

# Troubleshooting Guide

## - mechanical -



**LT22i**

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## 1 Problem Areas

### 1.1 Power

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

**Check:**

Check whether the phone vibrates 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 (Charging via USB), Diagnostic Battery / Charging status.

**Connect:**

A Dummy Battery to the phone and measure the current while you continue the trouble shooting under Power.

**Check:**

Measure the current consumption when the phone is in off mode.

**Action:**

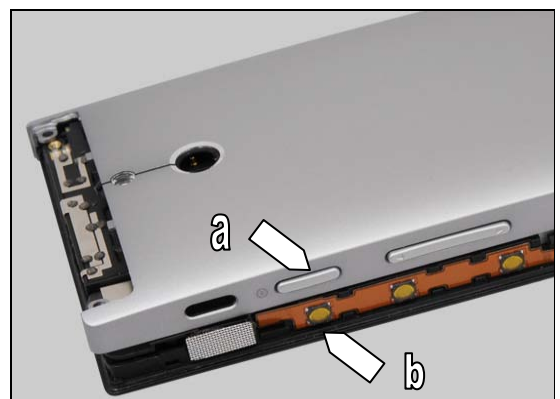
If more than 1 mA – replace board.

**Check:**

Inspect the Key Volume / Power (a) and the power switch on the PBA Key flex (b).

**Action:**

1. If dirty – clean them.
2. If the Key Volume / Power is damaged – replace it.



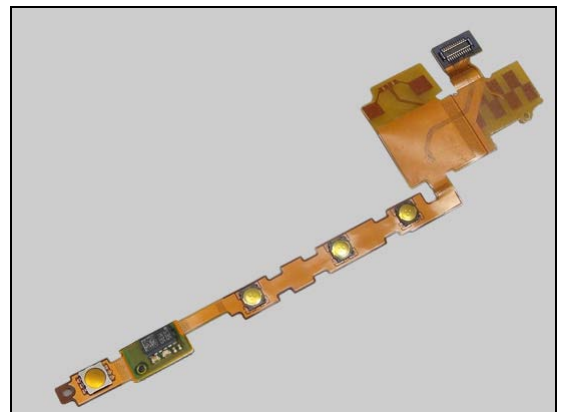
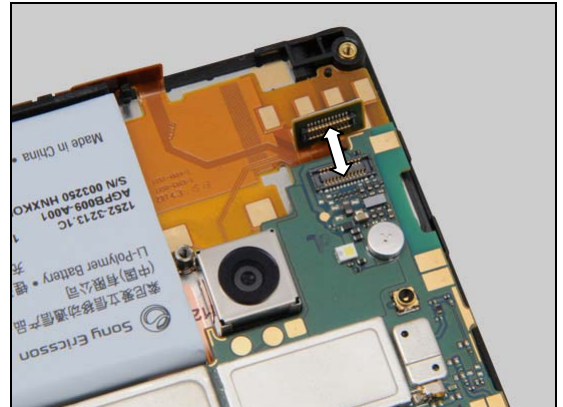
## Problem Areas: Power

### Check:

Inspect the BtB connector of PBA Key Flex to the PBA.

### Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the both sides of the BtB connector.
3. If the key volume / power switch, the FPC or the BtB connector of PBA Key Flex is damaged – replace the PBA Key Flex.
4. Test with a new PBA Key Flex without assembling it – if the unit starts replace the PBA Key Flex.

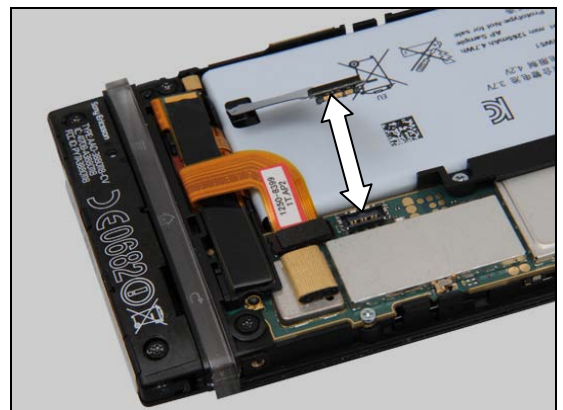


### Check:

Inspect the BtB connector of the Battery to the PBA.

### Action:

1. Disconnect and reconnect.
2. If dirty or oxidized – clean the both sides of the BtB connector.



### Check:

Inspect the Battery.

### Action:

1. If the Battery or its BtB connector is damaged – replace the Battery.
2. Software update content refresh in Emma with power from the Dummy Battery if it have not been done earlier.
3. Replace board.



## Problem Areas

### 1.2 Keys

#### 1.2.1 Menu, Home and Back Keys

**Check:**

Inspect the menu, home and back keys.

**Action:**

1. Refer to the section 1.3 'Touch Screen'.
2. Send to the higher level of repair.



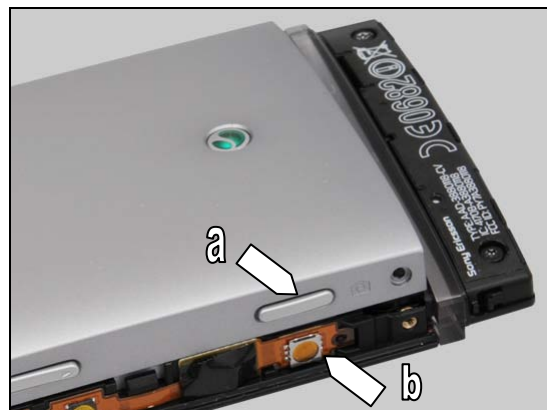
#### 1.2.2 Camera Key

**Check:**

Inspect the Key Camera (a) and the camera switch on the PBA Key flex (b).

**Action:**

1. If dirty – clean it.



2. If damaged – replace it.



**Check:**

Inspect the BtB connector of PBA Key Flex to the PBA.

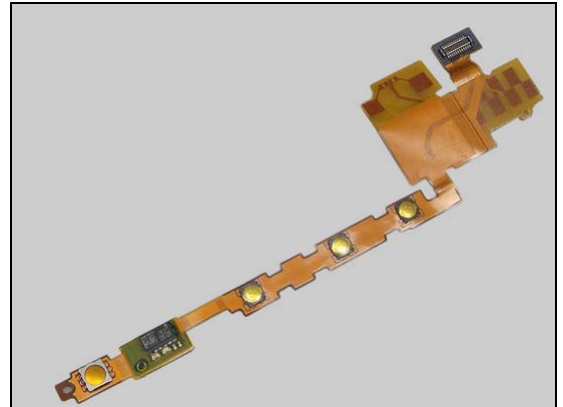
**Action:**

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



## Problem Areas: Keys

3. If the key camera switch, the FPC or the BtB connector of PBA Key Flex is damaged – replace the PBA Key Flex.
4. Replace board.



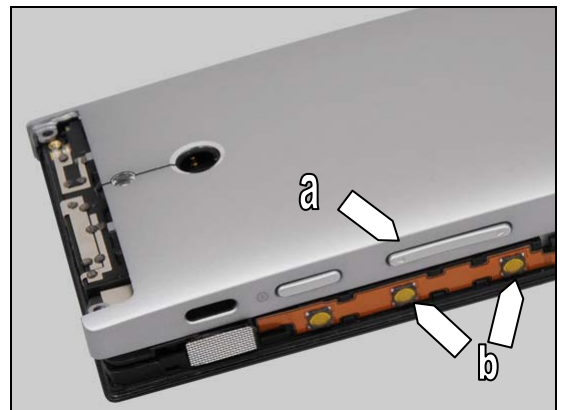
### 1.2.3 Volume Key & On/Off Key

**Check:**

Inspect the Key Volume / Power (a) and the two volume switches on the PBA Key flex (b).

