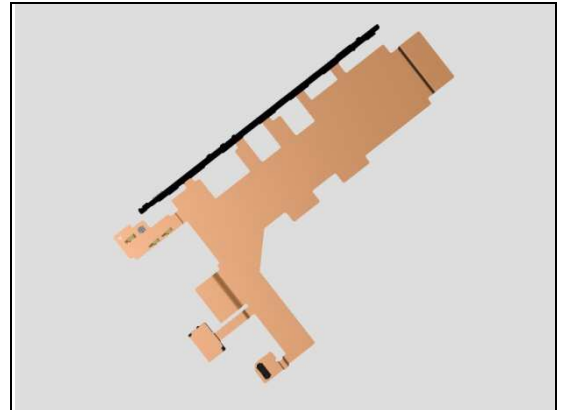
Inspect the BtB connector of Relay FPC Assy to Main PBA.

**Action:**

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



3. If the FPC of Relay FPC Assy is damaged – replace the Relay FPC Assy.
4. Replace Main PBA.





## Problem Areas

### 1.5 LED/Illumination

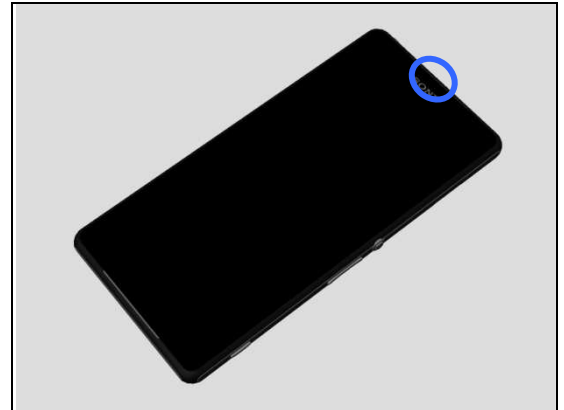
#### 1.5.1 LED/Illumination

**Check:**

Inspect external port of LED on the Display Frame Assy.

**Action:**

1. If dirty – clean it.

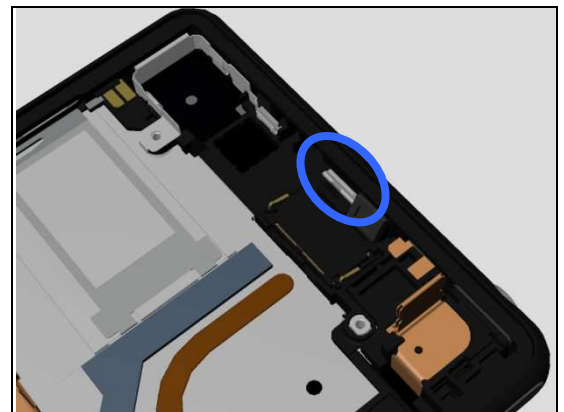


**Check:**

Inspect the LED light guide on the Display Frame Assy.

**Action:**

1. If dirty – clean it.



2. If damaged – replace the Display Frame Assy.

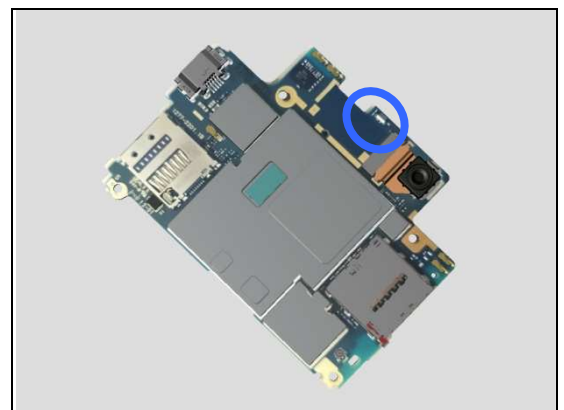


**Check:**

Inspect the LED on the Main PBA.

**Action:**

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



## Problem Areas

### 1.6 Speaker

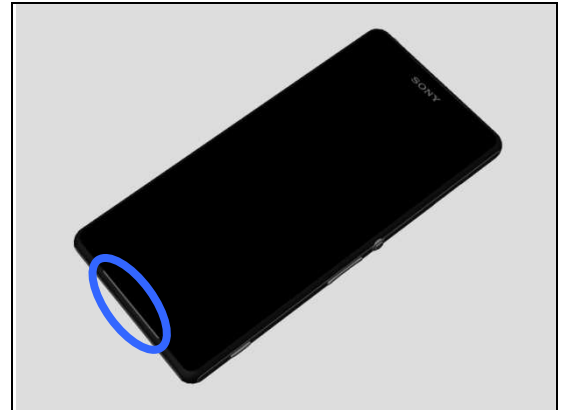
#### 1.6.1 Loudspeaker

**Check:**

Inspect the Loudspeaker's external port on the Display Frame Assy.

**Action:**

1. If clogged – clean it.



2. If damaged – replace the Display Frame Assy.

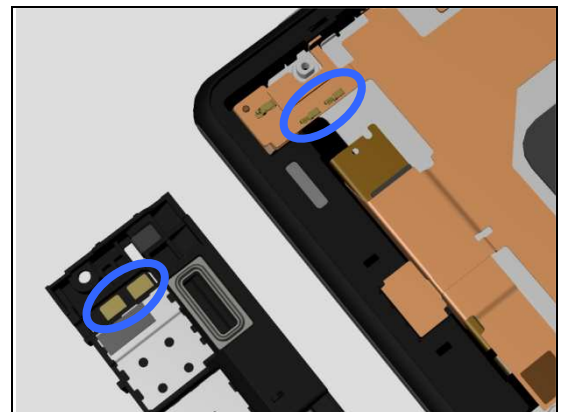


**Check:**

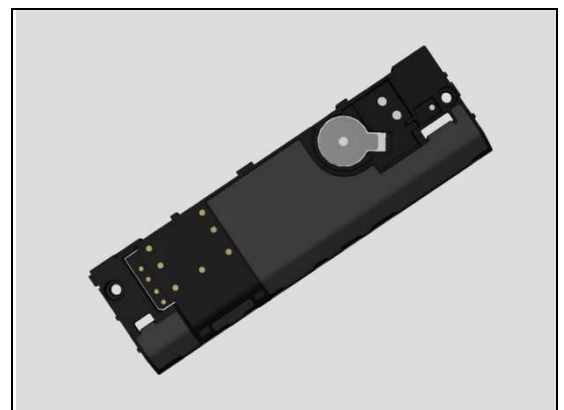
Inspect the contact pins on the Relay FPC Assy and the contact pads on the Antenna Speaker Box Assy.

**Action:**

1. If dirty – clean them.



2. If the contact pads of the Antenna Speaker Box Assy or the Loudspeaker are damaged – replace the Antenna Speaker Box Assy.



## Problem Areas: Speaker

3. If the contact pins on the Relay FPC Assy are damaged - replace the Relay FPC Assy.

**Check:**

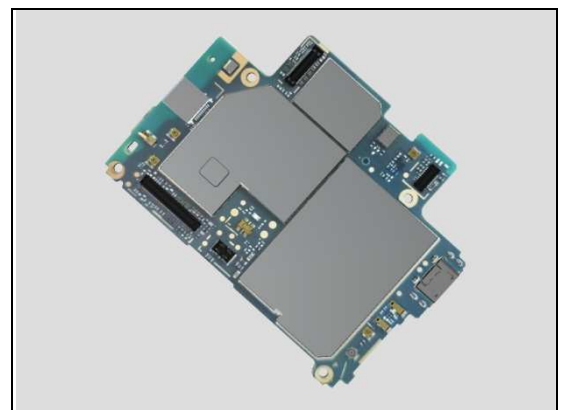
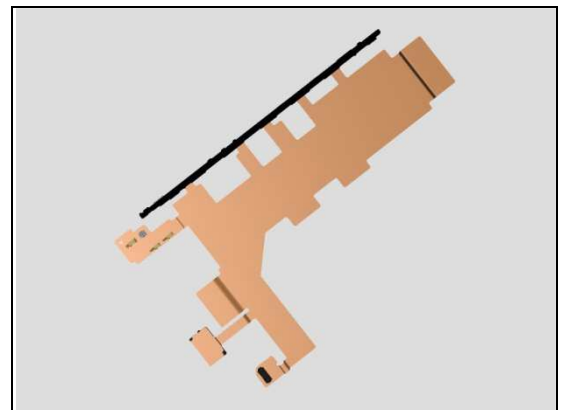
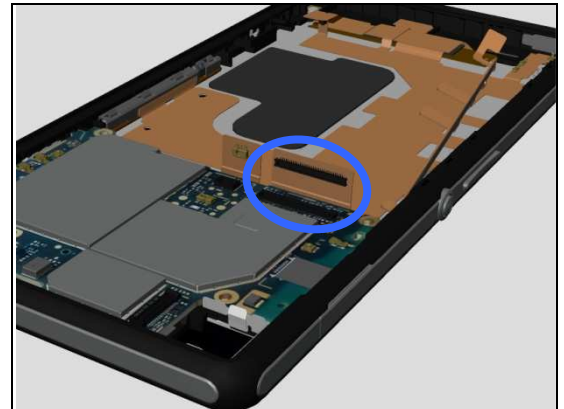
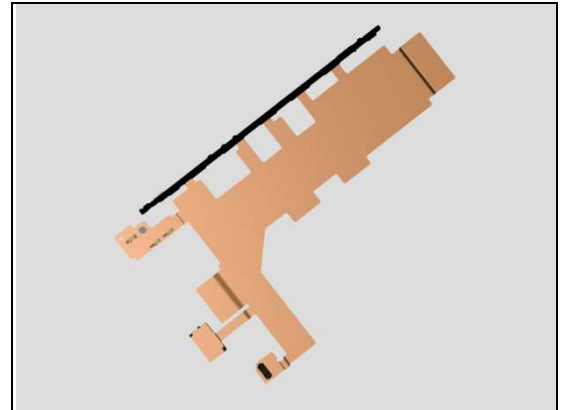
Inspect the BtB connector of Relay FPC Assy to Main PBA.

**Action:**

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

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

4. Replace Main PBA.



## Problem Areas

### 1.7 Earphone

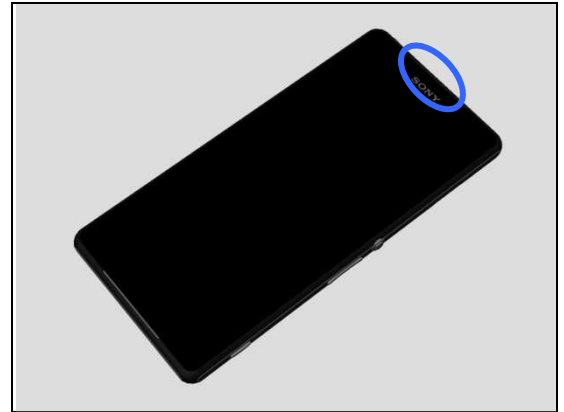
#### 1.7.1 Ear Speaker

**Check:**

Inspect the external port of Ear Speaker on the Display Frame Assy.

**Action:**

1. If clogged – clean it.

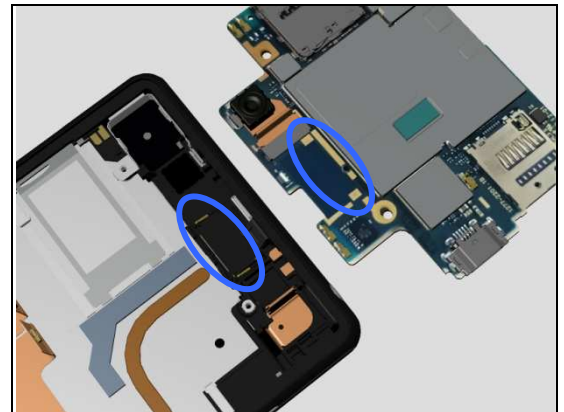


**Check:**

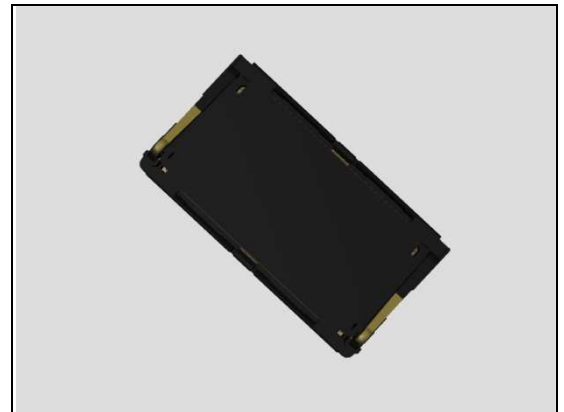
Inspect the contact pins of Top Speaker and the contact pads on the Main PBA.

