

Troubleshooting Guide

- mechanical -



Xperia XA2 Plus
H3413,H4413,H4493

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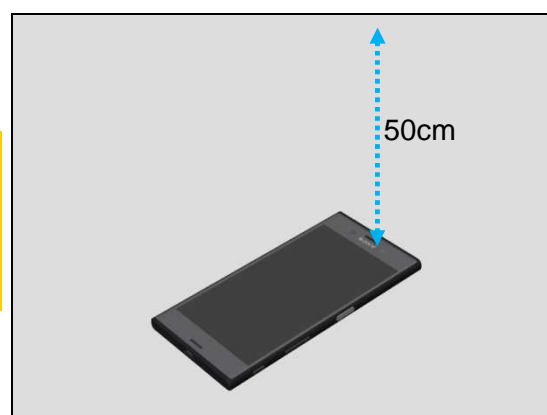
For general information about mechanical repair related issues, refer to 00154064: Generic Repair Manual – mechanical

If there are no special indications of 'H3413, H4413 or H4493, H3413, H4413 and H4493 share the same repair method as common sections, whose pictures are used with H4413.

1309-7255 CS-Everest (Repair -Mechanical- Tools and Equipment (include Repair Software), Info-Center number is RE4251) Calibration or Flashing Customize by Emma or Aged Battery Reset by Emma must be performed when following Reassembly or Replacement.

		CS-Everest Calibration			Emma
		Proximity Light Sensor	Smart Amp	Color ID Flashing	Aged Battery Reset
Reassembly	Main PBA	O			
	Display Cover Assy	O			
	Rubber PL Sensor	O			
Replacement	Main PBA	O	O	O	
	Display Cover Assy	O			
	Rubber PL Sensor	O			
	Battery				O
	Main Antenna Speaker Box		O		

**Note! When performing proximity sensor calibration, put the phone unit on a stable place, facing up, and no any objects within 50cm.
Remove the protection film if sensor window is covered by the protection film.**



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, but no display, refer to section 1.4 'Display'.

2. If NO activation of the Vibrator is detected and no display by pressing the on/off key, perform a force shut down, press power key and volume up key for 15 seconds and then power on the unit again.

3. If still NO activation of the Vibrator is detected and no display by pressing the on/off key, check that the battery is charging when connected to a charger.

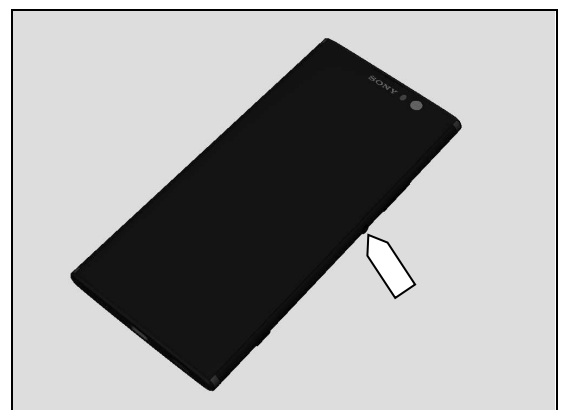
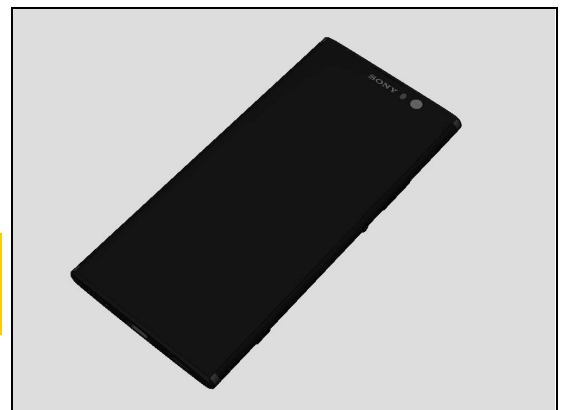
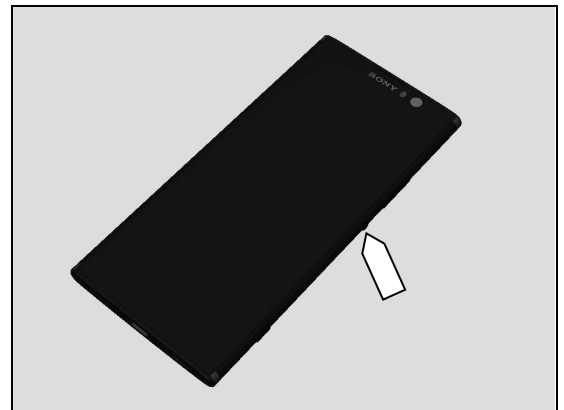
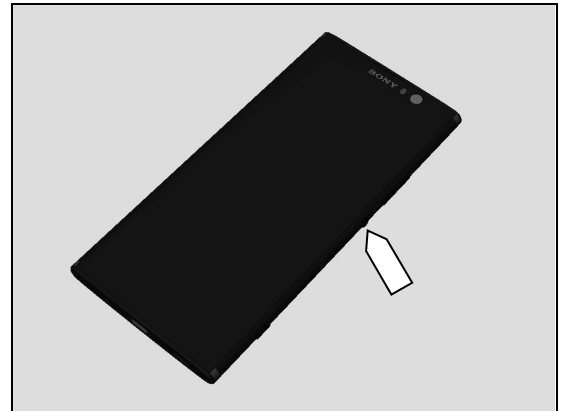
Follow Test Instruction - mechanical chapter of Charging via Charger or Computer, Diagnostic Battery / Charging status.

Check:

Inspect the on/off key.

Action:

Refer to section 1.2.3 'On/Off Key'.



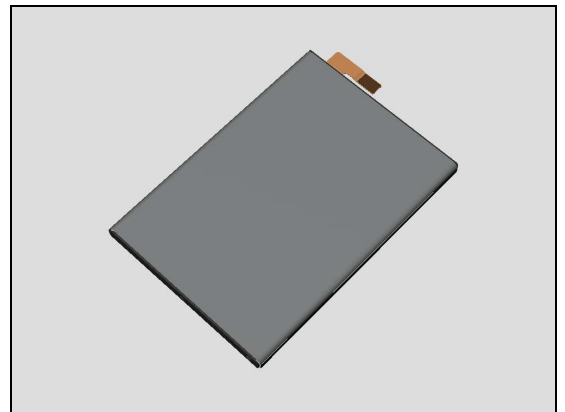
Problem Areas: Power

Check:

Inspect the Battery connector 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 FPC or the Battery is damaged – replace the Battery.
4. Replace Main PBA.



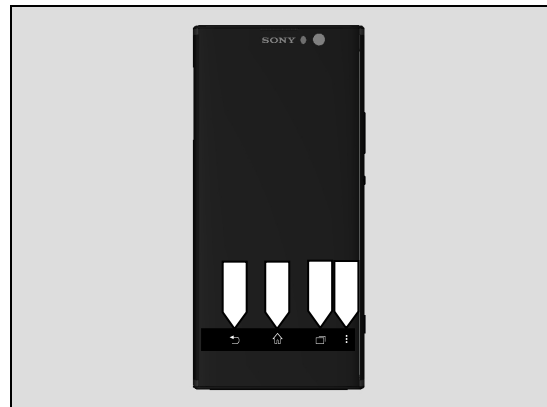
Problem Areas

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.



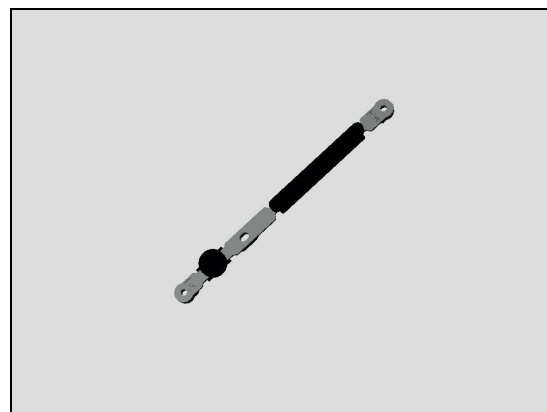
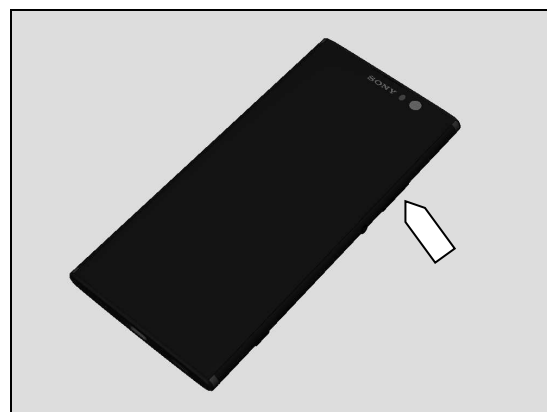
1.2.2 Volume Key

Check:

Inspect the external area of the Volume Key.