**Action:**

1. If dirty – clean them.



2. If the Key Volume / Power is damaged – replace it.



**Check:**

Inspect the BtB connector of PBA Key Flex to the PBA.

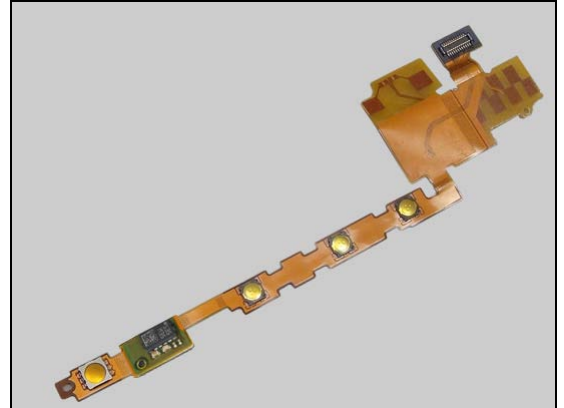
**Action:**

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



## Problem Areas: Keys

3. If the key volume / power switch, the FPC or the BtB connector of PBA Key Flex is damaged – replace the PBA Key Flex.
4. Replace board.





## Problem Areas

### 1.3 Touch Screen

#### 1.3.1 Touch Screen malfunction

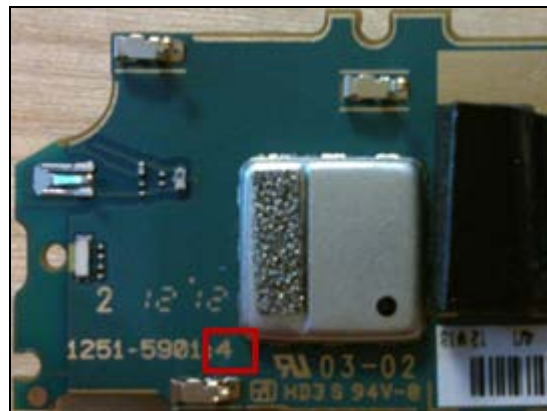
**Check:**

Is the unit produced before 12W21.

**Action:**

Replace board with a revision 4 Exchange board.

(See SI 19254-96537).



**Check:**

Inspect the touch screen.

**Action:**

If dirty – clean it.



**Check:**

Inspect the both sides of the BtB connector on the PBA and the LCD FPC.

**Action:**

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



3. If the BtB connector, the LCD FPC or the touch screen of the Display is damaged – replace the Display.

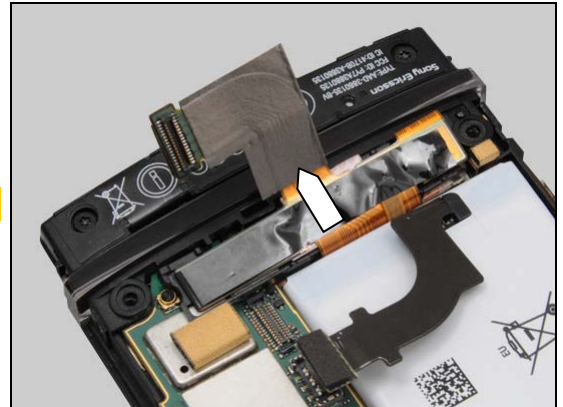


## Problem Areas: Touch Screen

### Check:

**Note! Only apply for revision 3 of PBA!**

Inspect the Touch Flex Shielding Tape on the FPC.



### Action:

1. If damaged – replace it.
2. Replace board.



## Problem Areas

### 1.4 Display

#### 1.4.1 Graphics & Illumination

**Check:**

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

**Action:**

1. If the phone does not vibrate, refer to section 1.1 'Power'.

2. If the phone vibrates, perform force shut down (Press Power key + Volume Up for 10sec) and start the phone.

3. Do a Software Update Content Refresh (Secure that the battery is charged!, see Test Instruction (Charging via USB)) (If flash still fail after charging battery try again with Dummy Battery).

**Check:**

Inspect the both sides of the BtB connector on the PBA and the LCD FPC.

**Action:**

1. If not properly connected – disconnect and reconnect.

2. If dirty or oxidized – clean it.

3. If the BtB connector, the LCD FPC or the touch screen of the Display is damaged – replace the Display.

4. Replace board.



## Problem Areas:

### 1.5 LED/Illumination

#### 1.5.1 LED/Illumination

**Check:**

Inspect the external window area of the RGB LED on the Display.

**Action:**

1. If dirty – clean it.

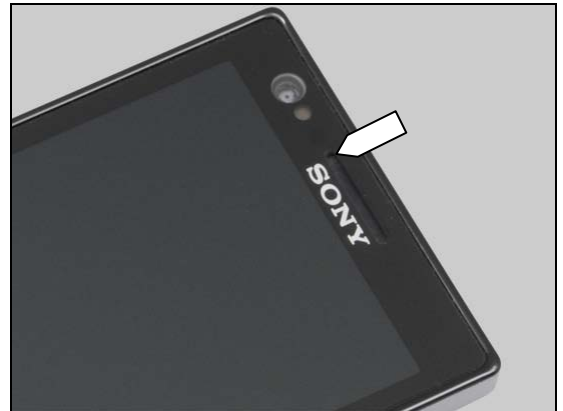
2. If the external window area is damaged – replace the Display.

**Check:**

Inspect the RGB LED on the PBA.

**Action:**

1. If dirty or clogged – clean it.
2. Replace board.



## Problem Areas: Illumination

### 1.5.2 Menu and Home Keys Illumination

**Check:**

Inspect the illumination window of the menu and home keys on the Transparent Belt Assembly.

**Action:**

If dirty – clean them.



**Check:**

Inspect the both sides of the BtB connector on the PBA and the PBA Interconnect Flex.

**Action:**

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



3. If the illumination window of the keys is damaged – replace the Transparent Belt Assembly.

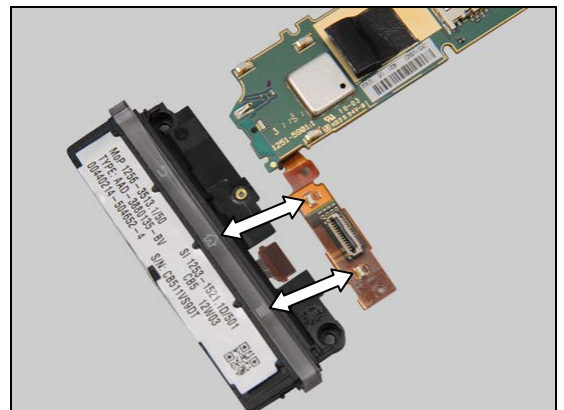


**Check:**

Inspect the LEDs on the PBA Interconnect Flex.

**Action:**

1. If dirty or oxidized – clean them.



## Problem Areas: Illumination

2. If the LEDs, the BtB connector of the PBA Interconnect Flex or its FPC is damaged – replace the PBA Interconnect Flex.

### 1.5.3 Back key Illumination

**Check:**

Inspect the illumination window of the back key on the Transparent Belt Assy.

**Action:**

1. If dirty – clean it.

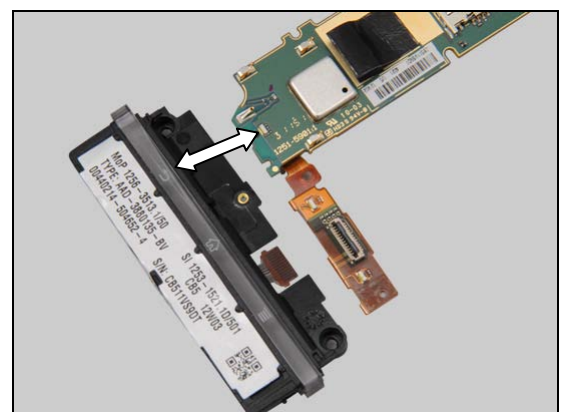
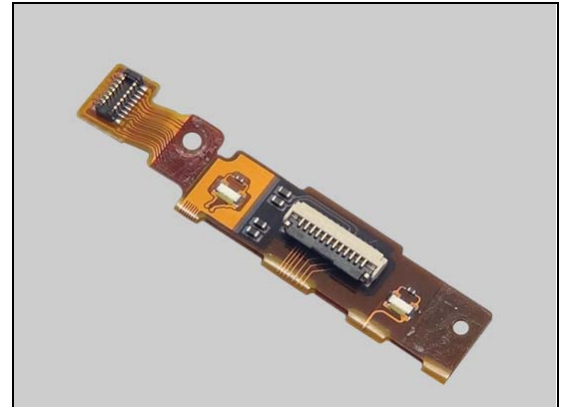
3. If the illumination window of the back key is damaged – replace the Transparent Belt Assembly.