**Action:**

1. If dirty – clean them.



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



## Problem Areas

### 1.8 Microphone

#### 1.8.1 Primary Microphone

**Check:**

Inspect the Primary Microphone's external port on the Display Frame Assy.

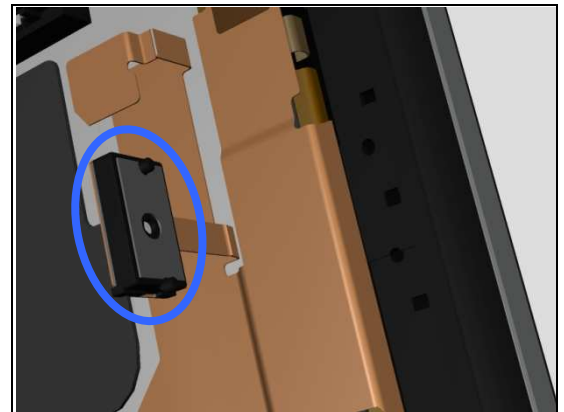
**Action:**

1. If clogged – clean it.



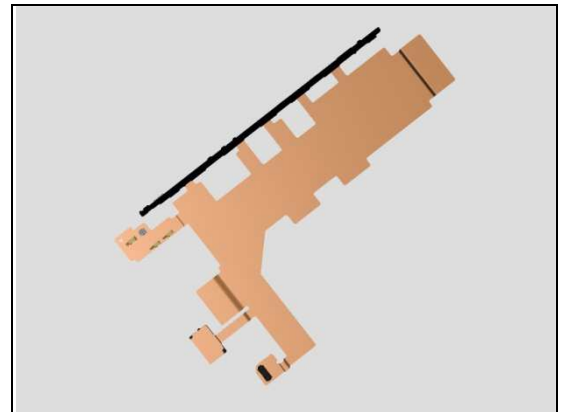
**Check:**

Inspect the primary microphone on the Relay FPC Assy.



**Action:**

1. If the microphone or the FPC is damaged– replace the Relay FPC Assy.

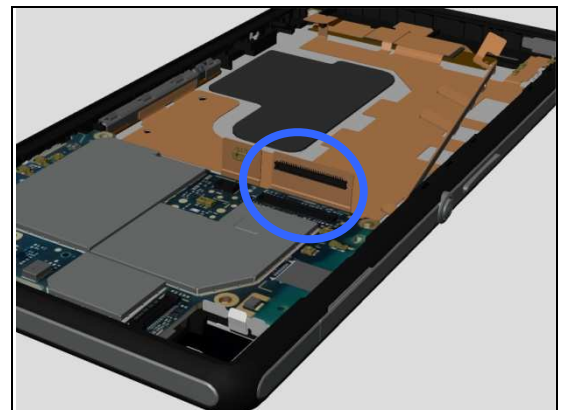


**Check:**

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

**Action:**

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



## Problem Areas: Microphone

3. If the FPC of Relay FPC Assy is damaged – replace the Relay FPC Assy.
4. Replace Main PBA.

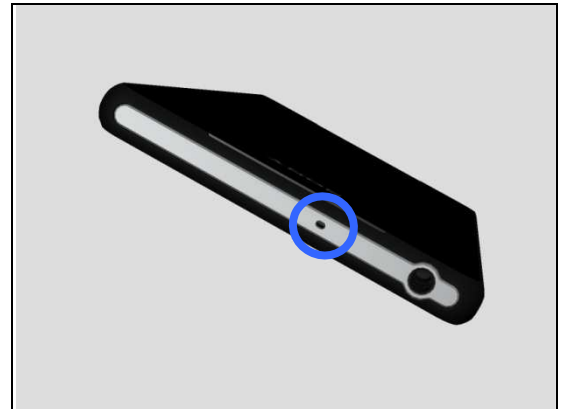
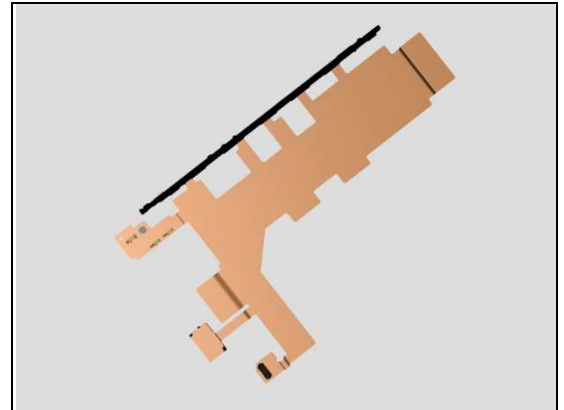
### 1.8.1 Secondary Microphone

**Check:**

Inspect the external port of secondary microphone on the Display Frame Assy.

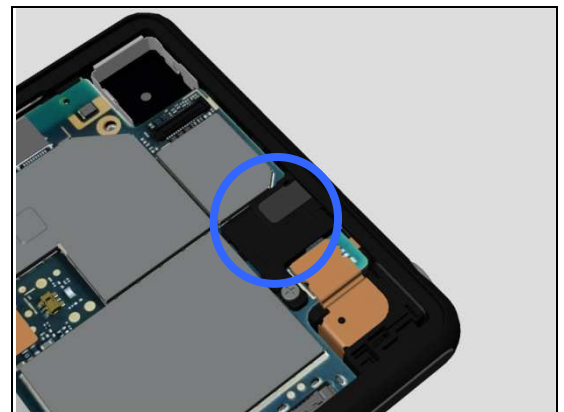
**Action:**

1. If clogged – clean it.



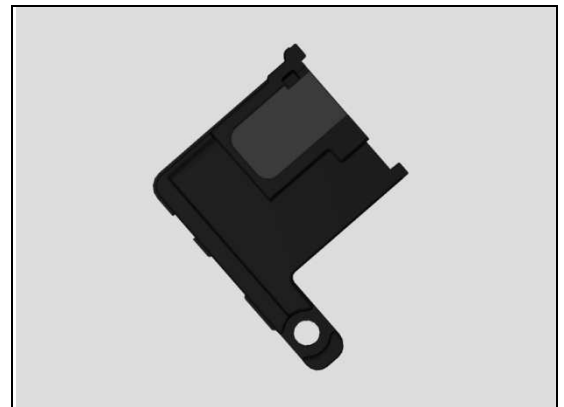
**Check:**

Inspect the Holder 2nd Mic.



**Action:**

1. If damaged – replace the Holder 2nd Mic.



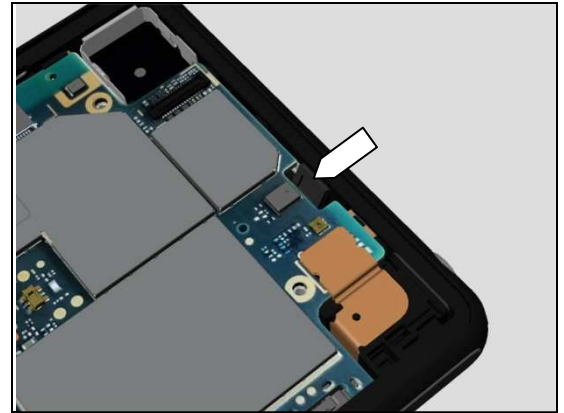
## Problem Areas: Microphone

**Check:**

Inspect the secondary microphone mesh on the Display Frame Assy.

**Action:**

1. If dirty – clean it.



2. If damaged – replace the Display Frame Assy.

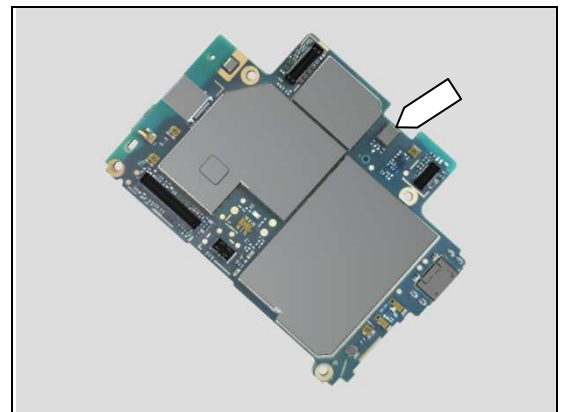


**Check:**

Inspect the secondary microphone on the Main PBA.

**Action:**

1. If dirty – 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 Relay FPC Assy.

**Action:**

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

3. If the connector or cables of vibrator or vibrator itself is damaged – replace the Vibrator.

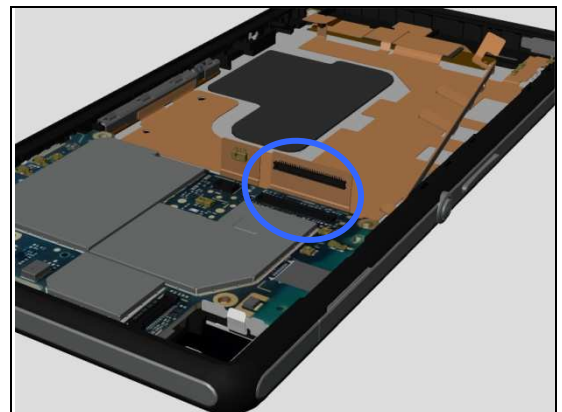
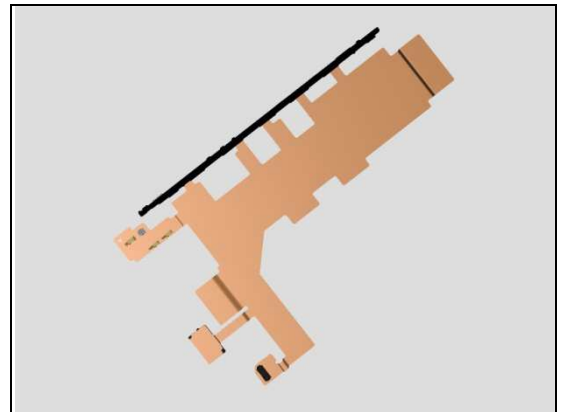
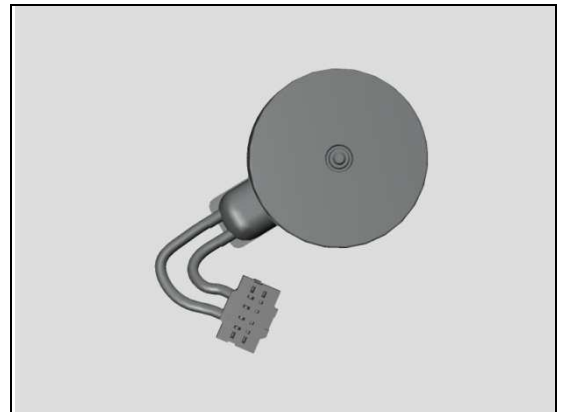
4. If the connector of vibrator on Relay FPC Assy is damaged – replace the Relay FPC Assy.

**Check:**

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

**Action:**

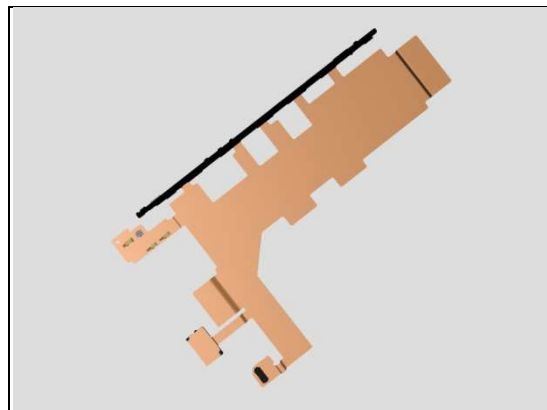
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.