Action:

1. If dirty – clean it.
2. If damaged – replace the Key Power_Volume.

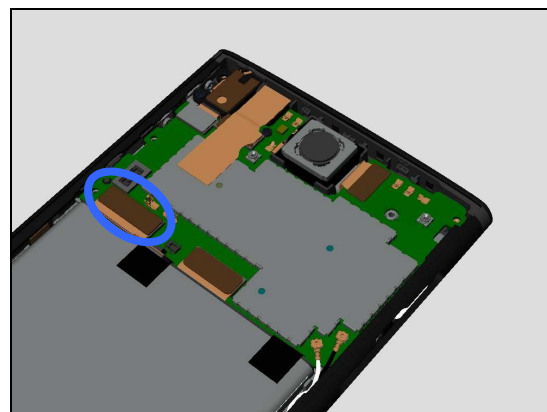


Check:

Inspect the BtB connector of Sidekey FPC Assy 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 Sidekey FPC Assy is damaged – replace it.
4. Replace Main PBA.

Check:

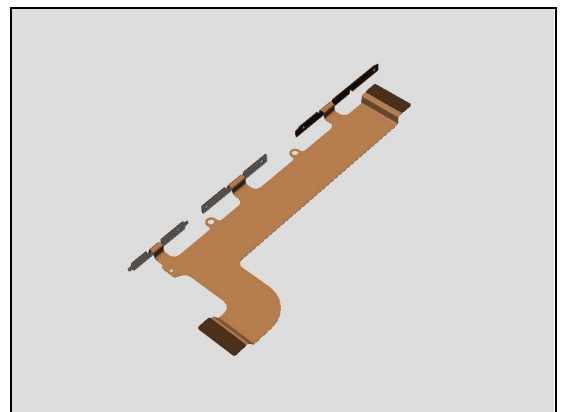
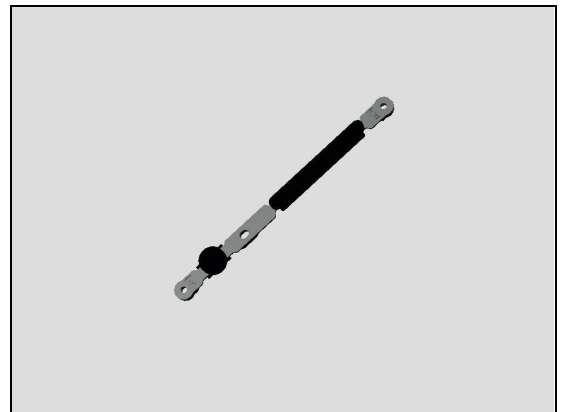
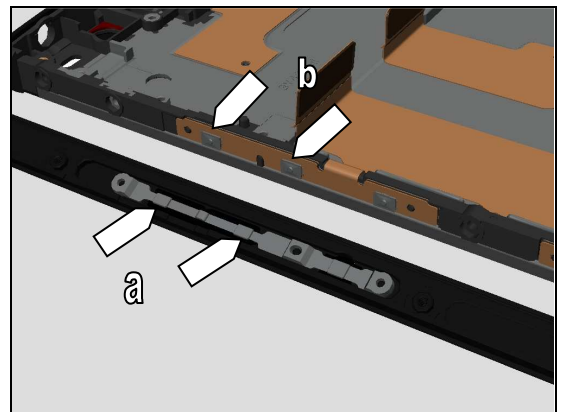
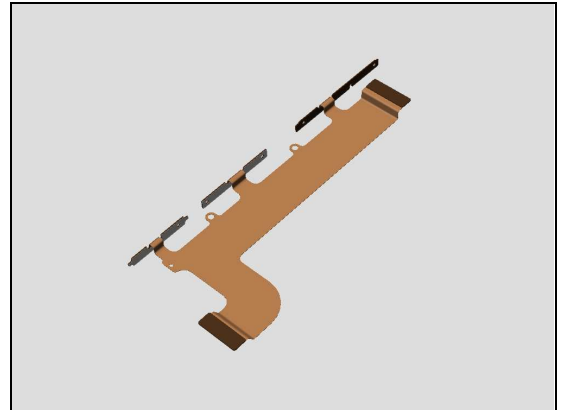
Inspect the condition of Volume Key rubber (a) and Volume Key switch (b).

Action:

1. If dirty – clean them.

2. If the Volume Key rubber is damaged – replace the Key Power_Volume.

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



Problem Areas: Keys

1.2.3 On/Off Key

Check:

Inspect the external area of the On/Off Key.

Action:

1. If dirty – clean it.

2. If damaged – replace the Key Power_Volume.

Check:

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

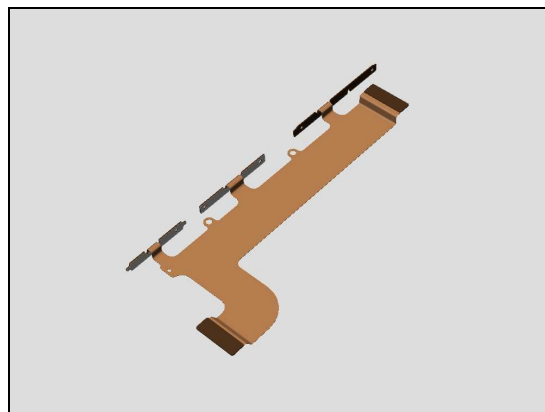
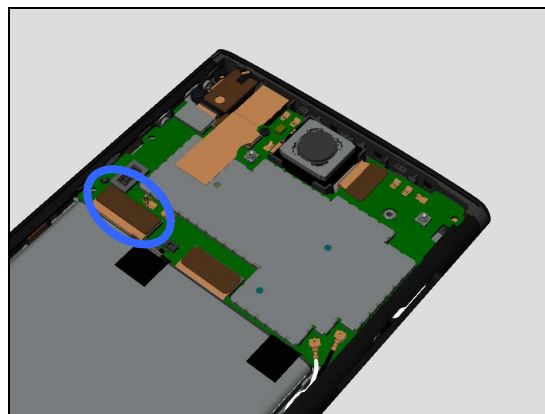
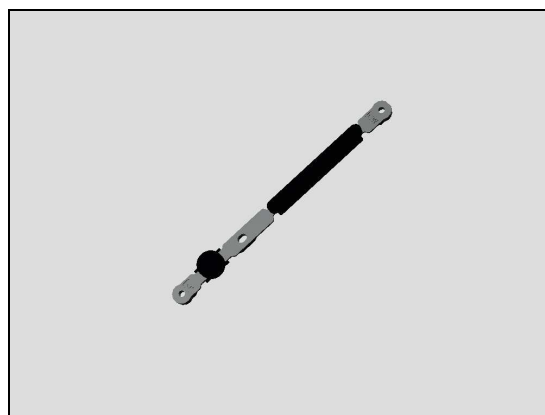
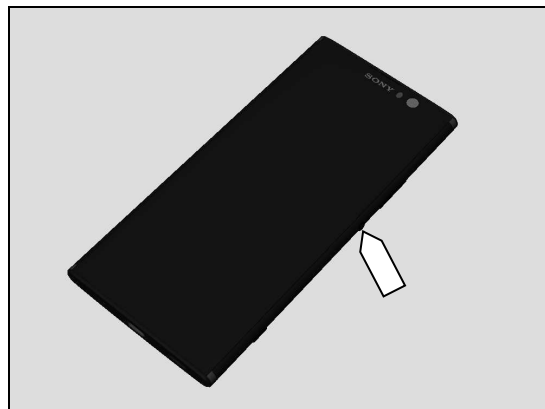
Action:

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

2. If dirty or oxidized – clean it.

3. If the Sidekey FPC Assy is damaged – replace it.

4. Replace Main PBA.



Problem Areas: Keys

Check:

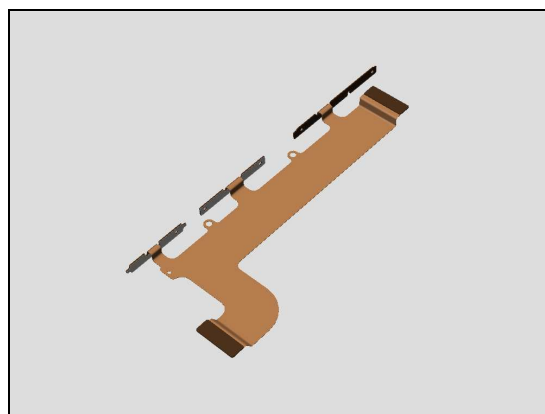
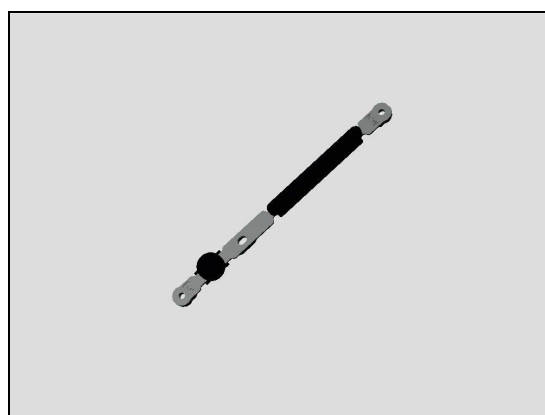
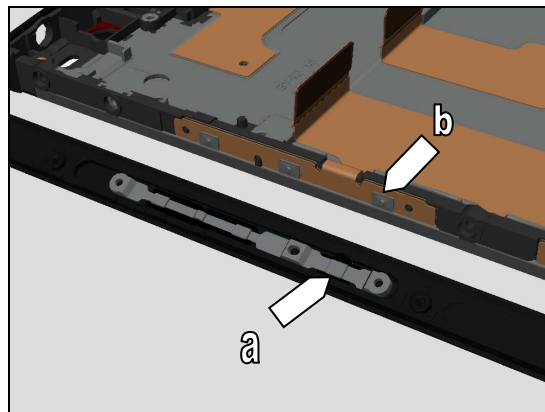
Inspect the condition of the On/Off Key rubber (a) and On/Off Key switch (b).