**Check:**

Inspect the LED on the PBA.

**Action:**

1. If dirty or oxidized – clean it.
2. Replace board.





## Problem Areas

### 1.6 Speaker

#### 1.6.1 Loudspeaker

**Check:**

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

**Action:**

If the loudspeaker external port is clogged – clean it.



**Check:**

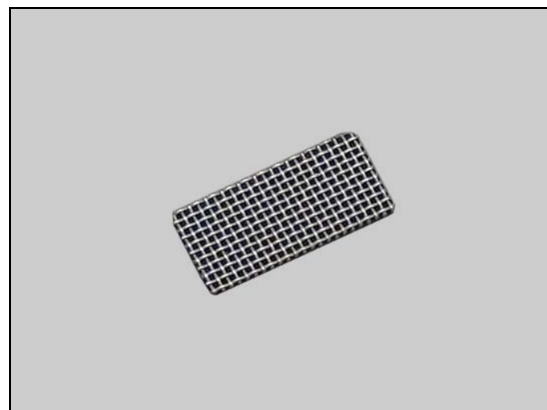
Inspect the Gasket Loudspeaker on the Carrier Internal Frame Assembly.

**Action:**

1. If dirty – clean it.



2. If the Gasket Loudspeaker is damaged – replace it.

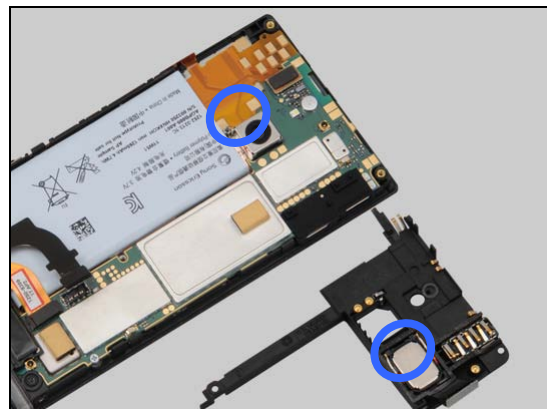


**Check:**

Inspect the Loudspeaker's pins and the pads on the PBA Key flex.

**Action:**

1. If dirty – clean them.

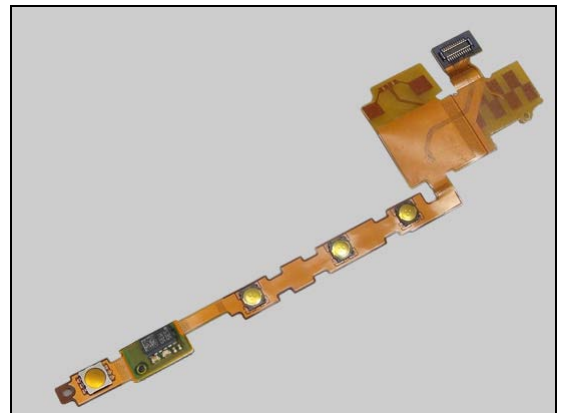


## Problem Areas: Speaker

2. If the pins of the Loudspeaker are damaged – replace the Carrier Internal Frame Assembly.



3. If the pads are damaged – replace the PBA Key flex.  
4. Replace board.





## Problem Areas

### 1.7 Earphone

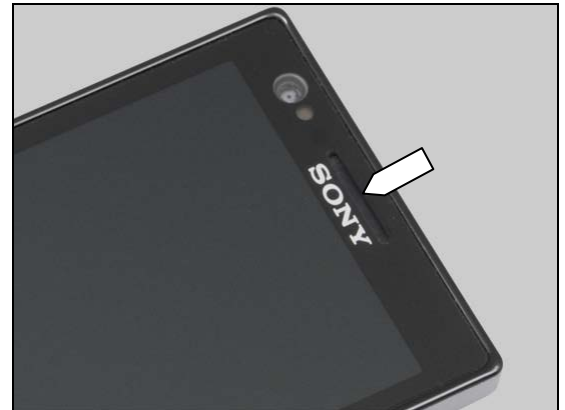
#### 1.7.1 Earphone

**Check:**

Inspect the Ear Speaker's external port on the Display.

**Action:**

1. If clogged – clean it.



2. If the port is damaged – replace the Display.

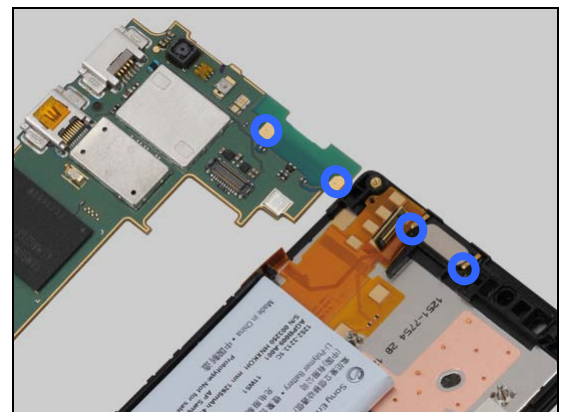


**Check:**

Inspect the Ear Speaker's pins and the pads on the PBA.

**Action:**

1. If dirty – clean them.



2. If the pins are damaged – replace the Ear Speaker.

3. Replace board.



## Problem Areas

### 1.8 Microphone

#### 1.8.1 Microphone

**Check:**

Inspect the microphone's external port on the Cap Cosmetic cap Assy.

**Action:**

1. If clogged – clean the port.

2. If the port is damaged – replace the Cap Cosmetic cap Assy.



**Check:**

Inspect the both side of the BtB connector on the PBA and the PBA Interconnect Flex.

**Action:**

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

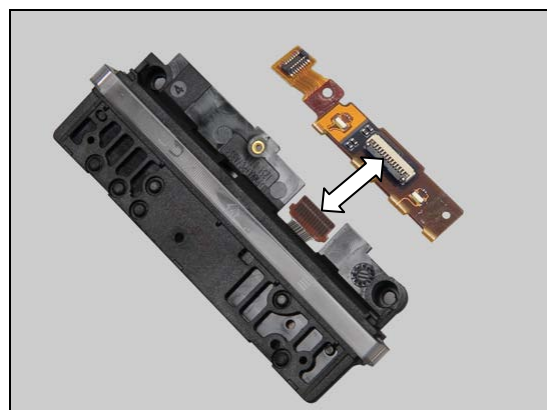


**Check:**

Inspect the both side of the ZIF connector on the PBA Interconnect Flex and the Transparent Belt Assembly.

**Action:**

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



## Problem Areas: Microphone

3. If the BtB connector, the ZIF connector or the FPC of the PBA Interconnect Flex is damaged – replace the PBA Interconnect Flex.

### Check:

Inspect the both side of the ZIF connector on the Transparent Belt Assembly and the PBA Microphone flex.