## Problem Areas: Vibrator

3. If the FPC of Relay FPC Assy is damaged – replace the Relay FPC Assy.
4. Replace Main PBA.



## Problem Areas

### 1.10 Camera

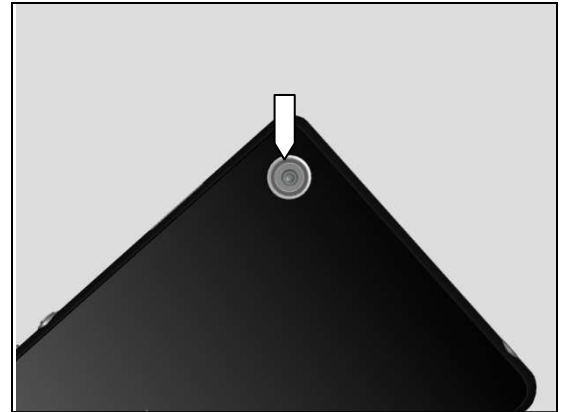
#### 1.10.1 Main Camera

**Check:**

Inspect the external area of camera window.

**Action:**

1. If dirty – clean it.



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



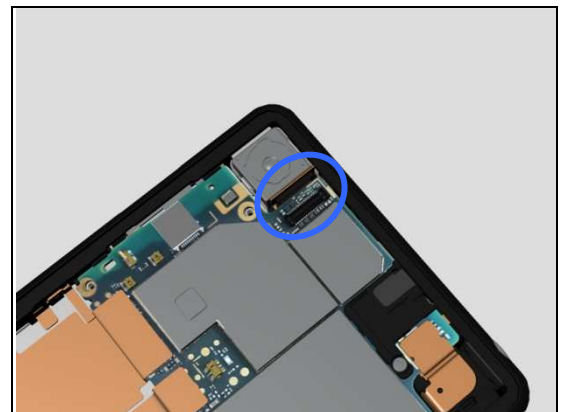
**Check:**

Inspect the BtB connector of Camera to Main PBA.

**Action:**

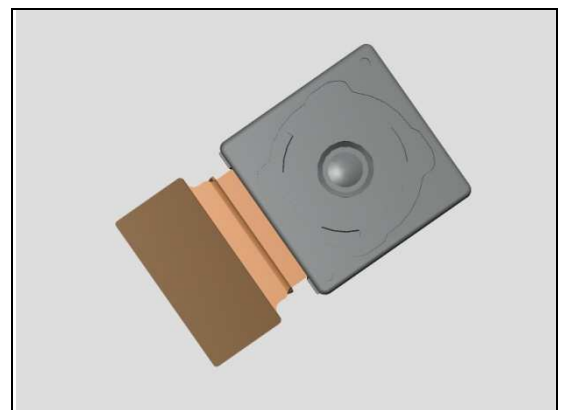
1. If not properly connected – disconnect and reconnect it.

2. If dirty or oxidized – clean it.



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

4. Replace Main PBA.



## Problem Areas: Camera

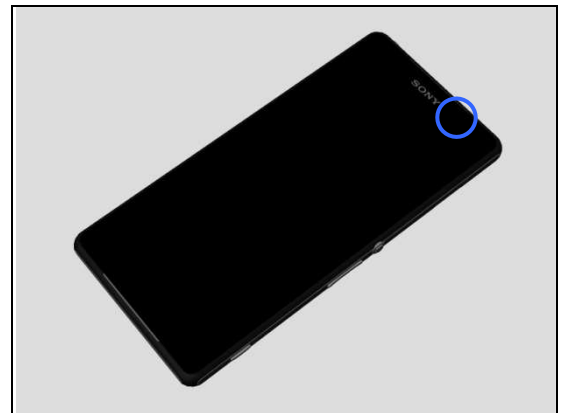
### 1.10.2 Video Call Camera defects

**Check:**

Inspect the external area of the video camera window.

**Action:**

1. If dirty – clean it.



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

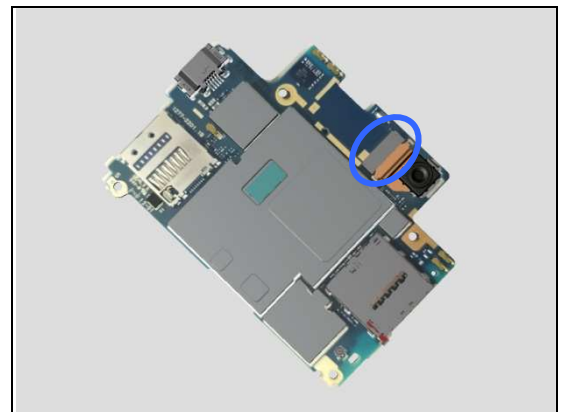


**Check:**

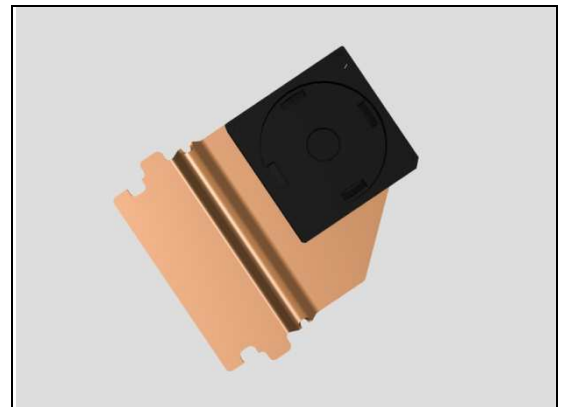
Inspect the ZIF connector of Camera Chat to the Main PBA.

**Action:**

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



3. If the FPC or the Camera Chat is damaged – replace the Camera Chat.  
4. Replace Main PBA.



## Problem Areas

### 1.11 Flash LED

#### 1.11.1 Flash LED not flashing

**Check:**

Inspect the external area of the flash LED Light Guide.

**Action:**

1. If dirty – clean it.



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



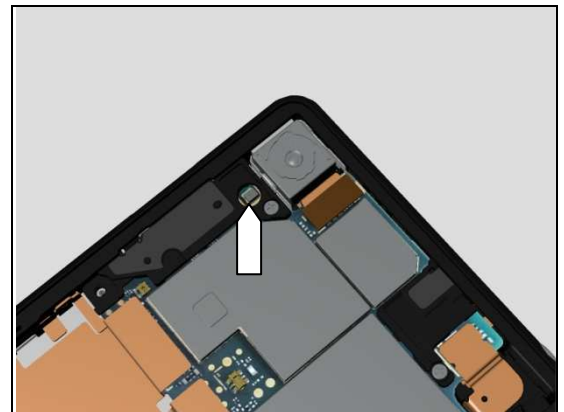
**Check:**

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

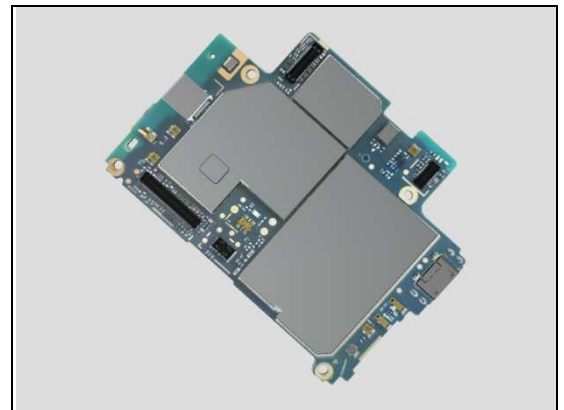
#### 1.12.1 Bluetooth or WLAN connection failure

**Check:**

Inspect the WLAN/BT Flex Antenna contact pads on Ant WLAN/BT Holder Assy and the contact pins on main PBA.

**Action:**

1. If dirty or oxidized – clean the pads and pins.
2. If the contact pads on Ant WLAN/BT Holder Assy or WLAN/BT Flex Antenna film is damaged – replace the Ant WLAN/BT Holder Assy.
3. If the contact pins on main PBA is damaged – replace Main PBA.



## Problem Areas

### 1.13 NFC

#### 1.13.1 NFC malfunctions

**Check:**

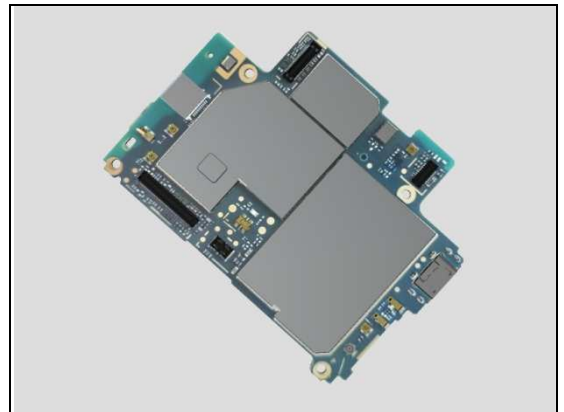
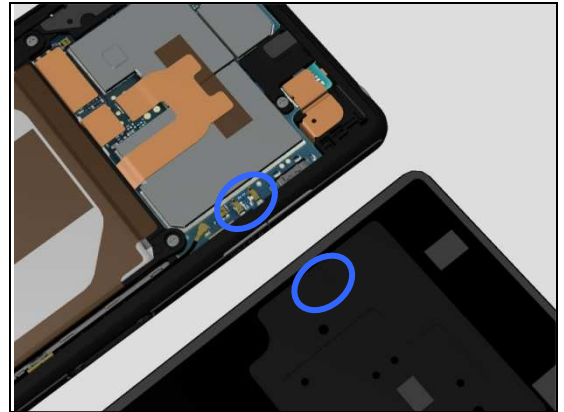
Inspect the NFC antenna contact pads on Back Panel Assy and the contact pins on Main PBA.

**Action:**

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

2. If the NFC antenna contact pads is damaged – replace the Back Panel Assy.

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



## Problem Areas

### 1.14 GPS

#### 1.14.1 GPS malfunctions

**Check:**

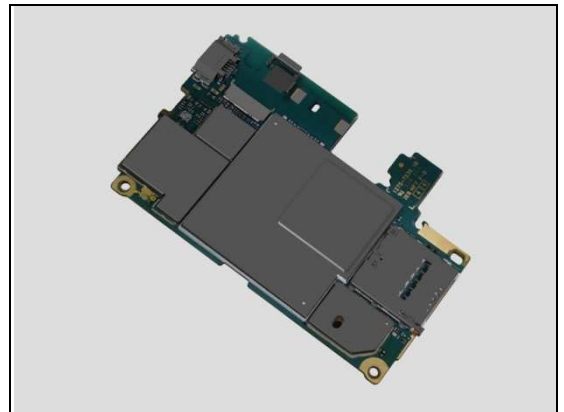
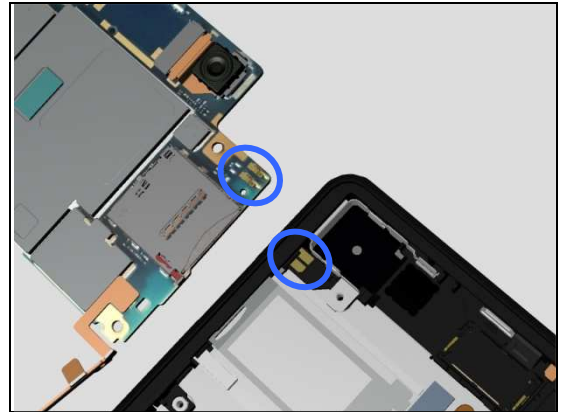
Inspect the GPS antenna contact pads on Display Frame Assy and the contact pins on Main PBA.