Action:

1. If dirty – clean them.

2. If the On/Off Key rubber is damaged – replace the Key Power_Volume.

3. If the On/Off key switch is damaged – replace the Sidekey FPC Assy.



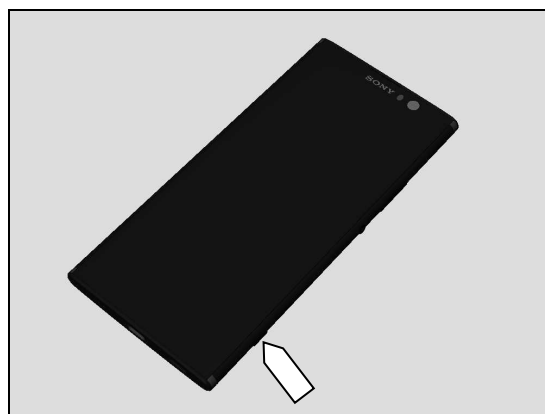
1.2.4 Camera Key

Check:

Inspect the external area of the Camera Key.

Action:

1. If dirty – clean it.



Problem Areas: Keys

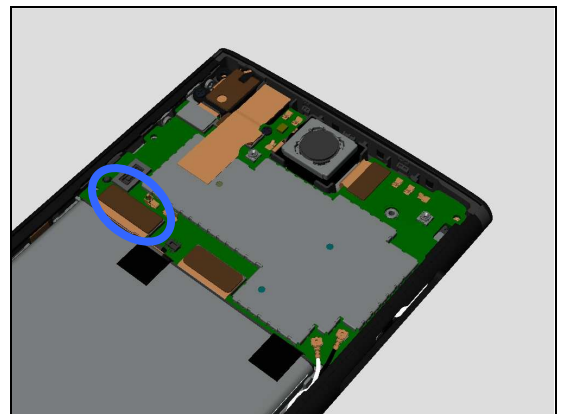
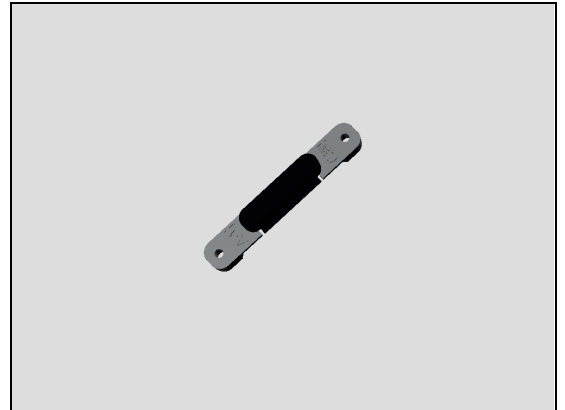
2. If damaged – replace the Key Camera.

Check:

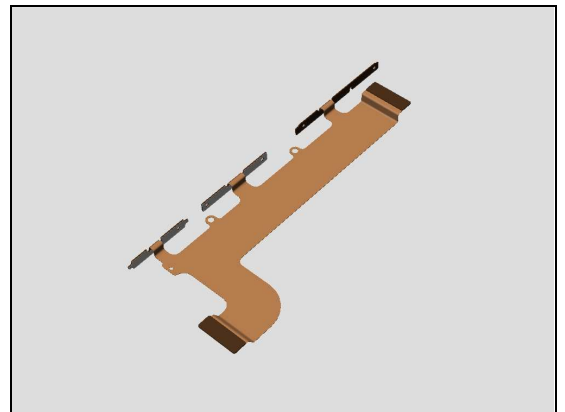
Inspect the BtB connector of Sidekey FPC Assy to Main PBA.

Action:

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



3. If the Sidekey FPC Assy is damaged – replace it.
4. Replace Main PBA.

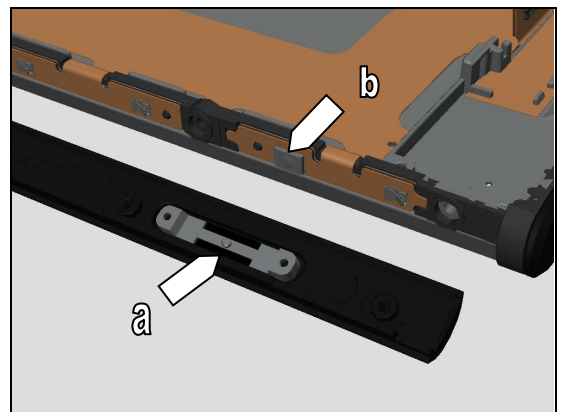


Check:

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

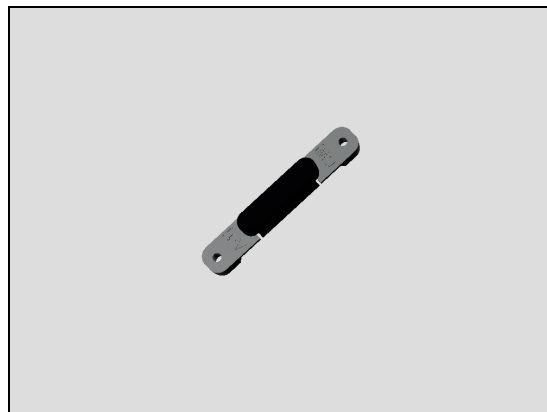
Action:

1. If dirty – clean them.

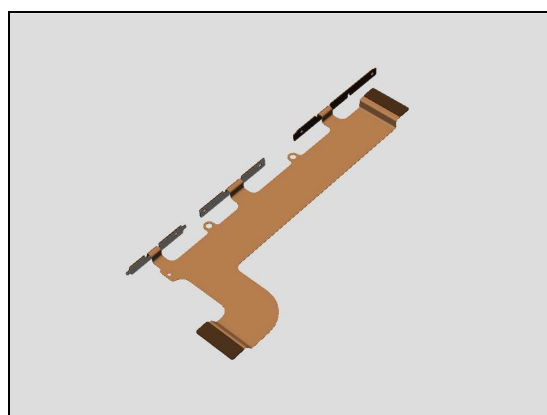


Problem Areas: Keys

2. If the Camera Key rubber is damaged – replace the Key Camera.



3. If the Camera Key switch is damaged – replace the Sidekey FPC Assy.



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

Check:

Inspect the touch screen of the Display Cover Assy.

Action:

1. If dirty – clean it.

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

Check:

Inspect the BtB connector of display FPC to Main PBA.

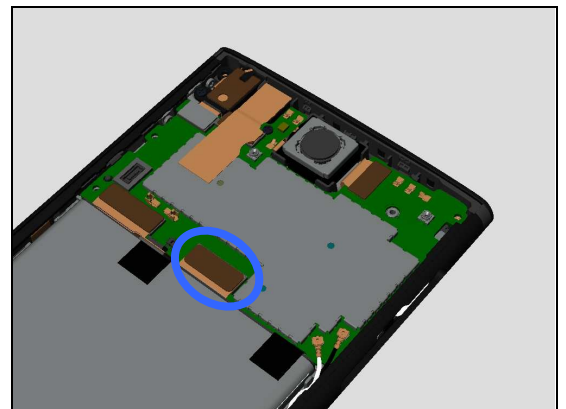
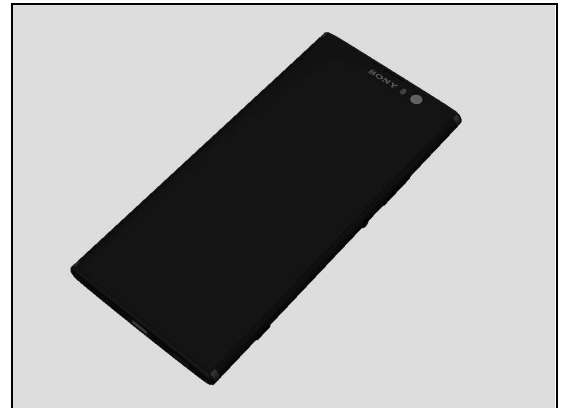
Action:

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

2. If dirty or oxidized – clean it.

3. If the display FPC is damaged – replace the Display Cover 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:

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

2. If the Display Cover Assy is damaged – replace it.

Check:

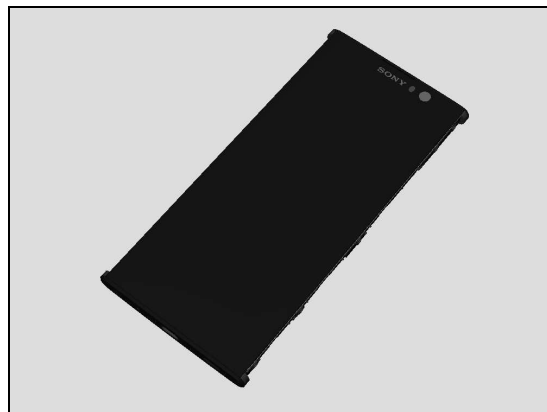
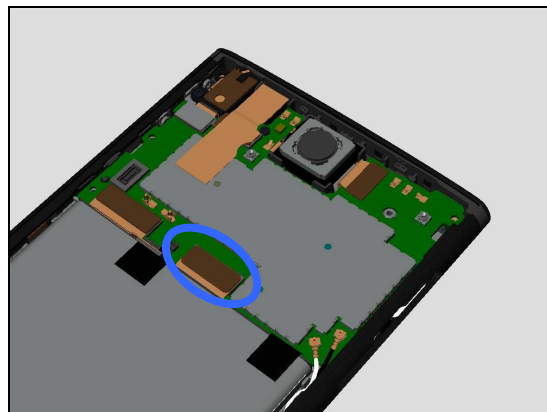
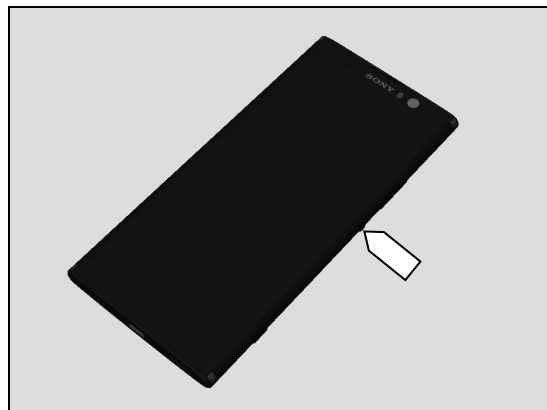
Inspect the BtB connector of display FPC to Main PBA.

Action:

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

3. If the display FPC is damaged – replace the Display Cover Assy.

4. Replace Main PBA.



Problem Areas

1.5 LED/Illumination

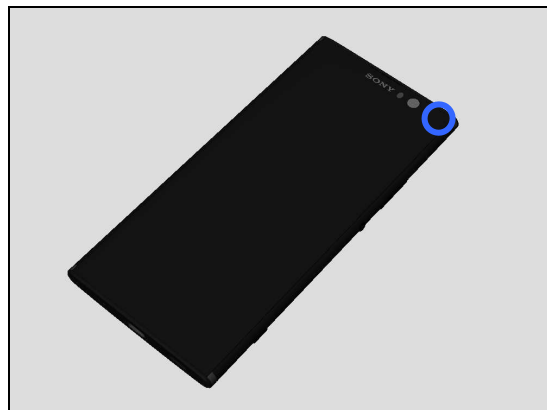
1.5.1 LED/Illumination

Check:

Inspect external window area of Notification LED on the Display Cover Assy.

Action:

1. If dirty – clean it.

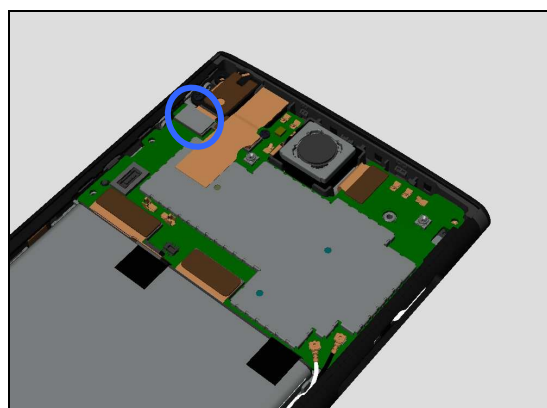


Check:

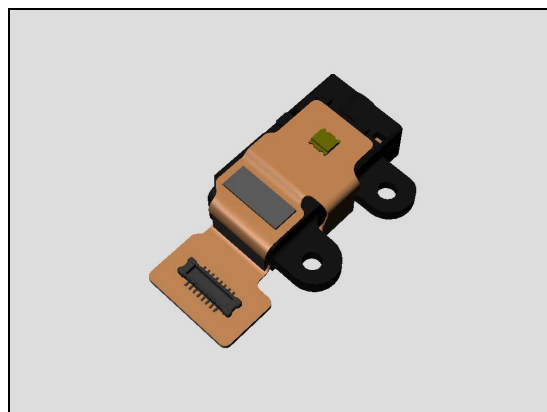
Inspect the BtB connector of Audio Jack FPC Assy to Main PBA.

Action:

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



3. If Audio Jack FPC Assy is damaged – replace it.
4. Replace Main PBA

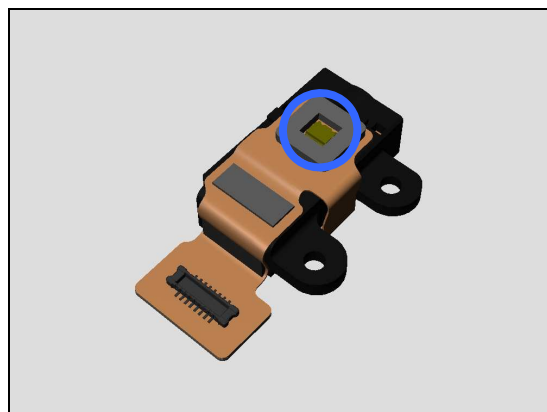


Check:

Inspect the Notification LED on the Audio Jack FPC Assy.

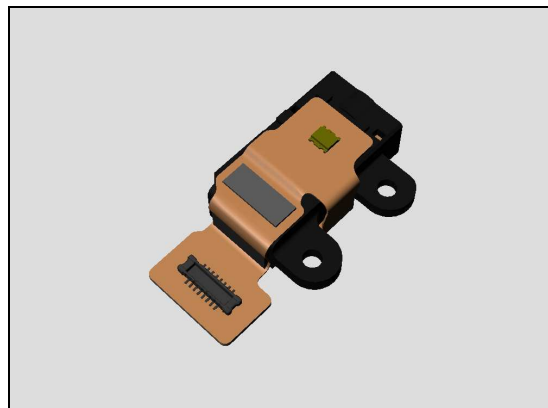
Action:

1. If dirty – clean it.



Problem Areas: LED/Illumination

2. If damaged – Replace Audio Jack FPC Assy.



Problem Areas

1.6 Speaker

1.6.1 Loudspeaker

Check:

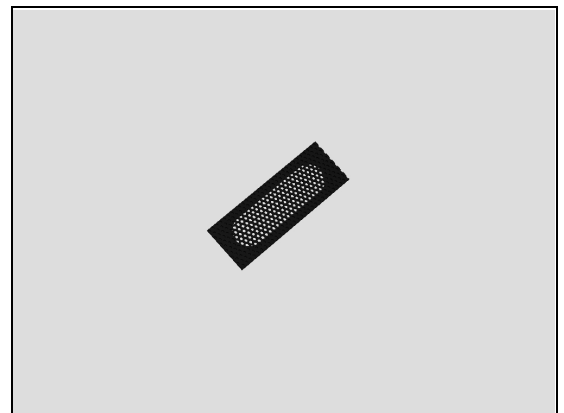
Inspect the Loudspeaker external port on the Display Cover Assy.

Action:

1. If clogged – clean it.



2. If damaged – replace the Speaker Mesh.

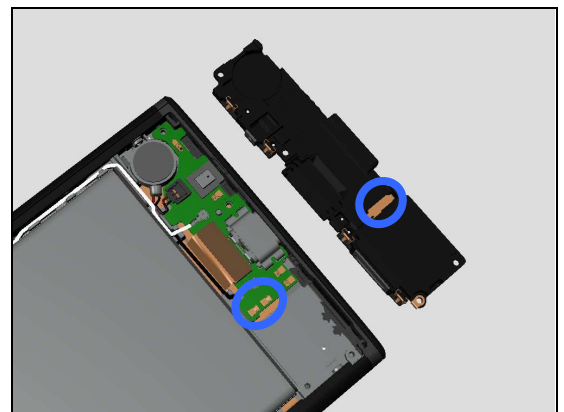


Check:

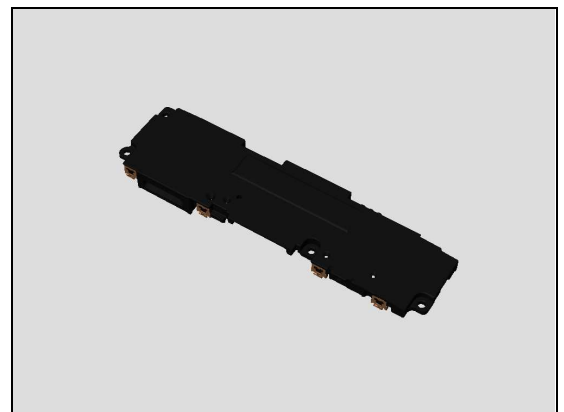
Inspect the contact pads on the Main Antenna Speaker Box and the contact pins on the Sub PBA Assy.