### Action:

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

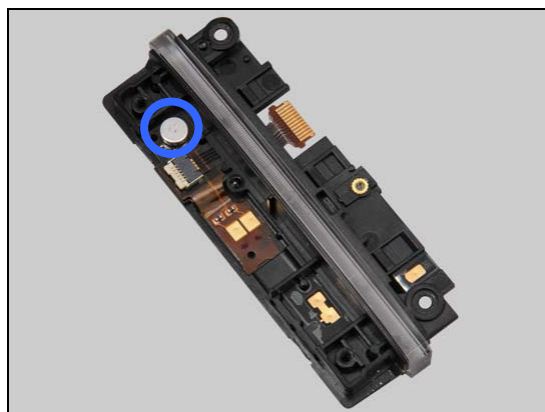
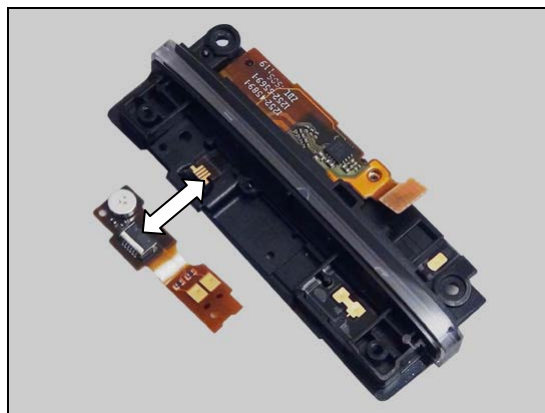
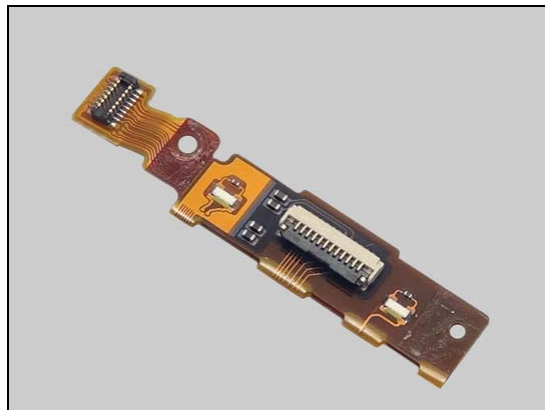
3. If the two ZIF connectors of the Transparent Belt Assembly are damaged – replace the Transparent Belt Assembly.

### Check:

Inspect the Microphone on the Transparent Belt Assembly.

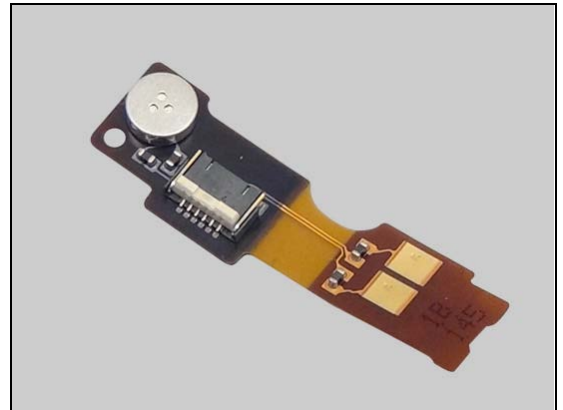
### Action:

1. If dirty – clean it.



## Problem Areas: Microphone

2. If the microphone, the ZIF connector or the FPC of the PBA Microphone flex is damaged – replace the PBA Microphone flex.
3. Replace board.



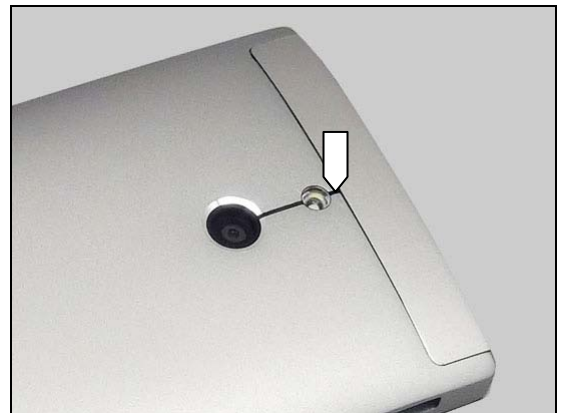
### 1.8.2 Secondary Microphone

#### Check:

Inspect the secondary microphone's external port on the Cover Rear Metal Assy.

#### Action:

1. If clogged – clean the port.



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

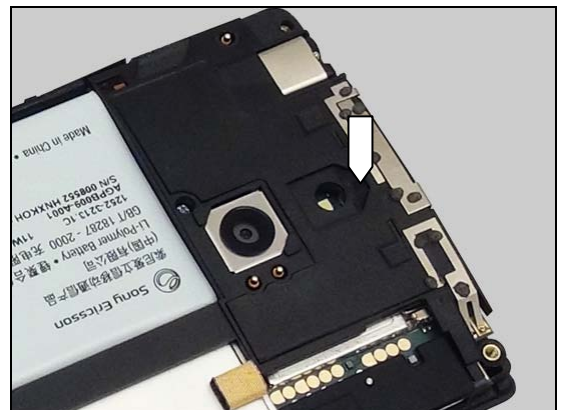


#### Check:

Inspect the mesh of the secondary microphone on the Carrier Internal Frame Assembly.

#### Action:

1. If dirty – clean it.



## Problem Areas: Microphone

2. If the mesh is damaged – replace the Carrier Internal Frame Assembly.

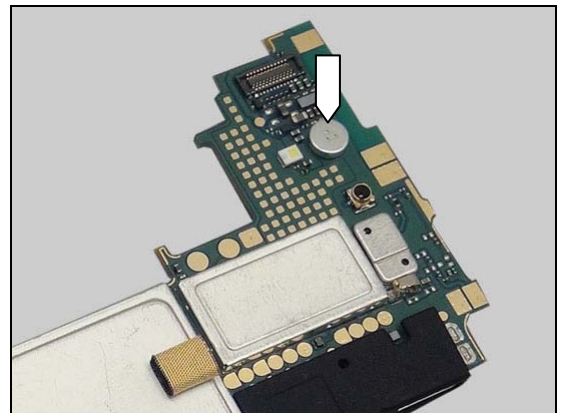


### Check:

Inspect the secondary microphone on the PBA.

### Action:

1. If dirty – clean it.
2. Replace board.





## Problem Areas

### 1.9 Vibrator

#### 1.9.1 Vibrator not generating alerts

**Check:**

Inspect the Vibrator's pins and the pads on the PBA Microphone flex.

**Action:**

1. If dirty or clogged – clean them.

2. If the Vibrator or its pins is damaged – replace the Vibrator.

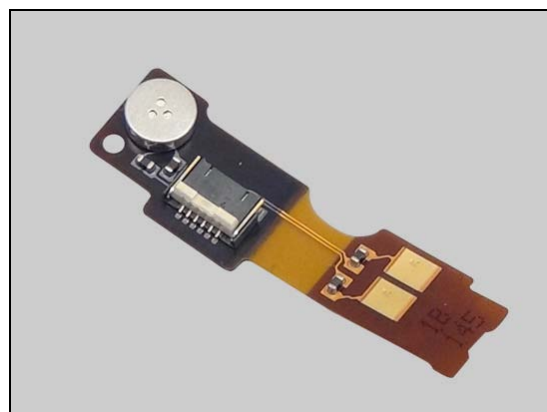
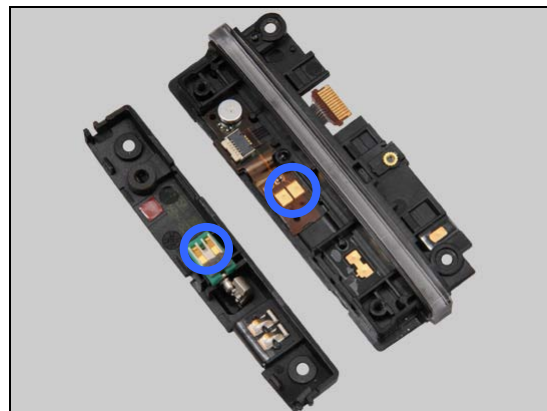
3. If the pads are damaged – replace the PBA Microphone flex.