**Action:**

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

2. If the GPS antenna contact pads is damaged – replace the Display Frame Assy.

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



## Problem Areas

### 1.15 Compass

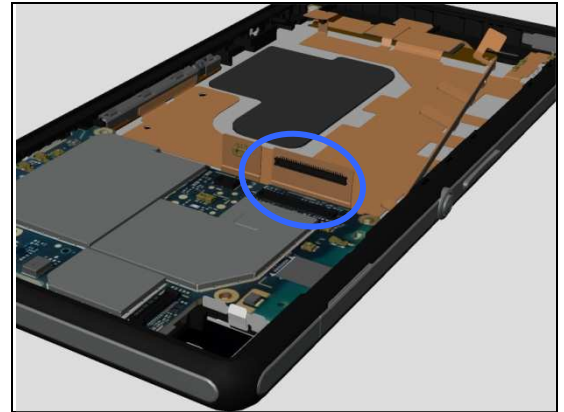
#### 1.15.1 Compass fails

**Check:**

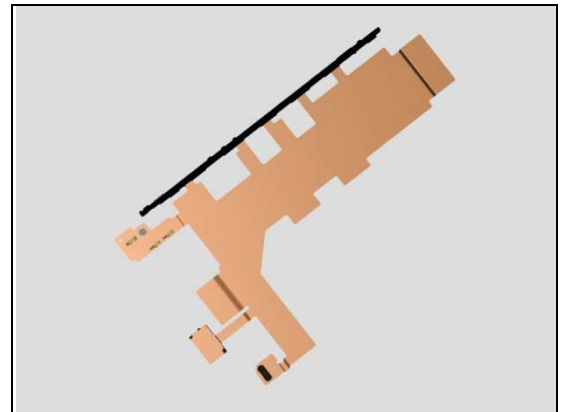
Inspect the BtB connector of Relay FPC Assy to Main PBA.

**Action:**

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

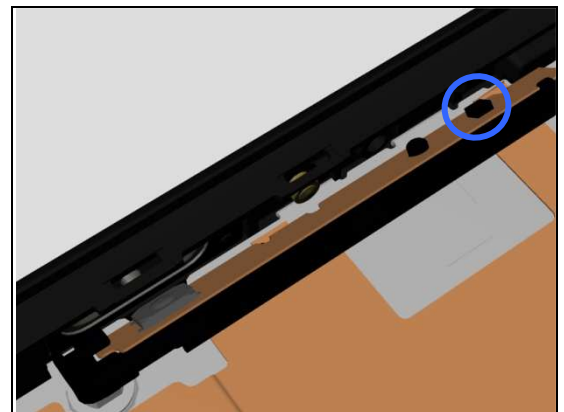


3. If the FPC of Relay FPC Assy is damaged – replace the Relay FPC Assy.



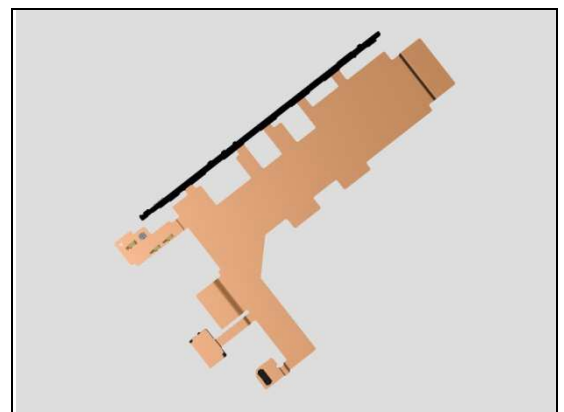
**Check:**

Inspect the compass chip on the Relay FPC Assy.



**Action:**

1. If the compass chip is damaged – replace the Relay FPC Assy.
2. Replace Main PBA.





## Problem Areas

### 1.16 Accelerometer

#### 1.16.1 Accelerometer test fails

**Action:**

1. Follow the 1262-6643 Trouble Shooting Application – mechanical to run the Accelerometer Calibration.
2. Replace Main PBA.

## Problem Areas

### 1.17 Gyroscope

#### 1.17.1 Gyroscope test fails

**Action:**

1. Follow the 1262-6643 Trouble Shooting Application – mechanical to run the Gyroscope Calibration.
2. 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 on the Display Frame Assy.

**Action:**

1. If dirty – clean it.

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

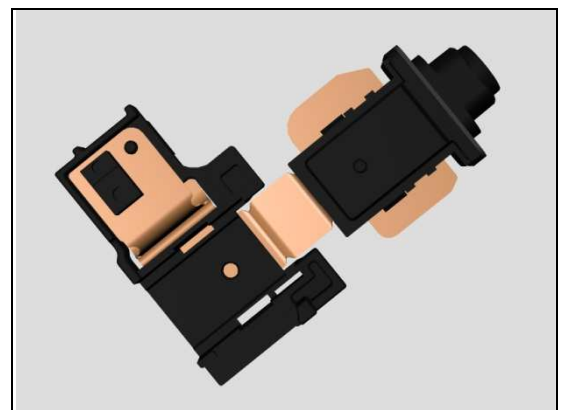
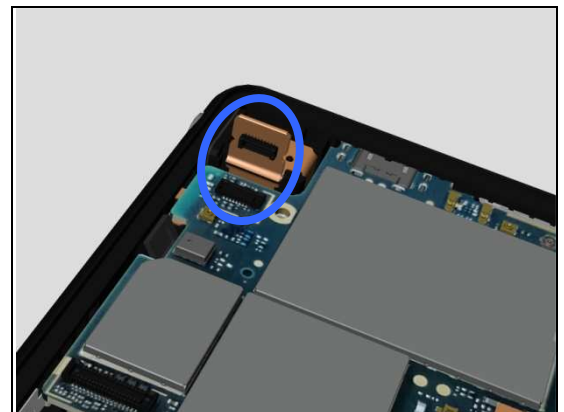
**Check:**

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

**Action:**

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

3. If the BtB connector or Top FPC Assy is damaged – replace the Top FPC Assy.



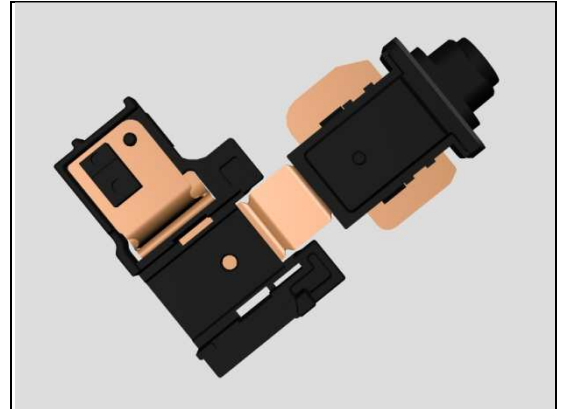
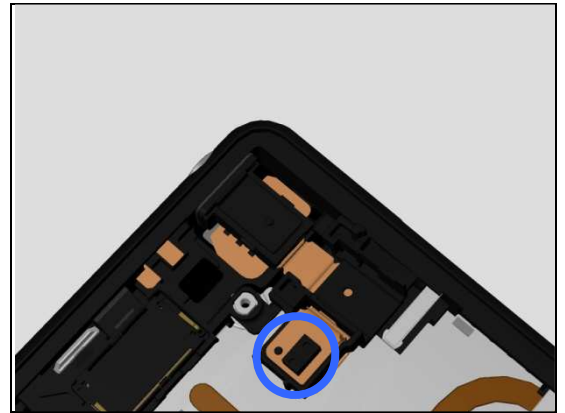
## Problem Areas: Ambient Light Sensor

**Check:**

Inspect the sensor on the Top FPC Assy.

**Action:**

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



## Problem Areas

### 1.19 Proximity Switch

#### 1.19.1 Proximity switch malfunctions

**Check:**

Inspect the external window area of proximity switch and the proximity sensor on the Display Frame Assy.

**Action:**

1. If dirty – clean it.

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

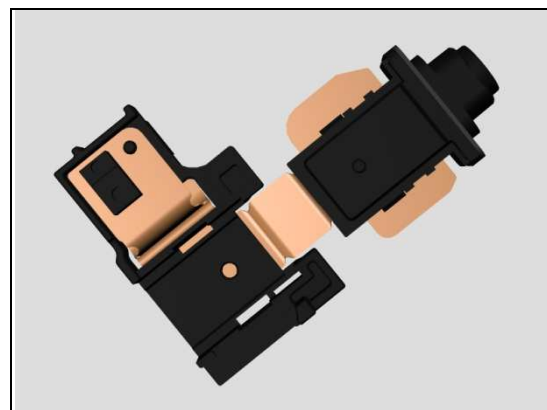
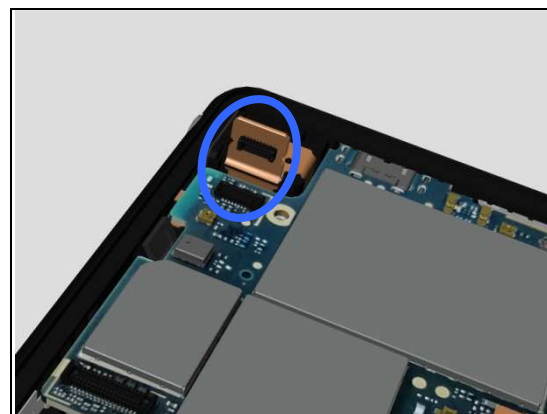
**Check:**

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

**Action:**

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

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



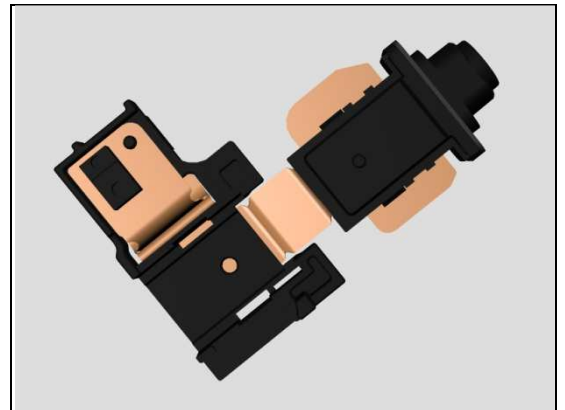
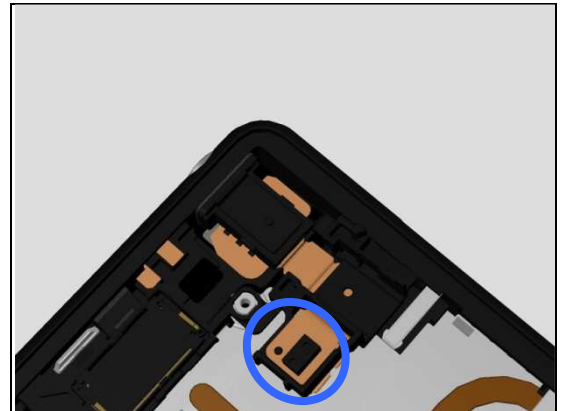
## Problem Areas: Proximity Switch

**Check:**

Inspect the proximity sensor and proximity switch on the Top FPC Assy.

**Action:**

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



## **Problem Areas**

### **1.20 Pressure Sensor**

#### **1.20.1 Pressure Sensor test fails**

Replace Main PBA.

## Problem Areas

### 1.21 Water Resistance

#### 1.21.1 Water Resistance fails

**Check:**

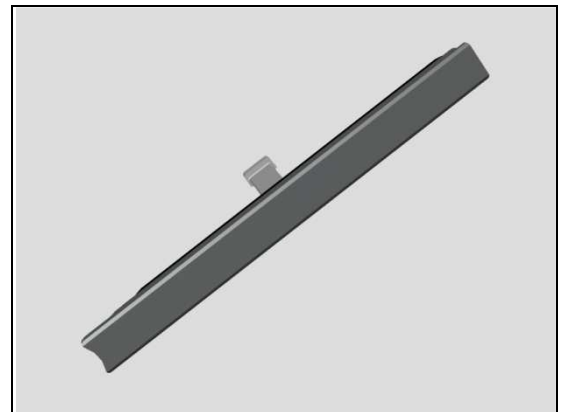
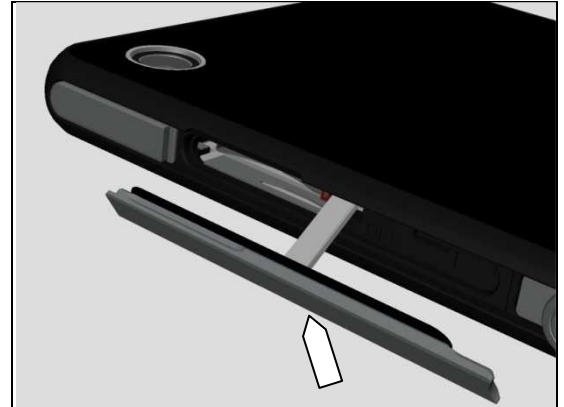
Inspect the Cap SIM.