Action:

1. If pins and pads dirty – clean them.



2. If contact pads or loudspeaker are damaged – replace the Main Antenna Speaker Box.



Problem Areas: Speaker

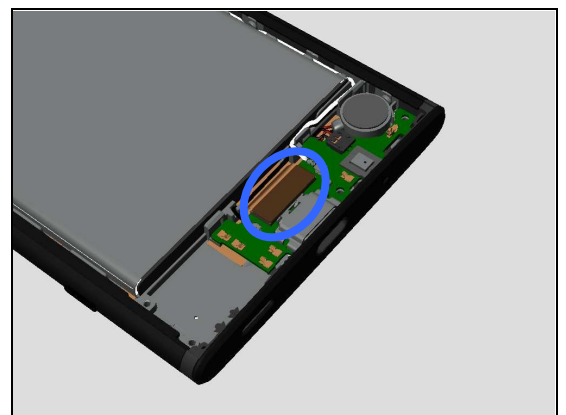
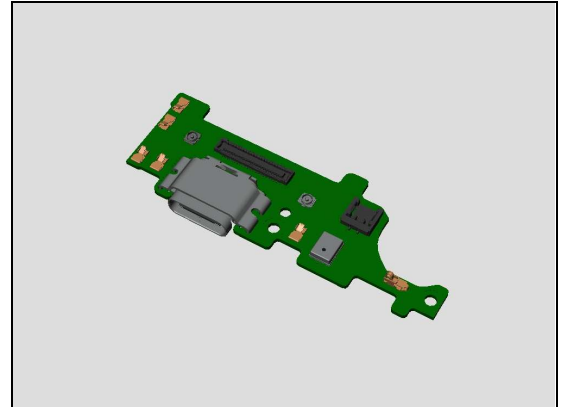
3. If contact pins are damaged – Replace Sub PBA Assy.

Check:

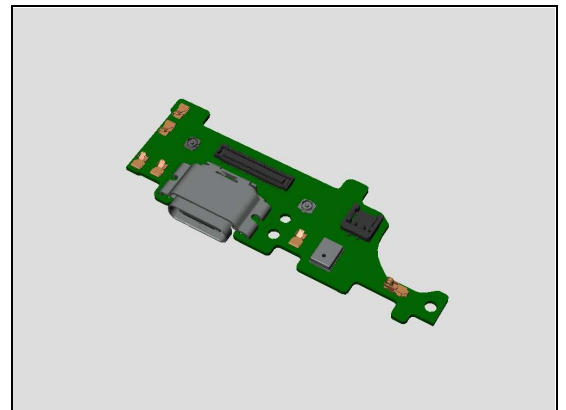
Inspect the BtB connector of the Sidekey FPC Assy to Sub PBA Assy.

Action:

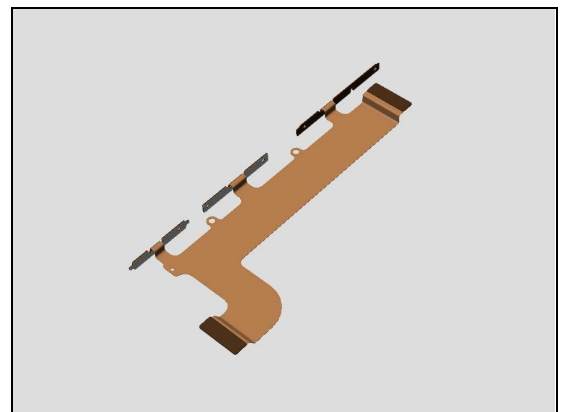
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If Sub PBA Assy is damaged – Replace it.



4. If the Sidekey FPC Assy is damaged – Replace it.

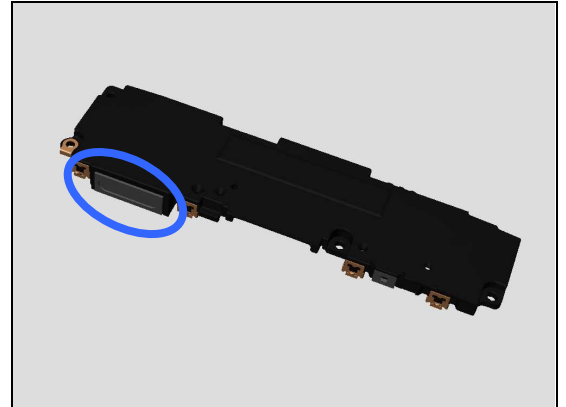


Problem Areas: Speaker

Check:

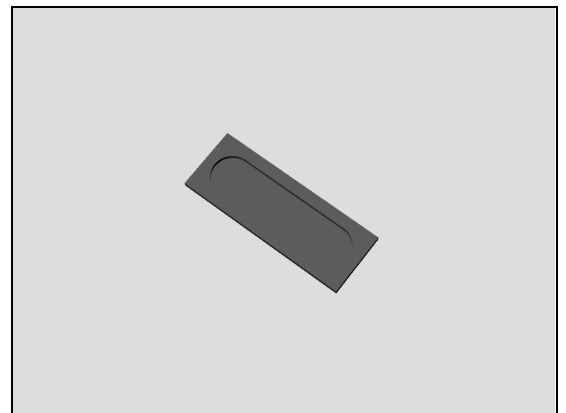
Inspect the Speaker Sponge on the Main Antenna Speaker Box.

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Action:

1. If damaged – replace the Speaker Sponge.

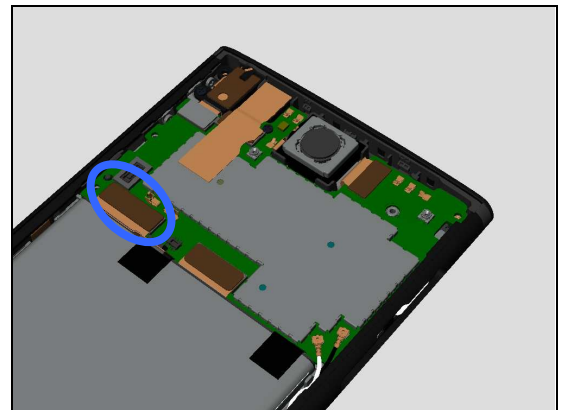


Check:

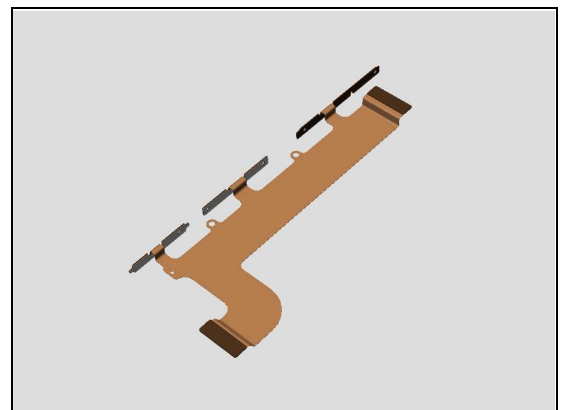
Inspect the BtB connector of Sidekey FPC Assy to Main PBA.

Action:

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



3. If the Sidekey FPC Assy is damaged – replace it.
4. Replace Main PBA.



Problem Areas

1.7 Earphone

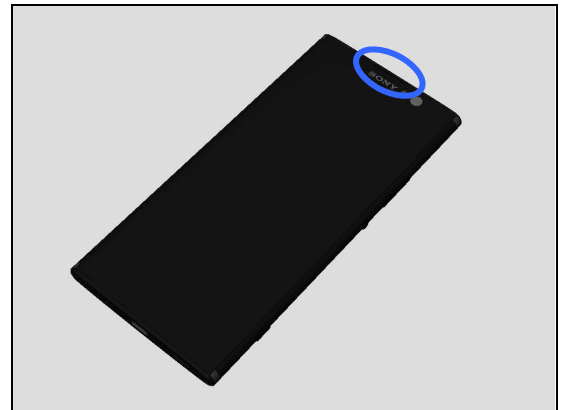
1.7.1 Ear Speaker

Check:

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

Action:

1. If clogged – clean it.

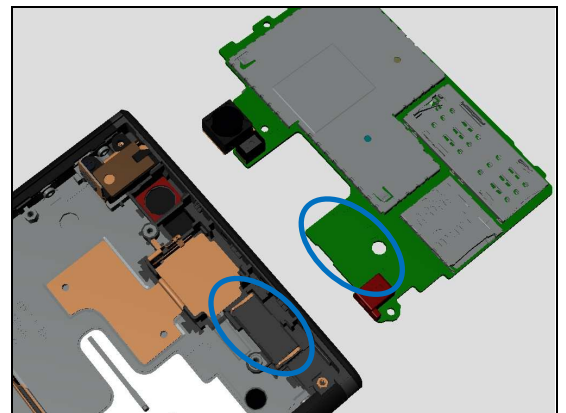


Check:

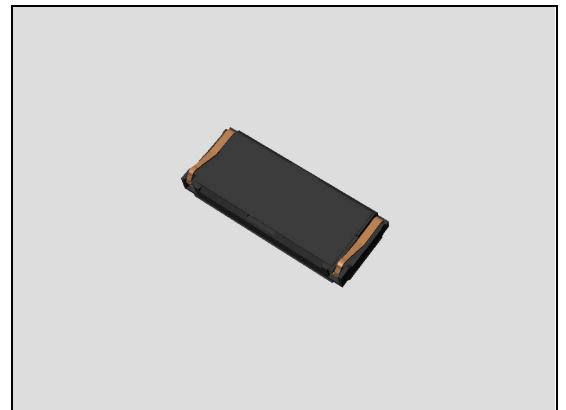
Inspect the contact pads on the Main PBA and the contact pins on the Ear Speaker.

Action:

1. If dirty – clean them.



2. If the contact pins of the Ear Speaker or the Ear Speaker is damaged – replace the Ear 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 Cover Assy.