**Check:**

Inspect the both side of the BtB connector on the PBA and the PBA Interconnect Flex.

**Action:**

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



## Problem Areas: Microphone

### Check:

Inspect the both side of the ZIF connector on the PBA Interconnect Flex and the Transparent Belt Assembly.

### Action:

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

3. If the BtB connector, the ZIF connector or the FPC of the PBA Interconnect Flex is damaged – replace the PBA Interconnect Flex.

### Check:

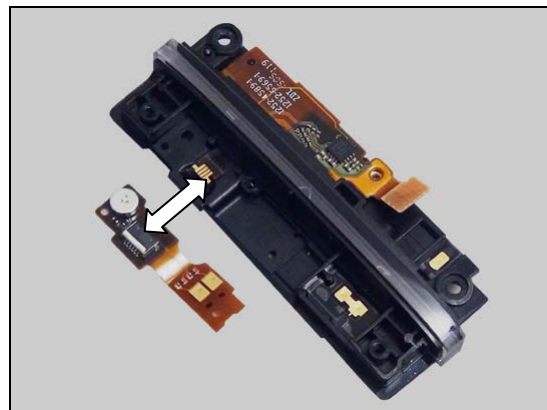
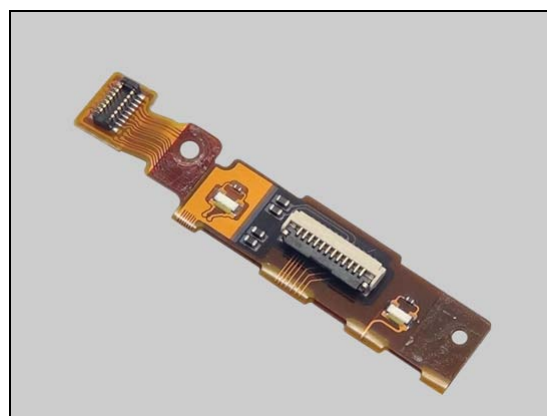
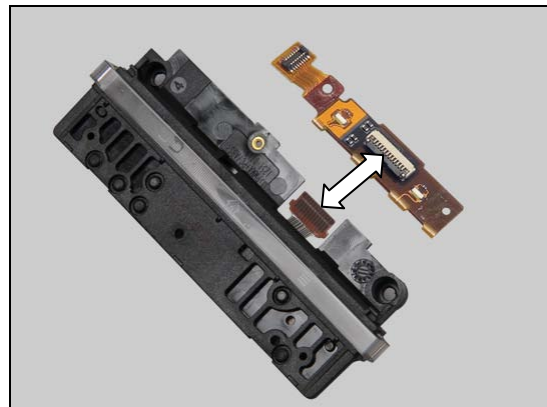
Inspect the both side of the ZIF connector on the Transparent Belt Assembly and the PBA Microphone flex.

### Action:

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

3. If the two ZIF connectors of the Transparent Belt Assembly is damaged – replace the Transparent Belt Assembly.

4. Replace board.



## Problem Areas

### 1.10 Camera

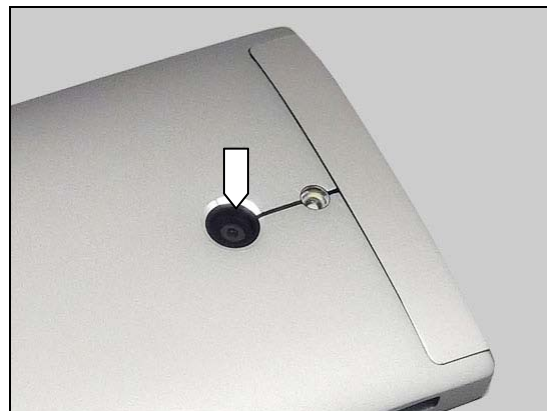
#### 1.10.1 Camera defects

**Check:**

Inspect the external area of the camera window.

**Action:**

1. If dirty – clean it.

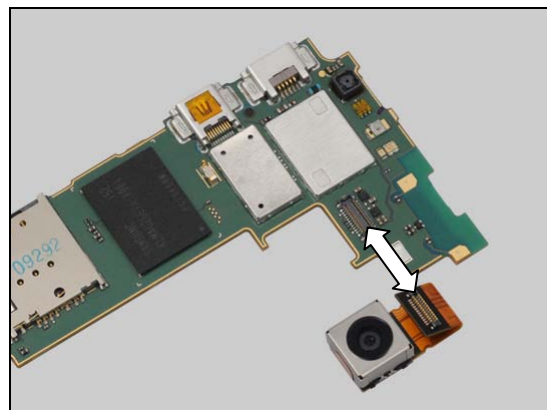


**Check:**

Inspect the both side of the BtB connector on the PBA and the Camera.

**Action:**

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

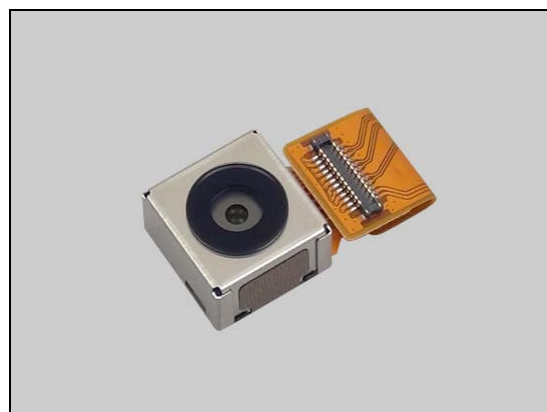


**Check:**

Inspect the Camera.

**Action:**

1. If the Camera is damaged – replace it.
2. Replace board.



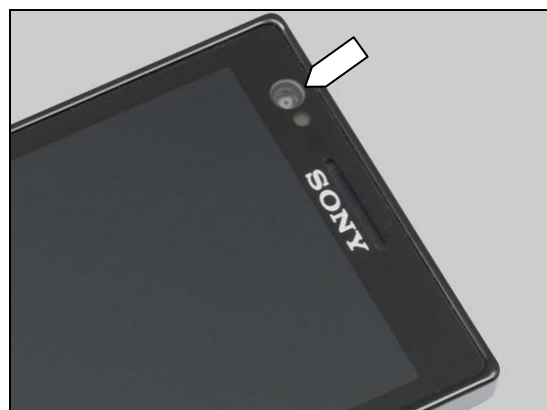
#### 1.10.2 Video Call Camera defects

**Check:**

Inspect the external area of the video camera window.

**Action:**

1. If dirty – clean it.





## Problem Areas

2. If scratched or damaged – replace the Display.

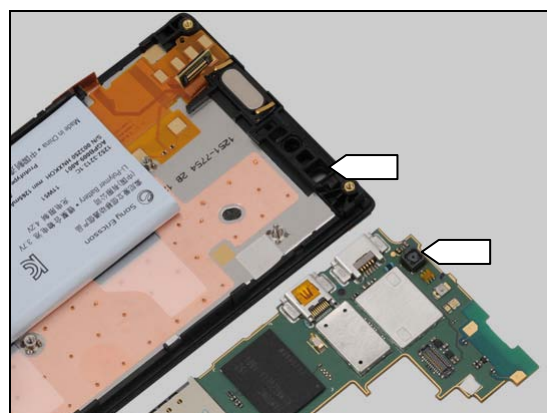


### Check:

Inspect the Front Grommet Assembly.