**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:**

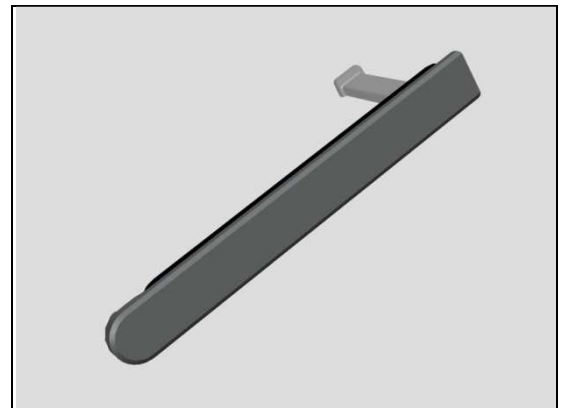
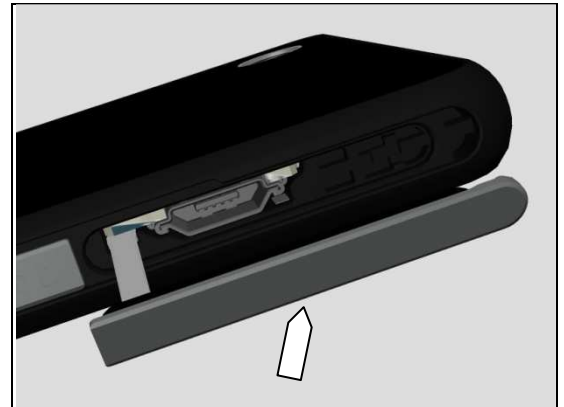
Inspect the Cap USB.

**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!**





## Problem Areas: Water Resistance

### 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!**



### Check:

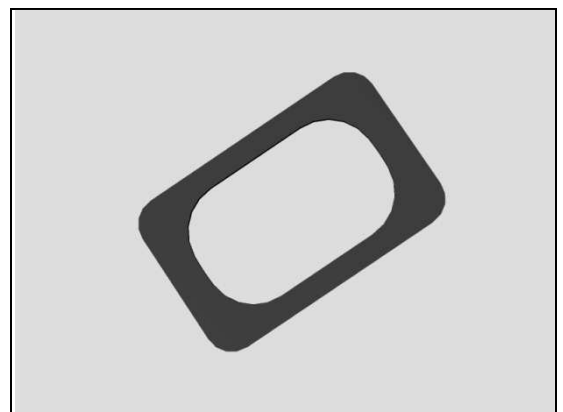
Inspect the Top FPC Assy.



### Action:

If not properly assembled or damaged – replace Adhesive Audio Jack and then reassemble the Top FPC Assy.

**Run the Water Resistance Test again!**



## Problem Areas: Water Resistance

**Check:**

Inspect the Magnetic charger connector.



**Action:**

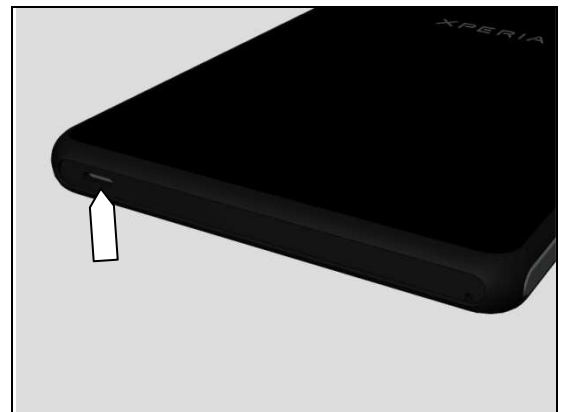
If not properly assembled or damaged – replace it.

**Run the Water Resistance Test again!**



**Check:**

Inspect the film for water resistance check.



**Action:**

If damaged – replace the Display Frame Assy.

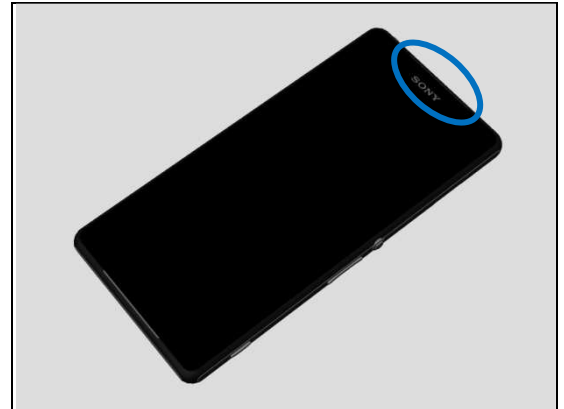
**Run the Water Resistance Test again!**



## Problem Areas: Water Resistance

**Check:**

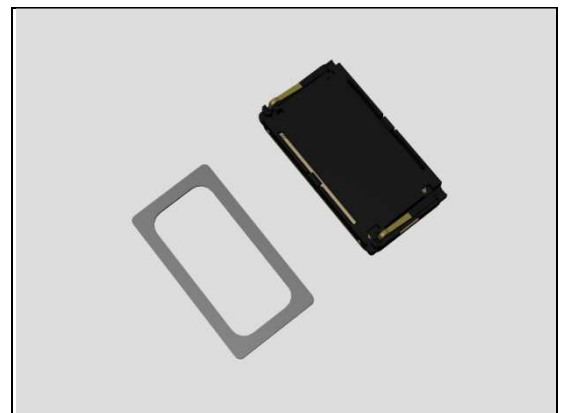
Inspect the Top Speaker.



**Action:**

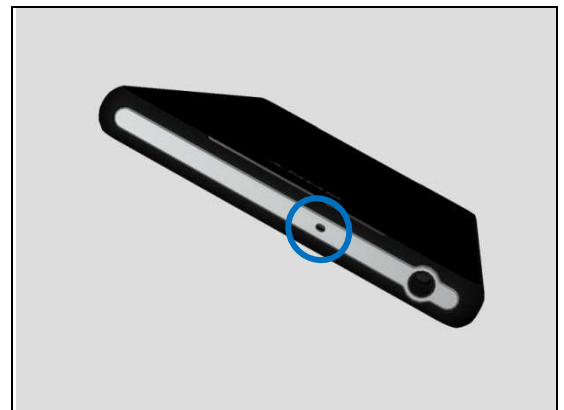
If damaged – replace the Top Speaker and Adhesive Top Speaker.

**Run the Water Resistance Test again!**



**Check:**

Inspect the secondary microphone mesh.



**Action:**

If damaged – replace the Display Frame Assy.

**Run the Water Resistance Test again!**



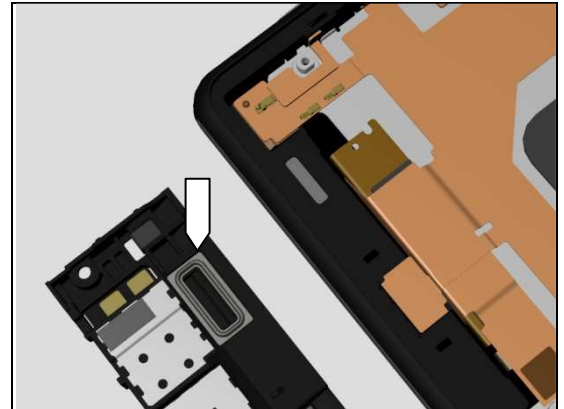
## Problem Areas: Water Resistance

### Check:

Inspect loudspeaker sealing rubber on the Antenna Speaker Box Assy.

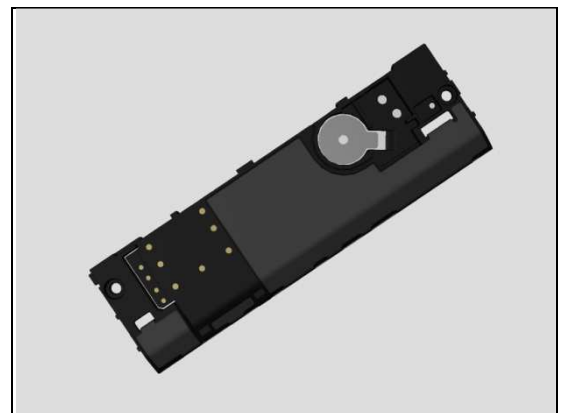
### Action:

1. If dirty – clean it.
2. If Antenna Speaker Box Assy is not properly assembled – disassemble and reassemble.



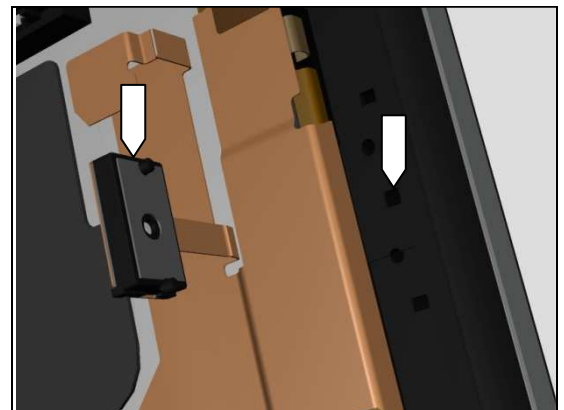
3. If the loudspeaker sealing rubber is damaged – replace the Antenna Speaker Box Assy.

**Run the Water Resistance Test again!**



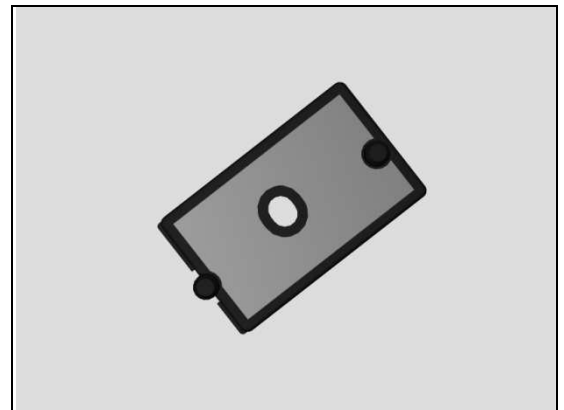
### Check:

Inspect primary microphone mesh on the Display Frame Assy and its adhesive on the Carrier Holder Main Mic.



### Action:

1. If Carrier Holder Main Mic is not properly assembled or damaged – replace the Carrier Holder Main Mic.



## Problem Areas: Water Resistance

2. If the primary microphone mesh is damaged – replace Display Frame Assy.

**Run the Water Resistance Test again!**

**Check:**

Inspect the edge of Display Frame Assy for damage and gap.

**Action:**

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

**Run the Water Resistance Test again!**

**Check:**

Inspect the edge of Back Panel Assy for damage and gap.



## Problem Areas: Water Resistance

**Action:**

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

**Run the Water Resistance Test again!**



## Problem Areas

### 1.22 Real Time Clock

#### 1.22.1 Real time clock test fails

**Action:**

Replace Main PBA.

## Problem Areas

### 1.23 Total call time

#### 1.23.1 Total call time fails

**Action:**

Replace Main PBA.



## Problem Areas

### 1.24 External Memory

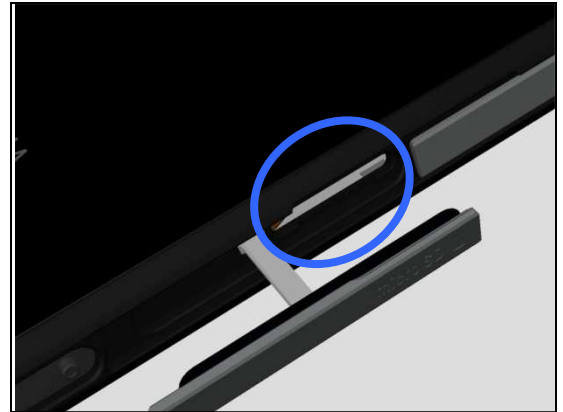
#### 1.24.1 Memory Card not detected

**Check:**

Inspect that if a memory card is properly inserted.