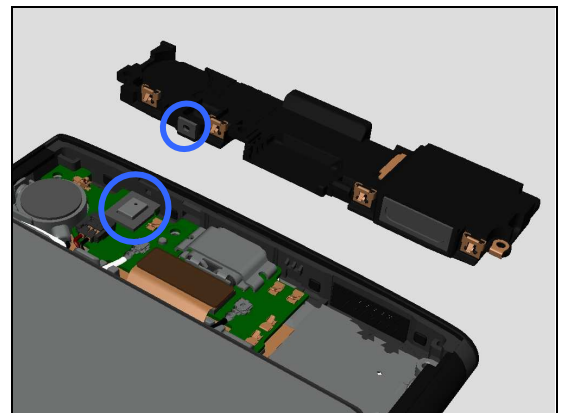
Action:

1. If clogged – clean it.



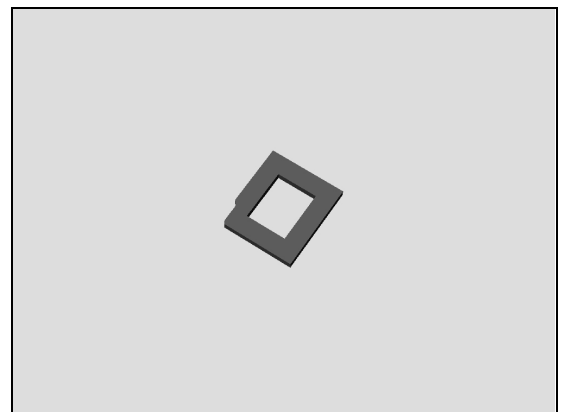
Check:

Inspect Sponge 1st Mic, Sponge 1st Mic Hole and main Mic.

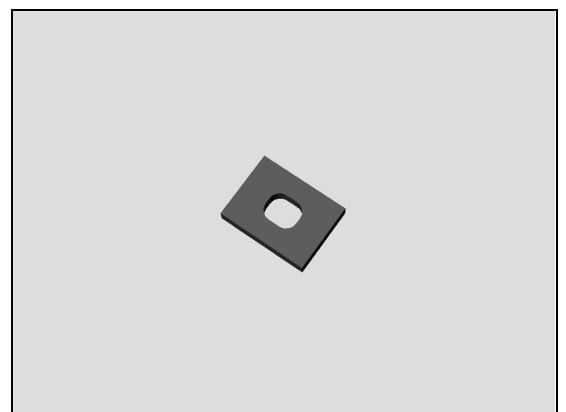


Action:

1. If the Sponge 1st Mic is damaged – replace it.



2. If the Sponge 1st Mic Hole is damaged – replace it.



Problem Areas: Microphone

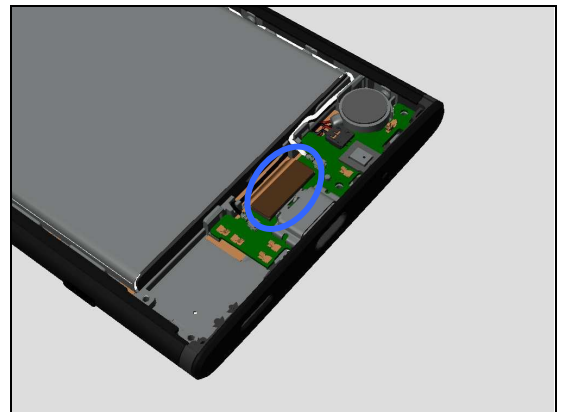
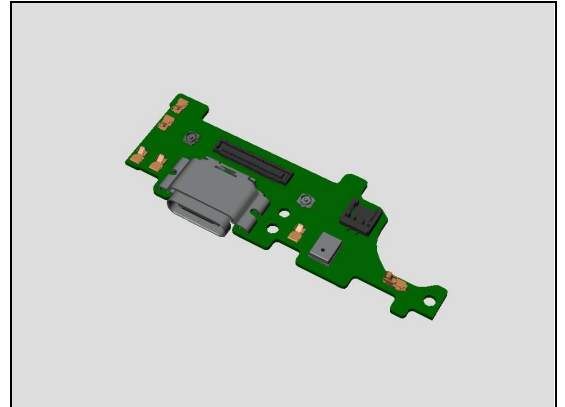
3. If the Main Mic is damaged – replace Sub PBA Assy.

Check:

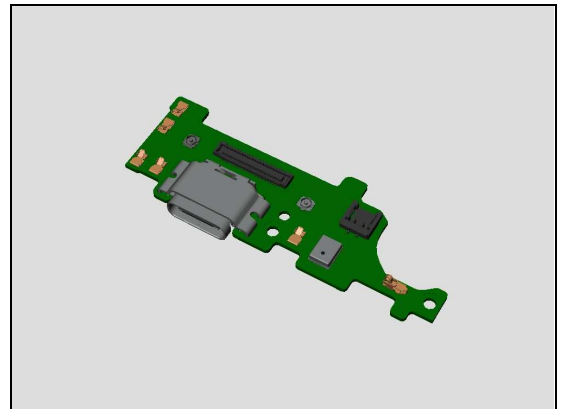
Inspect the BtB connector of Sidekey FPC Assy to Sub PBA Assy.

Action:

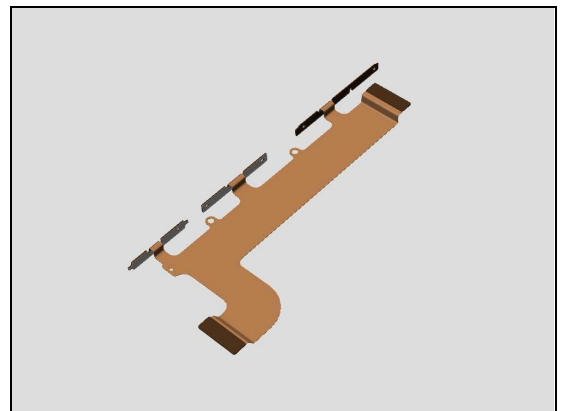
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If Sub PBA Assy is damaged – replace it.



4. If Sidekey FPC Assy is damaged – replace it.



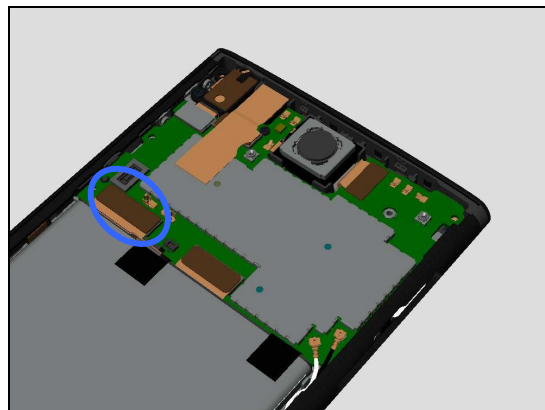
Problem Areas: Microphone

Check:

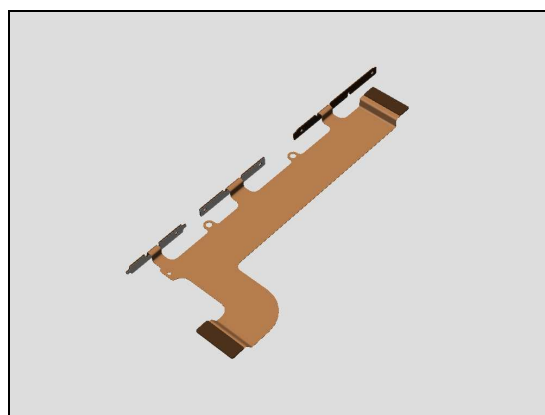
Inspect the BtB connector of Sidekey FPC Assy to Main PBA.

Action:

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



3. If the Sidekey FPC Assy is damaged – replace it.
4. Replace Main PBA.



1.8.2 Secondary Microphone

Check:

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

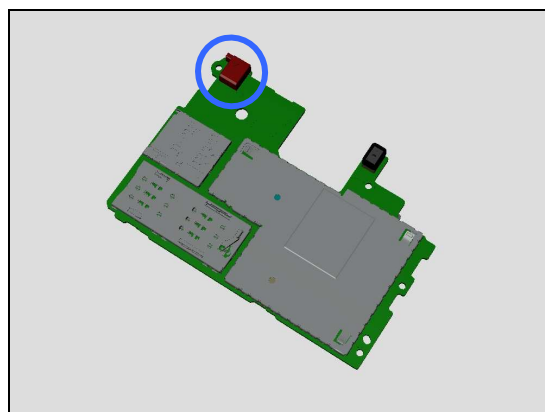
Action:

1. If clogged – clean it.



Check:

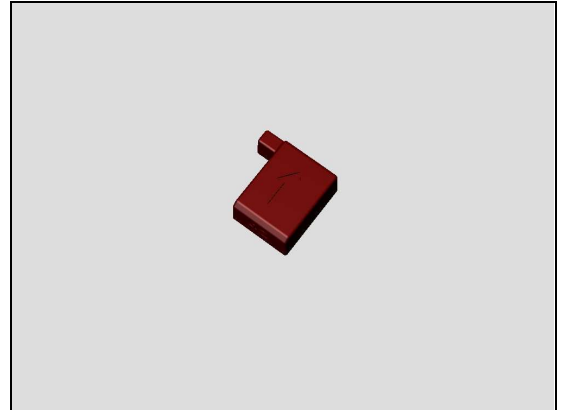
Inspect the Rubber 2nd MIC.