### Action:

1. If dirty or clogged – clean it.



2. If the Front Grommet Assembly is damaged – replace it.

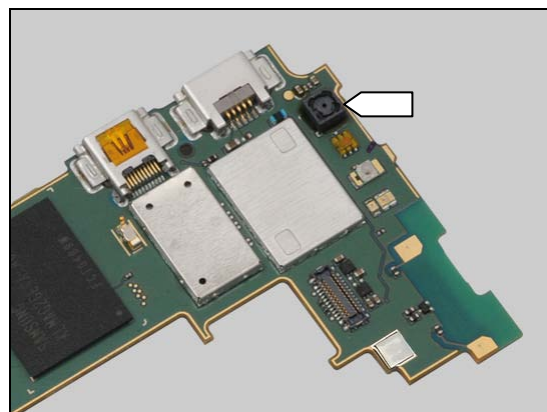


### Check:

Inspect the video camera.

### Action:

1. If dirty – clean it.
2. Replace board.



## 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 the window.

2. If scratched or damaged – replace the Window Flash Lens.

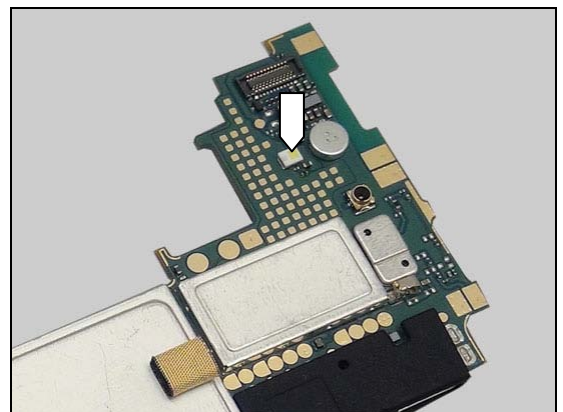
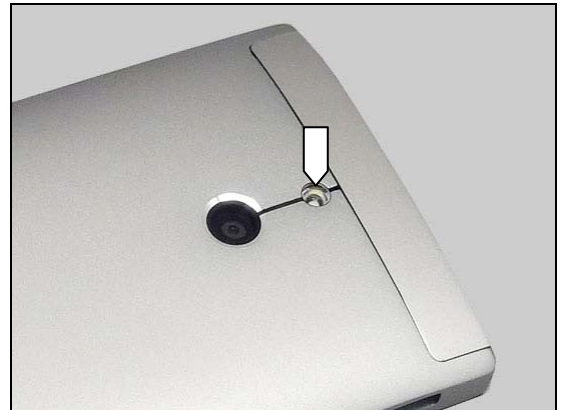
**Check:**

Inspect the flash LED on the PBA.

**Action:**

1. If dirty – clean it.

2. Replace board.



## Problem Areas

### 1.12 Bluetooth and WLAN

#### 1.12.1 Bluetooth or WLAN connection failure

**Check:**

Inspect the WLAN and Bluetooth antenna on the Carrier Internal Frame Assembly.

**Action:**

1. If dirty – clean it.



2. If the antenna is damaged – replace the Carrier Internal Frame Assembly.

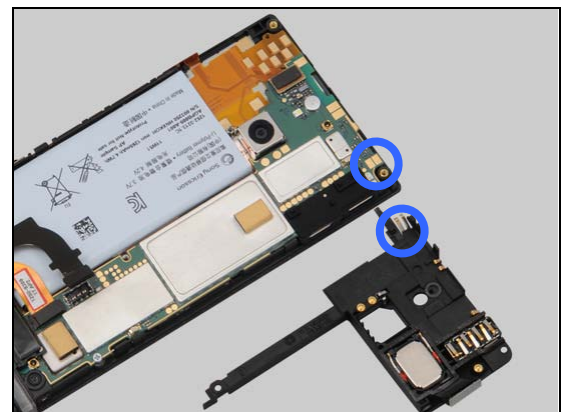


**Check:**

Inspect the WLAN and Bluetooth antenna contact pins on the Carrier Internal Frame Assembly and the contact pads on the PBA.

**Action:**

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



2. If the pins are damaged – replace the Carrier Internal Frame Assembly.

3. Replace board.



## Problem Areas

### 1.13 NFC

#### 1.13.1 NFC malfunctions

##### Check:

Inspect the NFC antenna contact pads on the Cover Rear Metal Assy and the contact pins on the Carrier Internal Frame Assembly.

##### Action:

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

2. If the pads are damaged – replace the Antenna NFC Flex.

##### Check:

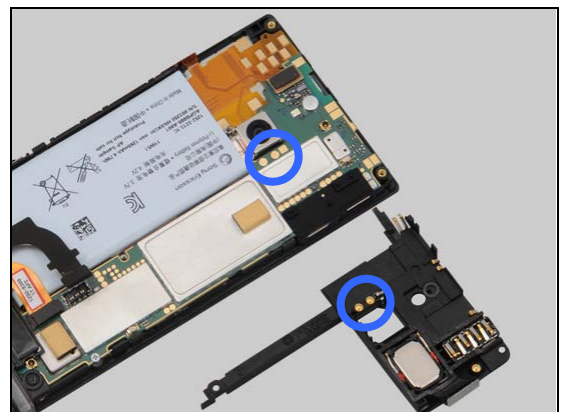
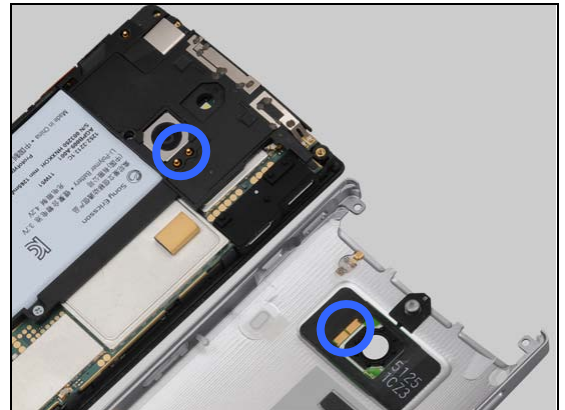
Inspect the NFC antenna contact pads on the PBA and the contact pins on the Carrier Internal Frame Assembly.

##### Action:

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

2. If the pins are damaged – replace the Carrier Internal Frame Assembly.

3. Replace board.



## Problem Areas

### 1.14 GPS

#### 1.14.1 GPS malfunctions

**Check:**

Inspect the GPS antenna on the Carrier Internal Frame Assembly.

**Action:**

1. If dirty – clean it.

2. If the antenna is damaged – replace the Carrier Internal Frame Assembly.

**Check:**

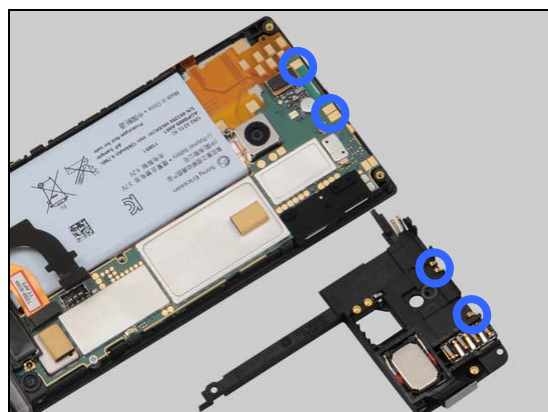
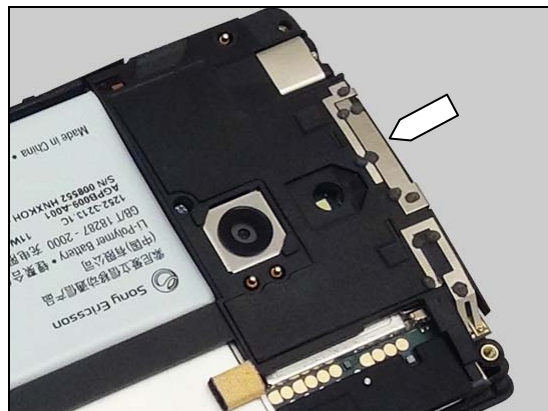
Inspect the GPS antenna contact pins on the Carrier Internal Frame Assembly and the contact pads on the PBA.