**Action:**

If not properly inserted – insert the memory card correctly.



**Check:**

Inspect the 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

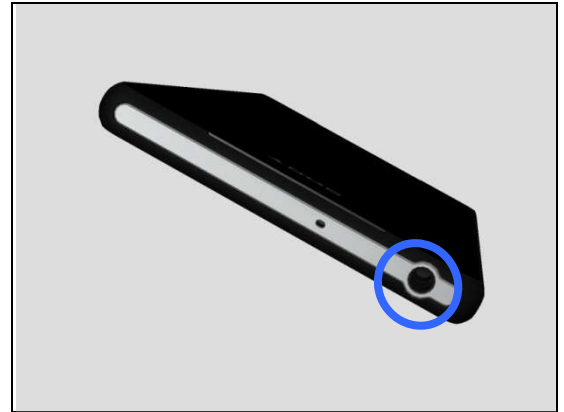
#### 1.26.1 No/Poor FM Radio reception

**Check:**

Inspect the external port of the Top FPC Assy.

**Action:**

1. If dirty or oxidized – clean it.

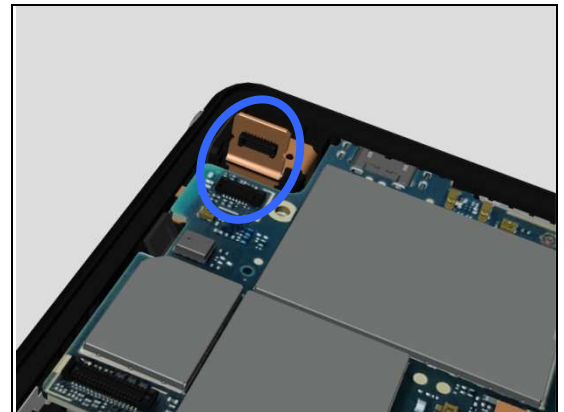


**Check:**

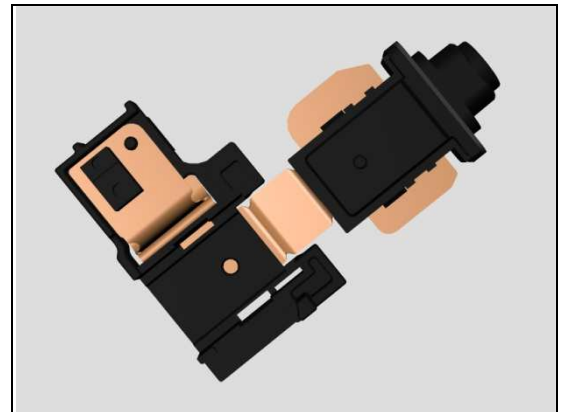
Inspect the BtB connector of Top FPC Assy to Main PBA.

**Action:**

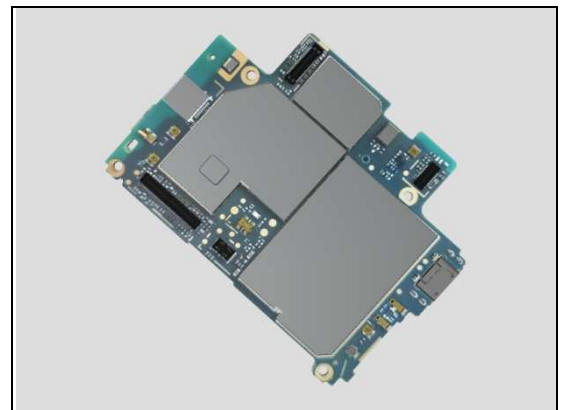
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



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



4. Replace Main PBA.



## **Problem Areas**

### **1.27 Battery Health test**

#### **1.27.1 Battery Health test fails**

N/A.

## Problem Areas

### 1.28 Flip Slider Counter

#### 1.28.1 Flip Slider Counter fails

N/A. Not slider phone.

## Problem Areas

### 1.29 Verify Certificates

#### 1.29.1 Verify Certificates fails

**Action:**

N/A.

## Problem Areas

### 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 antenna film on the Antenna Speaker Box Assy.

**Action:**

If damaged – replace the Antenna Speaker Box Assy.

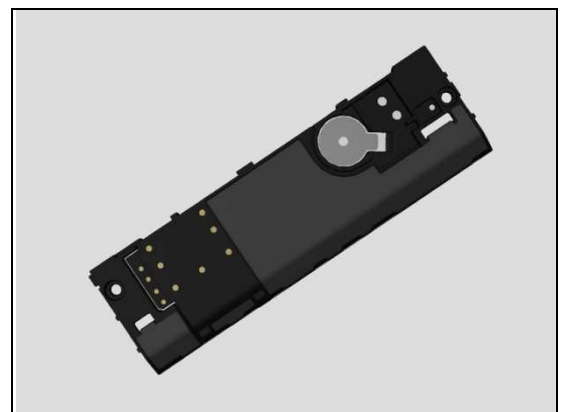
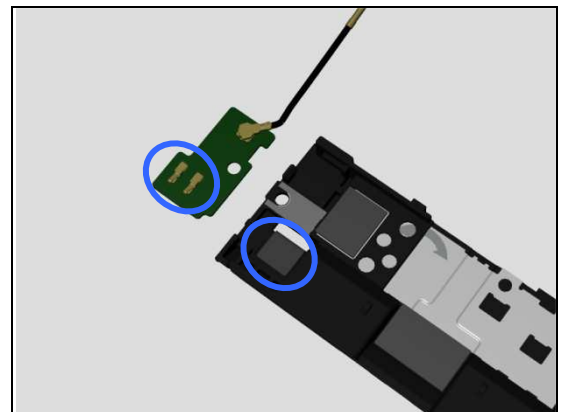
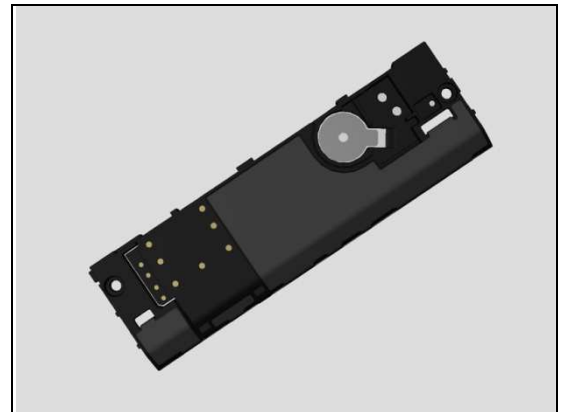
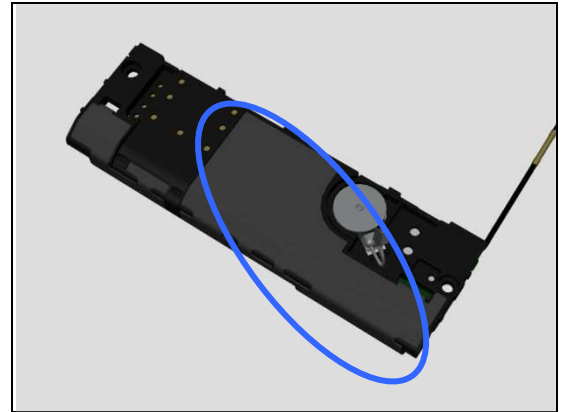
**Check:**

Inspect the contact pads on the Antenna Speaker Box Assy and the contact pins on PBA Sub.

**Action:**

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

2. If the contact pads are damaged – replace the Antenna Speaker Box Assy.



## Problem Areas: Network & Signal

3. If the contact pins are damaged – replace the PBA Sub.

**Check:**

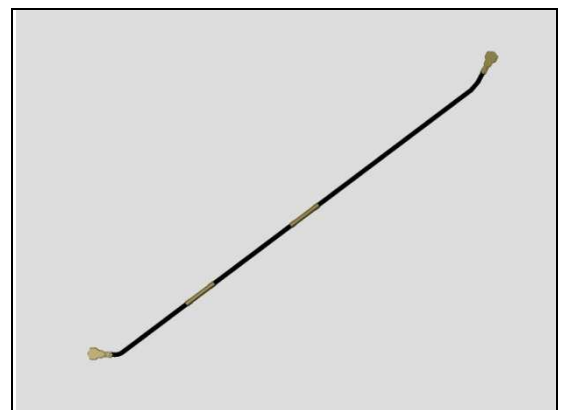
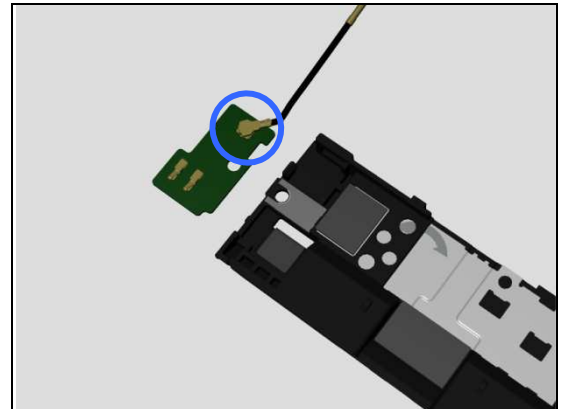
Inspect the RF connector of RF Cable to the PBA Sub.

**Action:**

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

3. If the connector on the PBA Sub is damaged – replace PBA Sub.

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



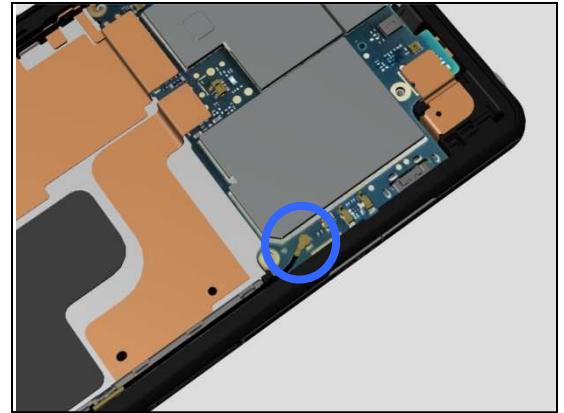
## Problem Areas: Network & Signal

### Check:

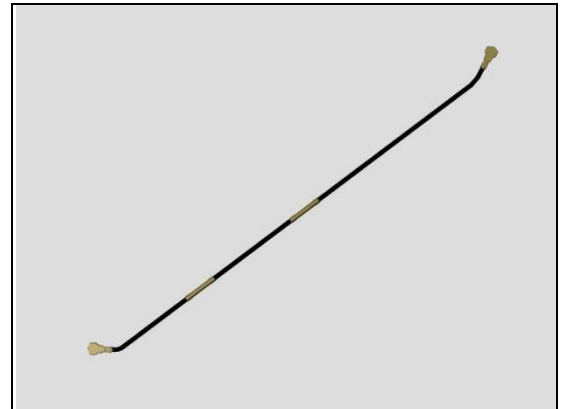
Inspect the RF connector of RF Cable to the Main PBA.