Problem Areas: Microphone

Action:

1. If Rubber 2nd MIC is not properly attached or damaged
– replace the Rubber 2nd MIC.
2. Replace Main PBA



Problem Areas

1.9 Vibrator

1.9.1 Vibrator not generating alerts

Check:

Inspect the Vibrator and Vibrator wire.

Action:

1. If the Vibrator or Vibrator wire is damaged – replace the Vibrator.

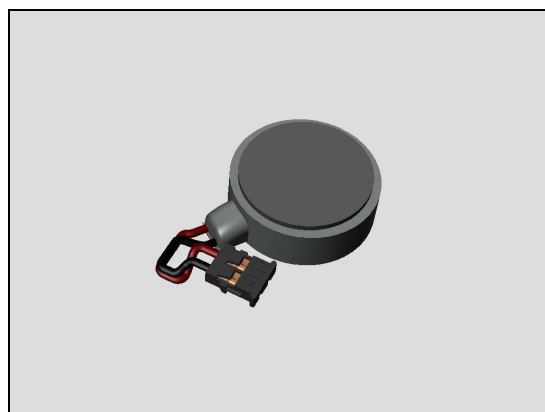
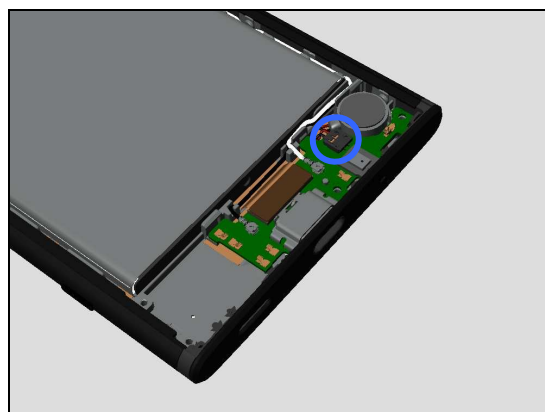
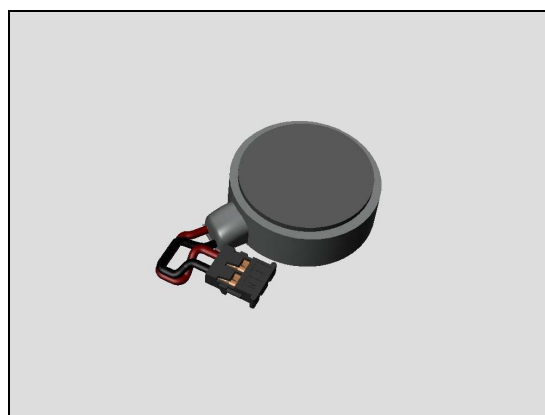
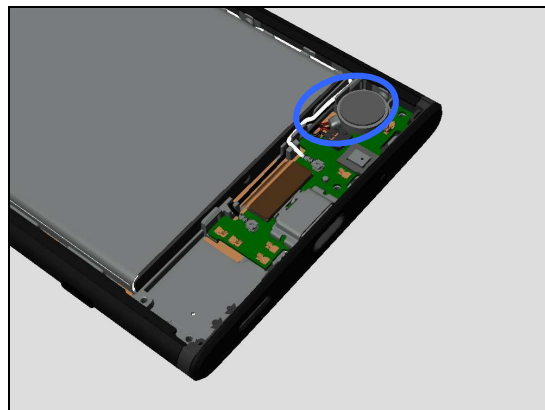
Check:

Inspect the Vibrator connector to Sub PBA Assy.

Action:

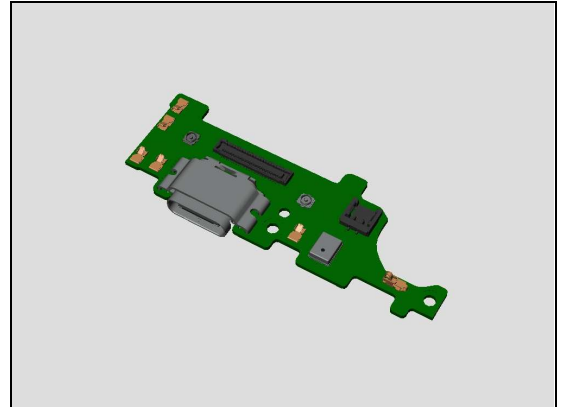
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.

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



Problem Areas: Vibrator

4. If the Vibrator connector is damaged – replace the Sub PBA Assy.

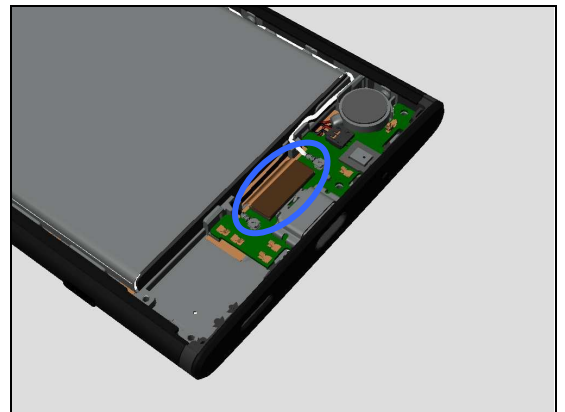


Check:

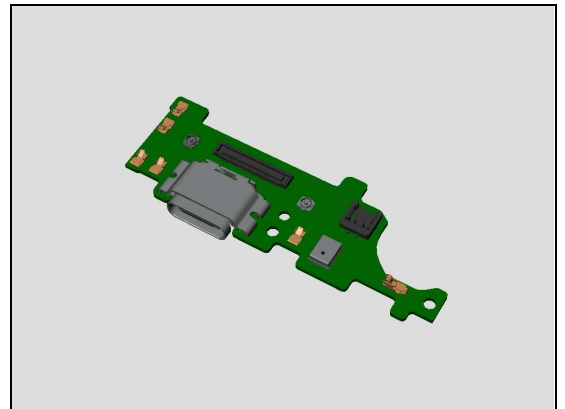
Inspect the BtB connector of Side key FPC Assy to Sub PBA Assy.

Action:

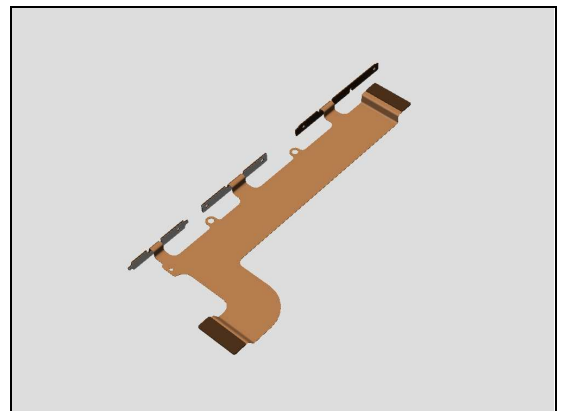
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If Sub PBA Assy is damaged – replace it.



4. If Side Key FPC Assy is damaged – replace it.



Problem Areas: Vibrator

Check:

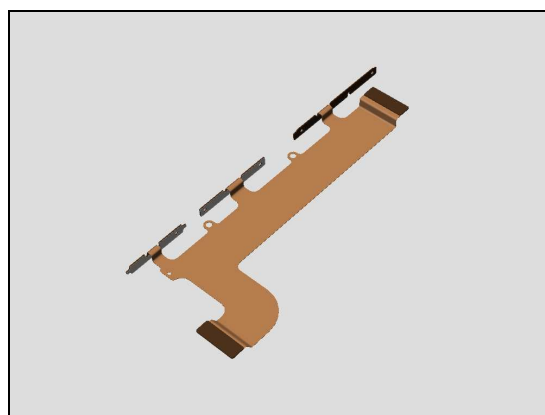
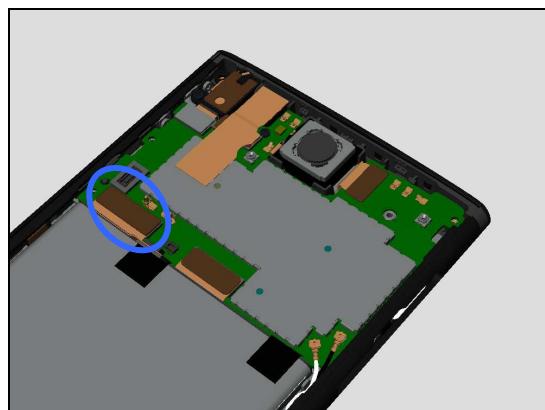
Inspect the BtB connector of Side Key FPC Assy to Main PBA.

Action:

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

3. If Side Key FPC Assy is damaged – replace it.

4 Replace Main PBA.



Problem Areas

1.10 Camera

1.10.1 Main Camera

Check:

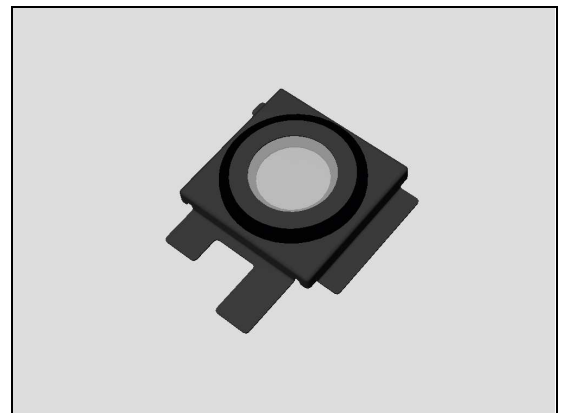
Inspect the external area of camera window.