**Action:**

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

2. If the pads are damaged – replace the Carrier Internal Frame Assembly.

3. Replace board.



## Problem Areas

### 1.15 Compass

#### 1.15.1 Compass fails

**Action:**

Replace board.

## Problem Areas

### 1.16 Accelerometer

#### 1.16.1 Accelerometer test fails

**Action:**

Replace board.

## Problem Areas

### 1.17 Gyroscope

#### 1.17.1 Gyroscope test fails

**Action:**

Replace board.



## Problem Areas

### 1.18 Ambient Light Sensor

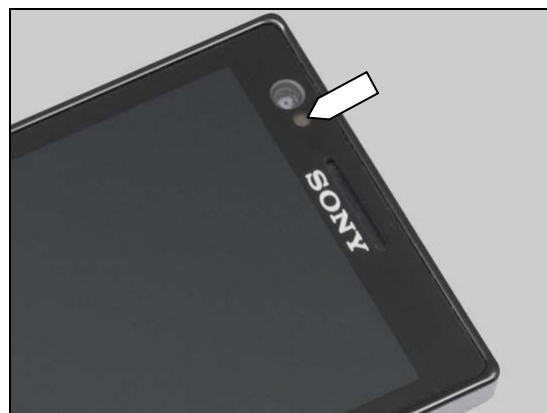
#### 1.18.1 Light Sensor malfunctions

**Check:**

Inspect the external window area of ambient light sensor on the Display.

**Action:**

1. If clogged – clean it.



2. If scratched or damaged – replace the Display.

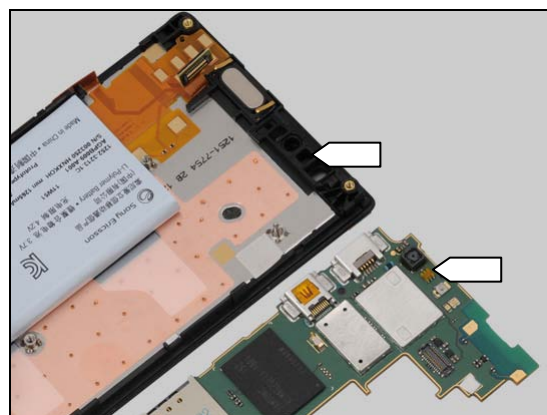


**Check:**

Inspect the Front Grommet Assembly and the ambient light sensor on the PBA.

**Action:**

1. If dirty or clogged – clean them.



2. If the Front Grommet Assembly is damaged – replace it.

3. Replace board.



## Problem Areas

### 1.19 Proximity Switch

#### 1.19.1 Proximity switch malfunctions

**Check:**

Inspect the proximity switch window area and the proximity sensor window area on the Display.

**Action:**

1. If dirty – clean it.

2. If scratched or damaged – replace the Display.

**Check:**

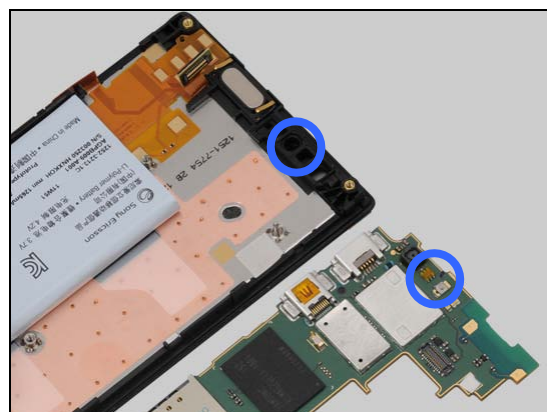
Inspect the Front Grommet Assembly and the proximity switch and proximity sensor on the PBA.

**Action:**

1. If dirty or clogged – clean it.

2. If the Front Grommet Assembly is damaged – replace it.

3. Replace board.



## Problem Areas

### 1.20 Pressure Sensor

#### 1.20.1 Pressure Sensor test fails

**Action:**

N/A. This test is not applicable for this product.

## Problem Areas

### 1.21 Water Proof

#### 1.21.1 Water Proof fails

**Action:**

N/A. No water proof functions in the phone.

## Problem Areas

### 1.22 Real Time Clock

#### 1.22.1 Real Time Clock test fails

**Action:**

Replace board.

## Problem Areas

### 1.23 Total call time

#### 1.23.1 Total call time fails

Action:

N/A.

## Problem Areas

### 1.24 Storage

#### 1.24.1 Storage

**Action:**

Replace board.

## Problem Areas

### 1.25 Security

#### 1.25.1 Security fails

**Action:**

Replace board.



## Problem Areas

### 1.26 FM Radio

#### 1.26.1 No/Poor FM Radio reception

**Check:**

Inspect the external area of the Audio Jack connector.

**Action:**

If dirty or clogged – clean it.

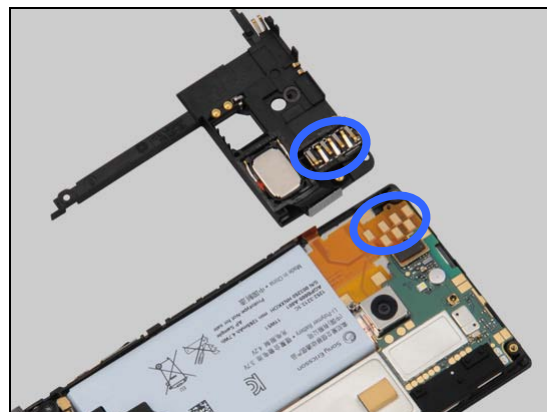


**Check:**

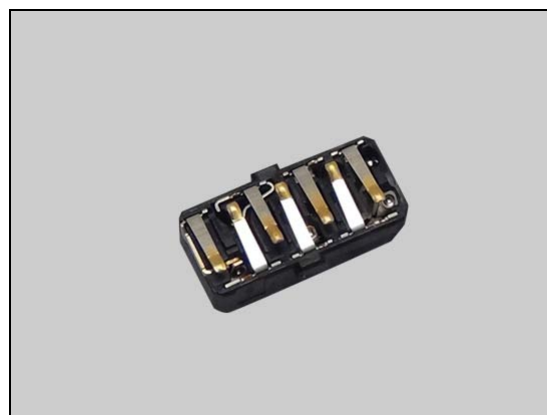
Inspect the contact pins on the Audio Jack and the contact pads on the PBA Key flex.

**Action:**

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

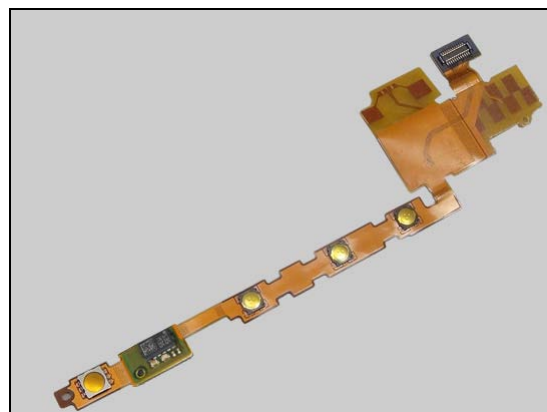


2. If the pins are damaged – replace the Audio Jack.



3. If the pads of the PBA Key flex are damaged – replace the PBA Key flex.

4. Replace board.



## Problem Areas

### 1.27 Flip slider counter

#### 1.27.1 Flip slider counter fails

**Action:**

N/A. No slider phone.

## Problem Areas

### 1.28 Verify Certificates

#### 1.28.1 Verify certificates fails

Action:

N/A.

## Problem Areas

### 1.29 IrDA Test

#### 1.29.1 IrDA test fails

**Action:**

N/A. No IrDA in the phone.