### Action:

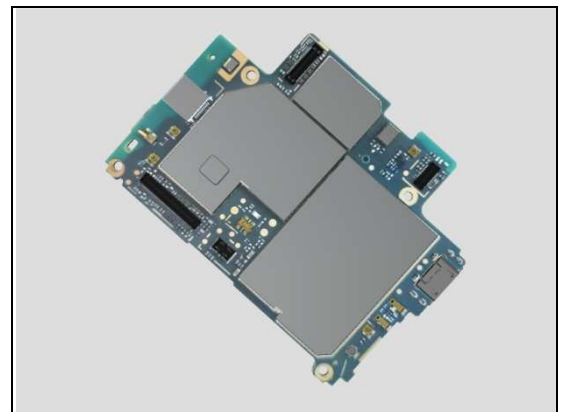
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



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



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

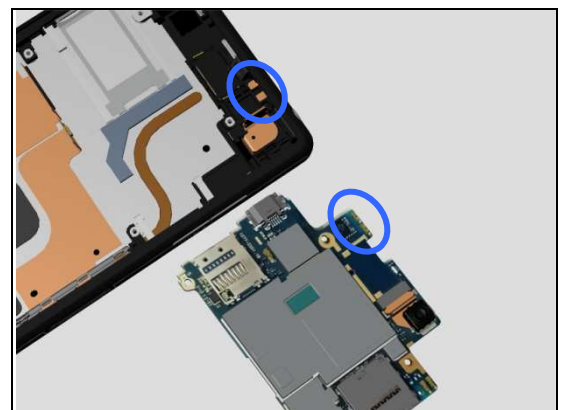


### Check:

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

### Action:

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

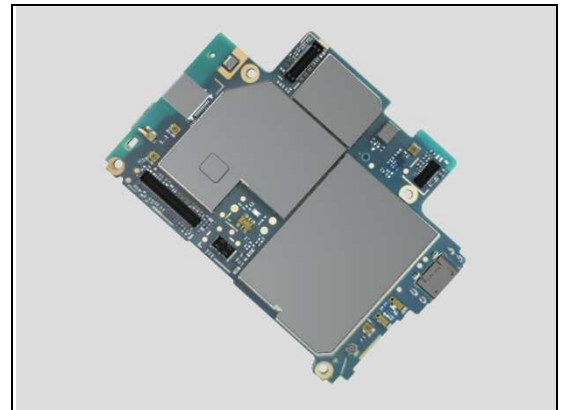


## Problem Areas: Network & Signal

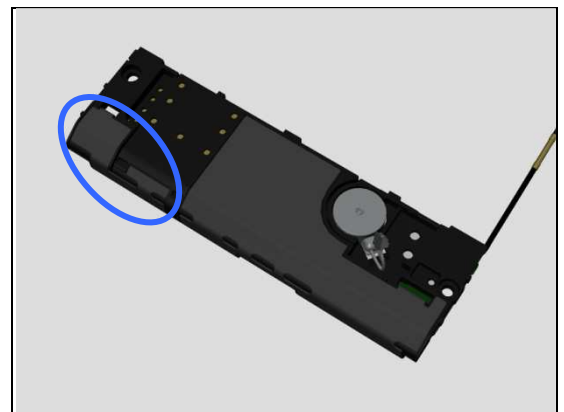
2. If the Diversity antenna contact pads are damaged – replace the Display Frame Assy.



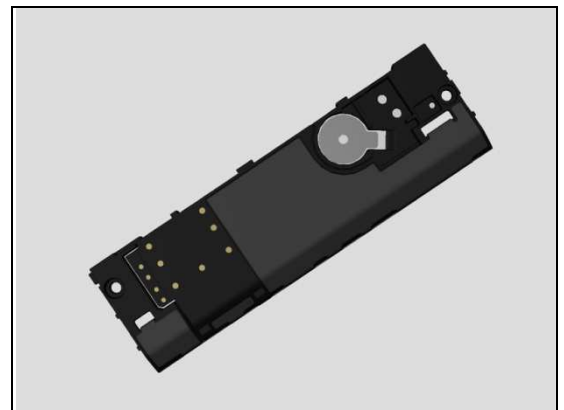
3. If the contact pins on main PBA is damaged – replace Main PBA.



**Check:**  
Inspect the 2<sup>nd</sup> GSM antenna film on the Antenna Speaker Box Assy.



**Action:**  
If damaged – replace the Antenna Speaker Box Assy.



## Problem Areas: Network & Signal

### Check:

Inspect the contact pad on the Antenna Speaker Box Assy and contact pin on the Relay FPC Assy.

### Action:

1. If dirty or oxidized – clean the pin and pad.

2. If the contact pad is damaged – replace the Antenna Speaker Box Assy.

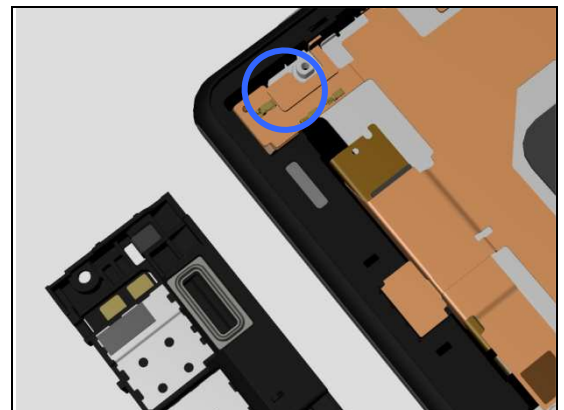
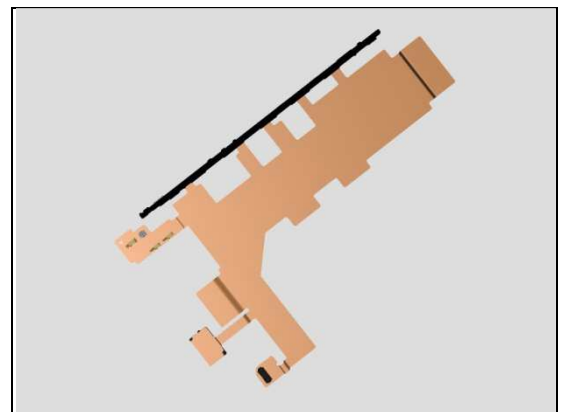
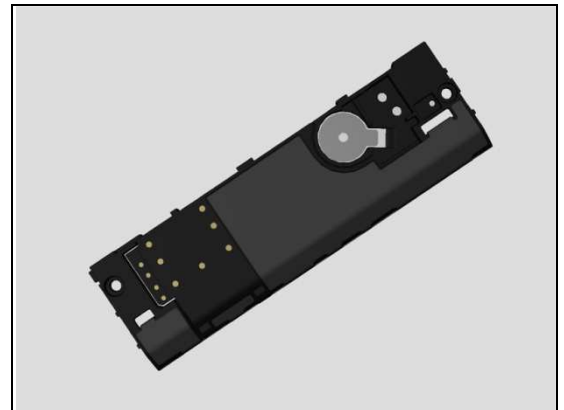
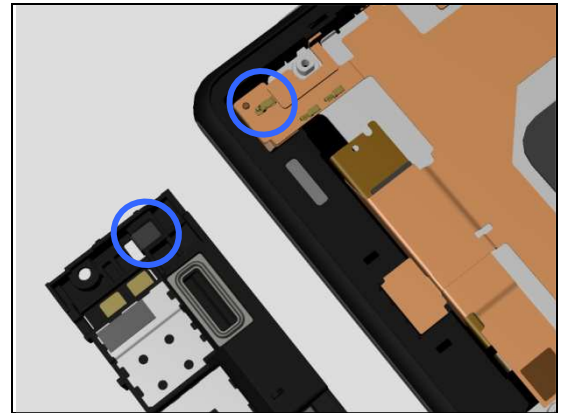
3. If the contact pin is damaged – replace the Relay FPC Assy.

### Check:

Inspect the RF connector of RF LCP FPC Assy to the Relay FPC Assy.

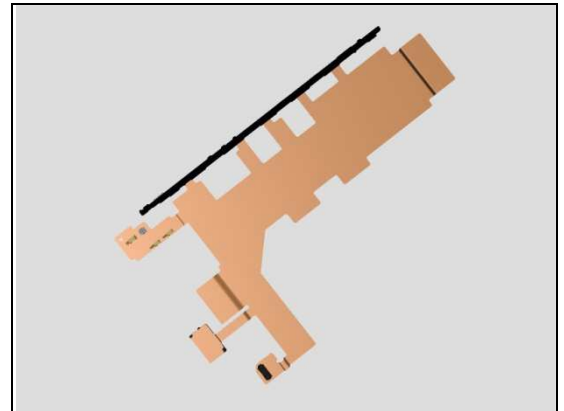
### Action:

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

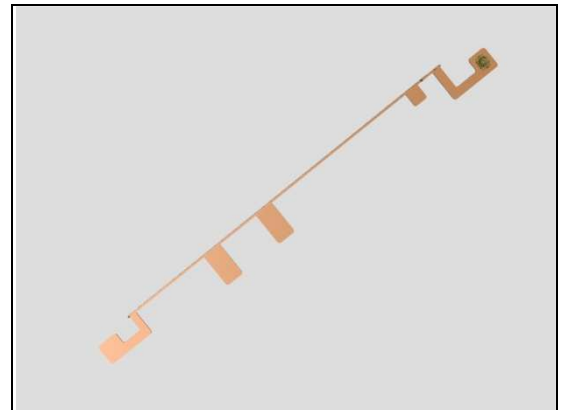


## Problem Areas: Network & Signal

3. If the connector on the Relay FPC Assy is damaged – replace Relay FPC Assy.



4. If the connector of RF LCP FPC Assy is damaged – replace the RF LCP FPC Assy.

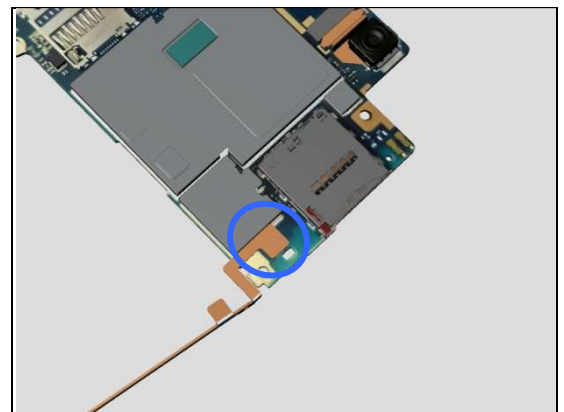


### Check:

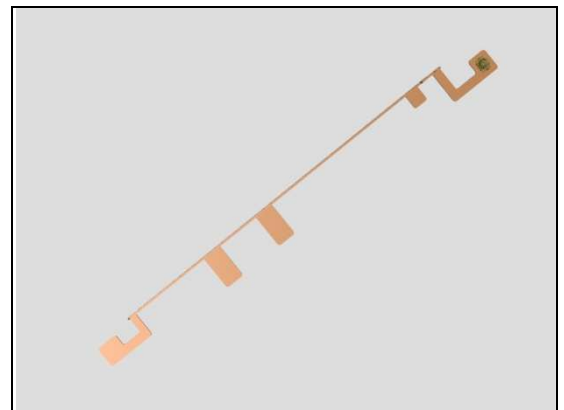
Inspect the RF connector of RF LCP FPC Assy to the main PBA.

### Action:

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



3. If the RF LCP FPC Assy is damaged – replace it.



## Problem Areas: Network & Signal

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

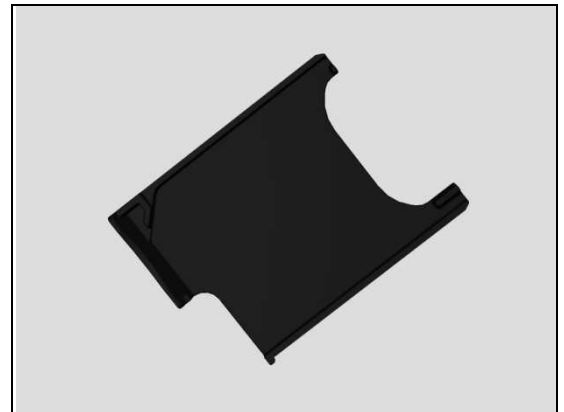


**Check:**

Inspect the SIM Tray.

**Action:**

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

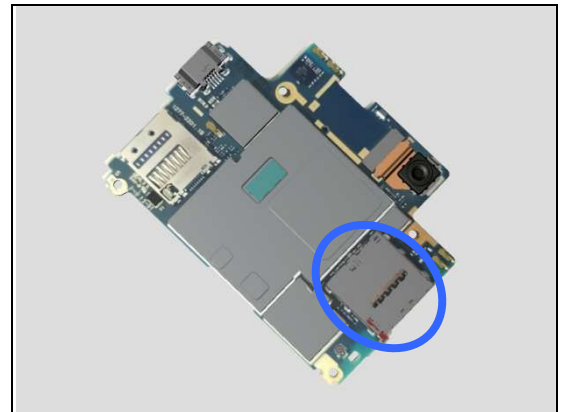


**Check:**

Inspect the SIM card holder on Main PBA.

