



Sony Ericsson

# Troubleshooting Guide

## - electrical -



*Spiro*

*W100i, W100a*



## CONTENTS

<b>1</b>	<b>Troubleshooting Flow .....</b>	<b>3</b>
1.1	Display .....	3
1.2	Illumination .....	4
1.3	Keys & Sensors .....	5
1.4	Alert .....	6
1.5	Audio .....	7
1.6	On/Off .....	8
1.7	Charging & Capacity .....	9
1.8	SIM.....	10
1.9	Camera .....	11
1.10	Data Communication.....	12
1.11	Memory Stick .....	13
1.12	Network & Signal .....	14
<b>2</b>	<b>Revision History .....</b>	<b>15</b>

**For general information about troubleshooting, refer to 1220-1336: Generic Repair Manual - electrical!**



# 1 Troubleshooting Flow

*For information about troubleshooting and optional troubleshooting equipment, refer to the 'Generic Repair Manual – electrical', section 'Troubleshooting Directions'!*

## 1.1 Display

**Symptom:** Display problem

**Replace:** **J502**, if damaged



## Troubleshooting Flow

### 1.2 Illumination

**Symptom:** No Display illumination

**Replace:** **J502**, if damaged

**Symptom:** No Navigation keys illumination

**Replace:** **J502**, if damaged

**Symptom:** No Numeric keys illumination

**Replace:** **D704**, if short circuit

**Symptom:** No Pre-charge LED

**Replace:** **J502**, if damaged



## Troubleshooting Flow

### 1.3 Keys & Sensors

**Symptom:** Numeric keyboard problems

**Replace:** **U701** or **U702**, if damaged

**Symptom:** Navigation keys problems

**Replace:** **J502**, if damaged

**Symptom:** Volume up key problems

**Replace:** **SW720**, if damaged  
**U702**

**Symptom:** Volume down key problems

**Replace:** **SW721**, if damaged  
**U702**

**Symptom:** Slide Sensor problems

**Replace:** **U704**



## Troubleshooting Flow

### 1.4 Alert

**Symptom:** Vibrator problems

**Replace:** **Z605**, if damaged



## Troubleshooting Flow

### 1.5 Audio

**Symptom:** No Microphone

**Replace:** **J502**, if damaged

**Symptom:** No Earphone

**Replace:** **J502**, if damaged

**Symptom:** No or bad Speaker

**Replace:** **J602** or **J603**, if damaged  
**D609** or **D610**, if short circuit

**Symptom:** No Hands-free (PHF) Aux Microphone

**Replace:** **J601**, if damaged

**Symptom:** No Hands-free (PHF) Aux Earphone

**Replace:** **J601**, if damaged  
**D607**, if short circuit

**Symptom:** No Hands-free (PHF) audio – Phone not recognizes PHF set

**Replace:** **J601**, if damaged

**Symptom:** No FM Radio

**Replace:** **J601**, if damaged



## Troubleshooting Flow

### 1.6 On/Off

**Symptom:** Using no current when On/Off key is pressed and will not start.

**Replace:** **J401**, if damaged  
**J502**, if damaged  
**D401**, if short circuit





## Troubleshooting Flow

### 1.7 Charging & Capacity

**Symptom:** No Charging from power outlet

**Replace:** **J401**, if damaged  
**J403**, if damaged  
**D401**, if short circuit  
**D402**, if short circuit  
**D403**, if short circuit  
**U402**



## Troubleshooting Flow

### 1.8 SIM

**Symptom:** SIM not detected

**Replace:** **J404**, if damaged  
**D413, D414, D415** or **D416**, if short circuit



## Troubleshooting Flow

### 1.9 Camera

**Symptom:** Camera problems

**Replace:** **J501**, if damaged  
**RN501**, if damaged



## Troubleshooting Flow

### 1.10 Data Communication

**Symptom:** No communication via Micro USB

**Replace:** **J403**, if damaged

**D404** or **D405**, if short circuit



## Troubleshooting Flow

### 1.11 Memory Stick

**Symptom:** Memory stick not detected

**Replace:** **J405**, if damaged

**D406, D407, D408, D409, D410, D411, D412** or **D417**, if short circuit



## Troubleshooting Flow

### 1.12 Network & Signal

**Symptom:** Phone fails to lock on to network during radiated (wireless) Go/NoGo test

**Action:** Use RF probe to perform conducted Go/NoGo test

**Symptom:** Phone passes conducted (RF cable) Go/NoGo test but fails radiated (wireless) Go/NoGo test

**Check:** **Z901, Z903** for damage and replace, if necessary

**J904** for damage and replace, if necessary

**Replace:** Lower Rear Cover Assy

**Action:** Rerun the phone through radiated (wireless) Go/NoGo testing



## 2 Revision History

Rev.	Date	Changes / Comments
1	2010-Jul-26	Initial release
2	2011-Jan-07	Update chapter 1.7&1.10 by adding J403 (SI 18341-88672)