## Problem Areas

### 1.30 HDMI Test

#### 1.30.1 HDMI test fails

**Check:**

Inspect the HDMI connector.

**Action:**

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



## Problem Areas

### 1.31 Connector Ground Test

#### 1.31.1 Connector ground test fails

**Action:**

N/A. This test is not applicable for this product.

## Problem Areas

### 1.32 Network & Signal

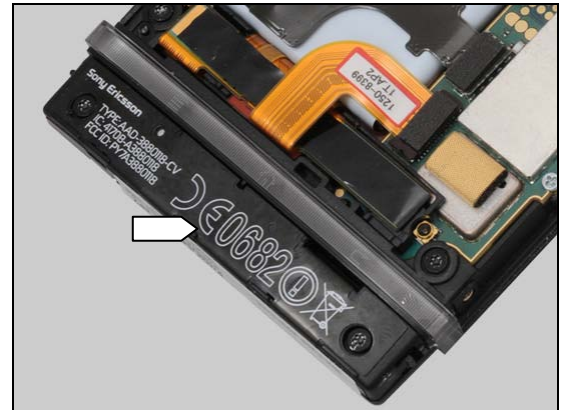
#### 1.32.1 No/Poor signal

**Check:**

Inspect the main antenna on the Carrier Antenna Assy.

**Action:**

1. If dirty – clean it.



2. If the main antenna is damaged – replace Carrier Antenna Assy.

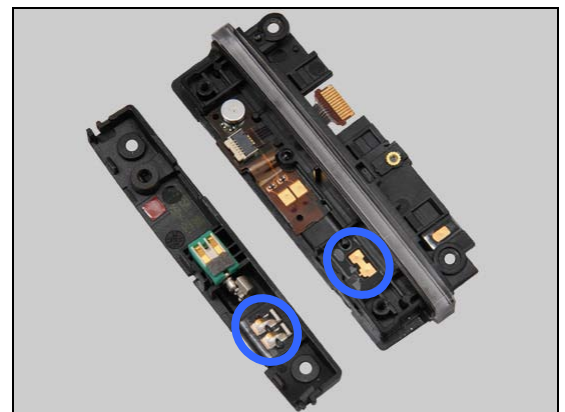


**Check:**

Inspect the main antenna contact pins on the Carrier Antenna Assy and contact pads on the Transparent Belt Assembly.

**Action:**

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



2. If the pins are damaged – replace Carrier Antenna Assy.



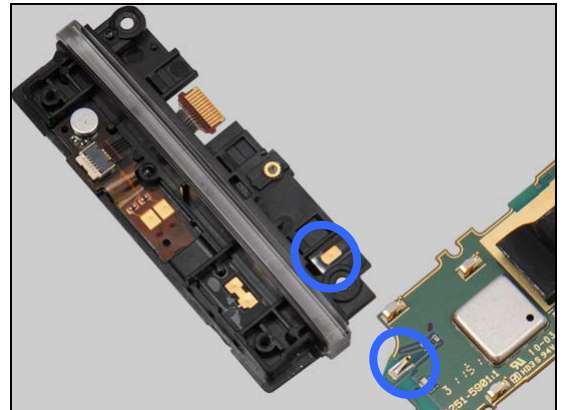
## Problem Areas: Network & Signal

### Check:

Inspect the main antenna contact pins on the PBA and contact pads on the Transparent Belt Assembly.

### Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the pads are damaged – replace the Transparent Belt Assembly.
3. Replace board.





## Problem Areas

### 1.33 SIM

#### 1.33.1 SIM not detected

**Check:**

Inspect the SIM card holder.

**Action:**

If dirty or clogged – clean the holder.

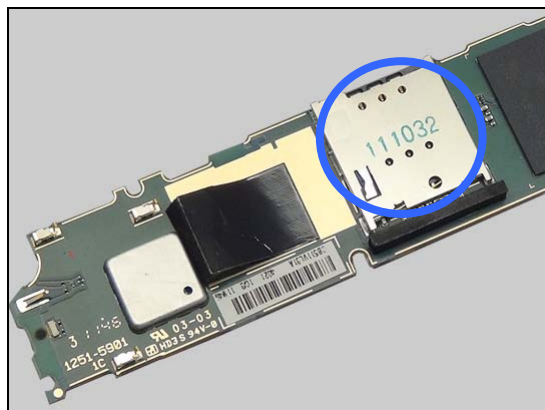


**Check:**

Inspect the contact pins of SIM card holder.

**Action:**

1. If dirty or oxidized – clean it.
2. Replace board.



#### 1.33.2 Incorrect SIM indicated

**Check:**

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

**Action:**

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



## Problem Areas

### 1.34 Charging

#### 1.34.1 Battery will not charge

**Check:**

Inspect the USB connector.

**Action:**

If dirty or clogged – clean the connector.

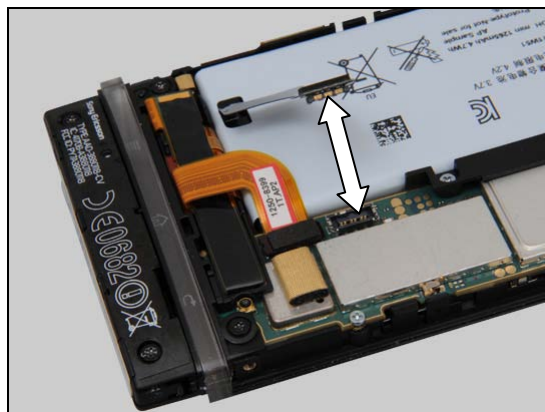


**Check:**

Inspect the BtB connector of the Battery to the PBA.

**Action:**

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



3. If the Battery or its BtB connector is damaged – replace the Battery.
4. Replace board.



## Problem Areas

### 1.35 HandsFree by Wire

#### 1.35.1 Connection to Portable HandsFree fails

**Check:**

Inspect the external area of the Audio Jack connector.

**Action:**

If dirty or oxidized – clean the connector.

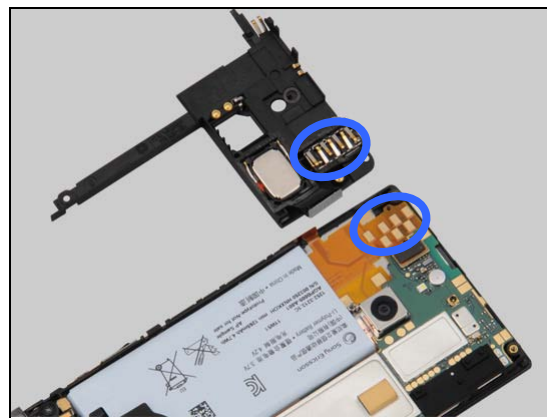


**Check:**

Inspect the contact pins on the Audio Jack and the contact pads on the PBA Key flex.

**Action:**

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

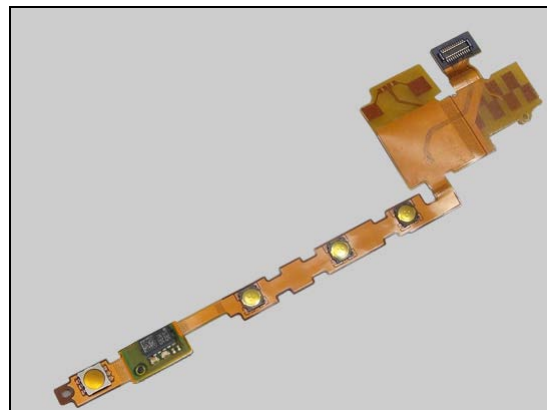


2. If the pins are damaged – replace the Audio Jack.



3. If the pads of the PBA Key flex are damaged – replace the PBA Key flex.

4. Replace board.



## 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 board.



## 2 Revision History

Rev.	Date	Changes / Comments
1	2012-May-7	Initial release
2	2012-July-11	Touch, Power and Display updated.