**Action:**

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



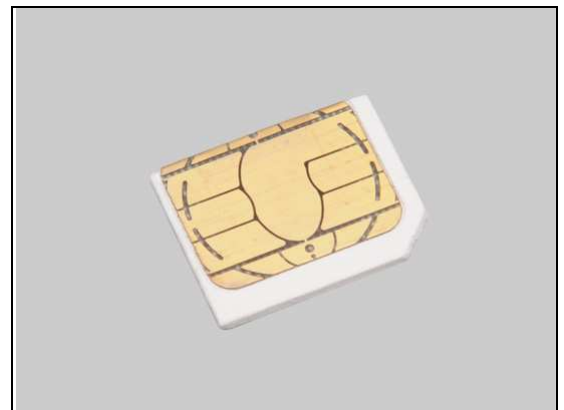
#### 1.33.2 Incorrect UIM or SIM indicated

**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. 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.

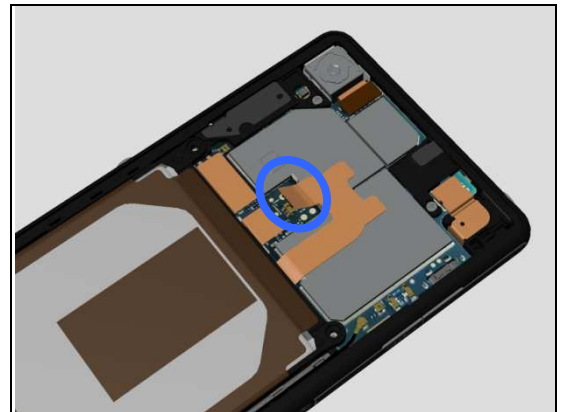


**Check:**

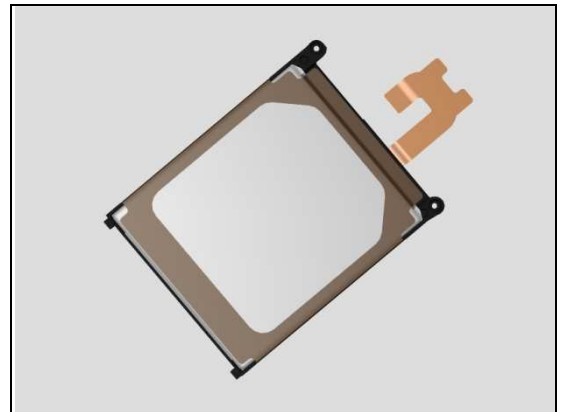
Inspect the BtB Connector of the Battery to Main PBA.

**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, the Battery FPC or 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.



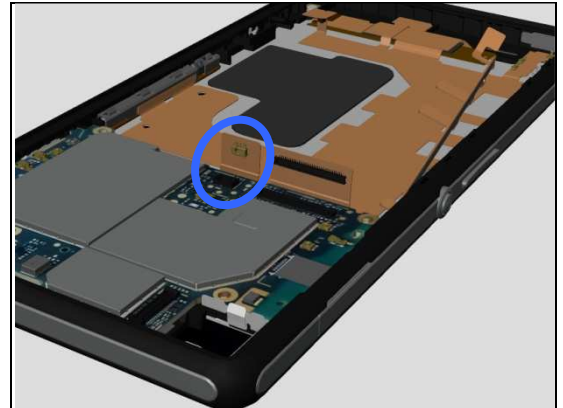
## Problem Areas: Charging

### Check:

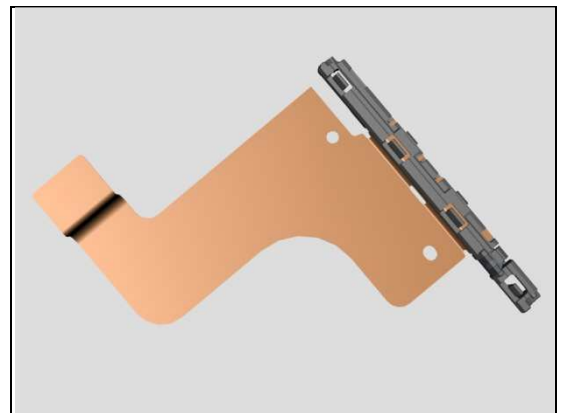
Inspect the BtB connector of the Charge FPC Assy to Main PBA.

### Action:

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



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

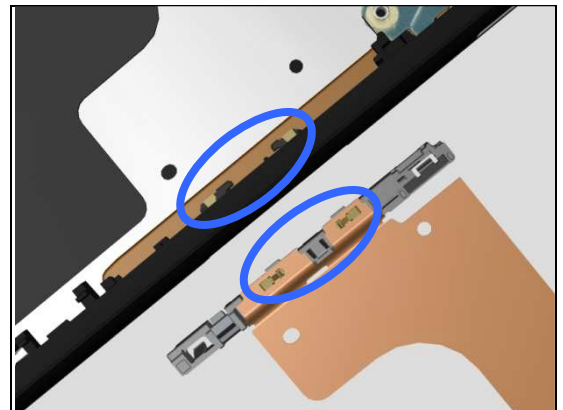


### Check:

Inspect the contact pins on Charge FPC Assy and pads on Magnetic Connector.

### Action:

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

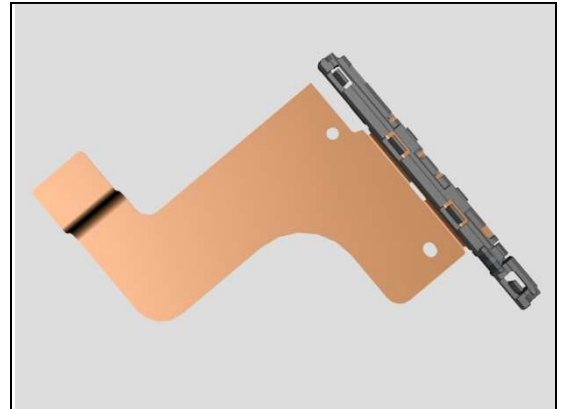


2. If the contact pads of Magnetic connector are damaged – replace the Magnetic connector.



## Problem Areas: Charging

3. If the contact pins of the Charge FPC Assy are damaged – replace the Charge FPC Assy.

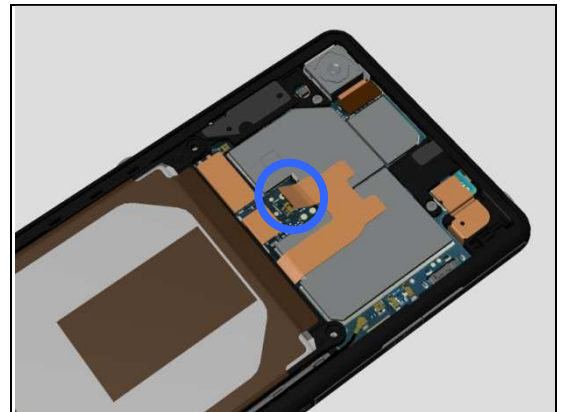


### Check:

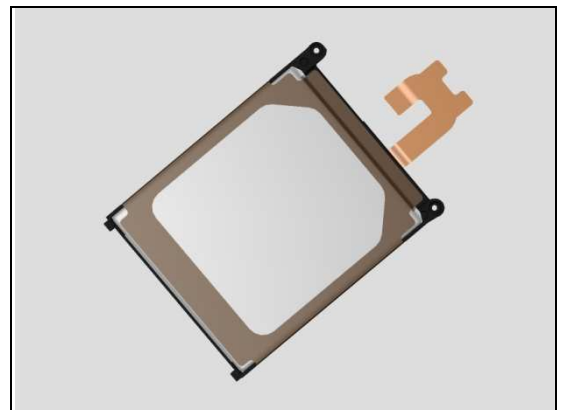
Inspect the BtB Connector of the Battery to Main PBA.

### Action:

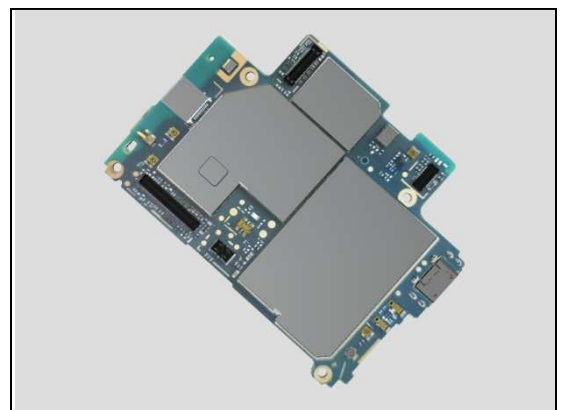
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



3. If the BtB connector, the Battery FPC or the Battery is damaged – replace the Battery.



4. Replace Main PBA.



## Problem Areas

### 1.35 HandsFree by Wire

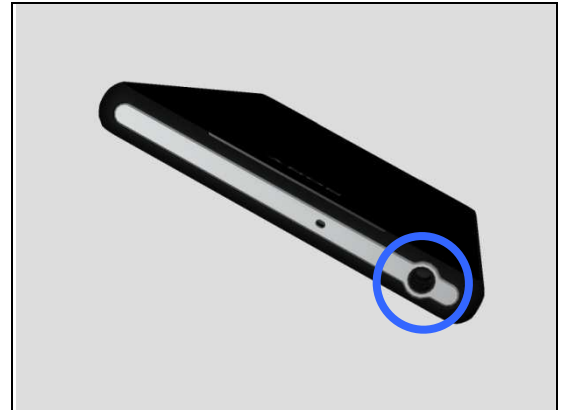
#### 1.35.1 Connection to portable Handsfree fails

**Check:**

Inspect the external port of the Top FPC Assy.

**Action:**

1. If dirty or oxidized – clean it.



**Check:**

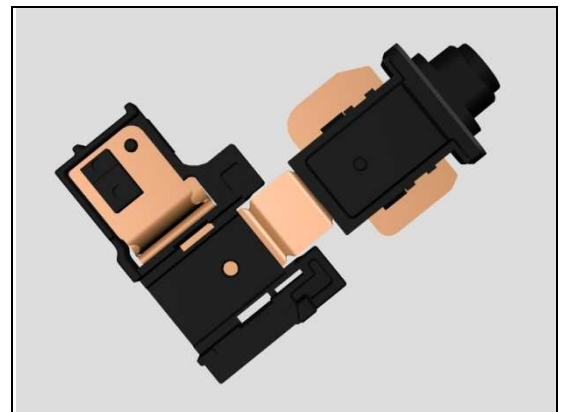
Inspect the BtB connector of Top FPC Assy to Main PBA.

**Action:**

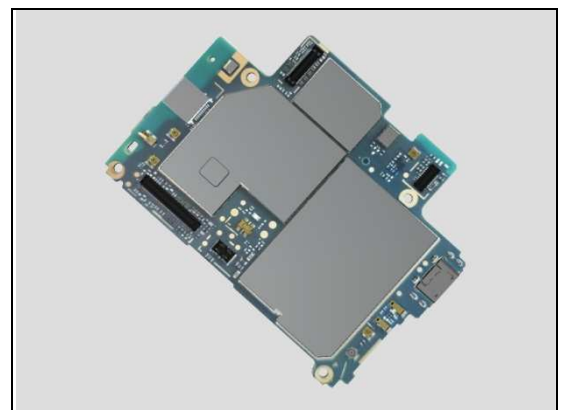
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the BtB connector of Top FPC Assy or FPC is damaged – replace the Top FPC Assy and then follow 1262-6643 Trouble Shooting Application – mechanical to run the Noise Cancelling Calibration.



4. Replace Main PBA and then follow 1262-6643 Trouble Shooting Application – mechanical to run the Noise Cancelling Calibration.



## 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-Apr-01	Initial release
2	2014-Apr-25	Added L50u