Action:

1. If dirty – clean it.



2. If scratched or damaged – replace the Main Camera Lens Assy.



Check:

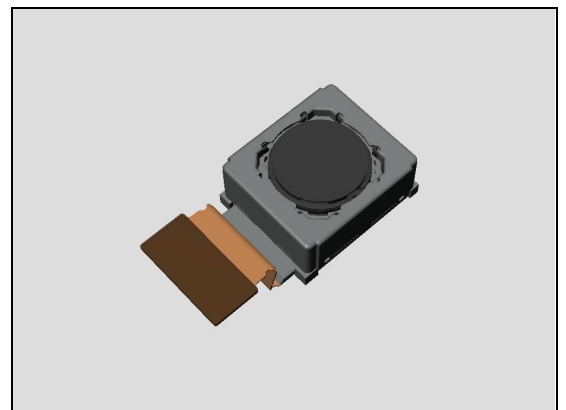
Inspect the BtB connector of Main Camera to Main PBA.

Action:

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



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



Problem Areas: Camera

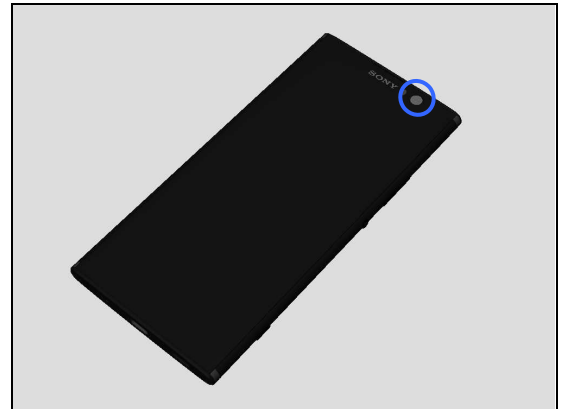
1.10.2 Video Call Camera defects

Check:

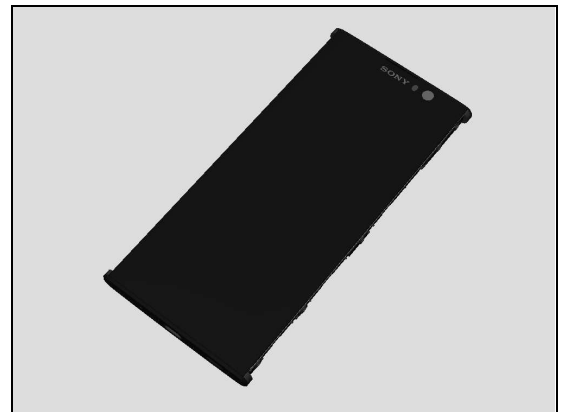
Inspect the external area of the Front camera window.

Action:

1. If dirty – clean it.



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

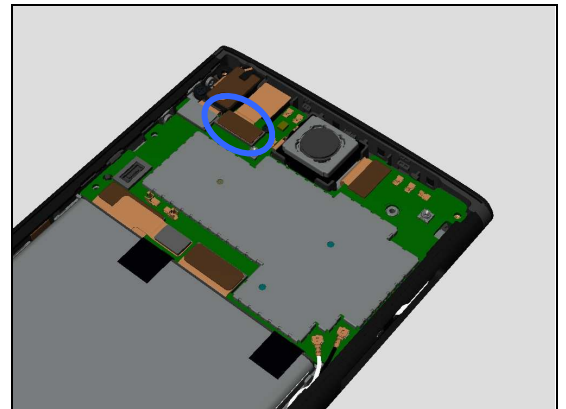


Check:

Inspect the BtB connector of Front Camera to Main PBA.

Action:

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



3. If the Front Camera is damaged – replace it.
4. Replace Main PBA.



Problem Areas

1.11 Flash LED

1.11.1 Main Camera Flash LED not flashing

Check:

Inspect the Main Camera flash LED lens.

Action:

1. If dirty – clean it.

2. If scratched or damaged – replace the Battery Cover Assy.

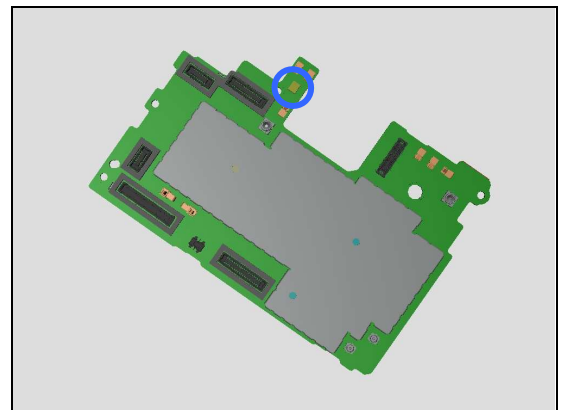
Check:

Inspect the Flash LED on Main PBA.

Action:

1. If dirty – clean it.

2. If Flash LED is damaged – Replace Main PBA.



Problem Areas

1.12 Bluetooth and WLAN

1.12.1 Bluetooth or WLAN connection failure

Check:

Inspect the antenna pattern on the Sub Antenna.

Action:

1. If damaged or peel off – replace the Sub Antenna.

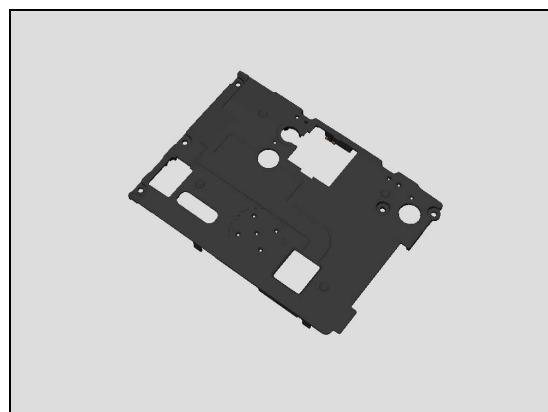
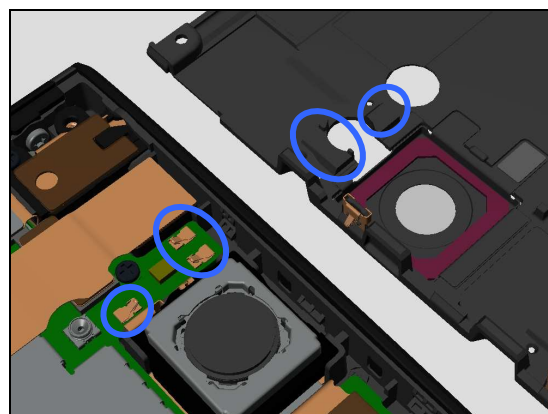
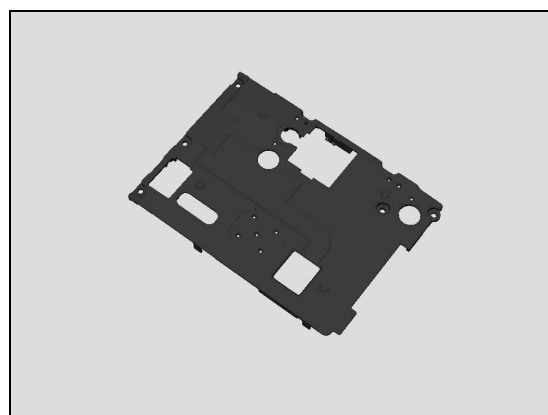
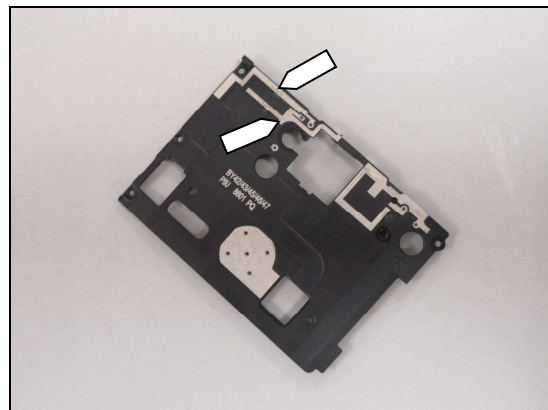
Check:

Inspect the contact pads on Sub Antenna and the contact pins on main PBA.

Action:

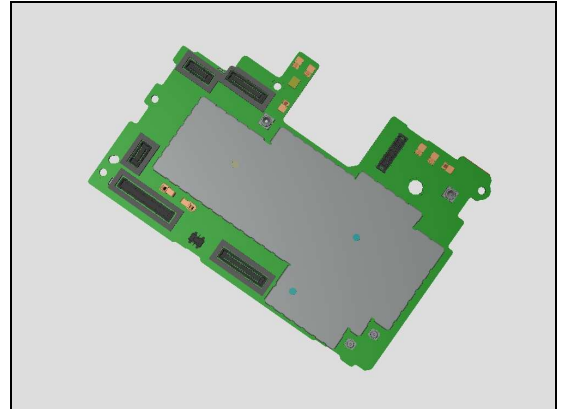
1. If dirty or oxidized – clean the pads and pins.

2. If the contact pads on Sub Antenna are damaged – replace the Sub Antenna.



Problem Areas: Bluetooth and WLAN

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

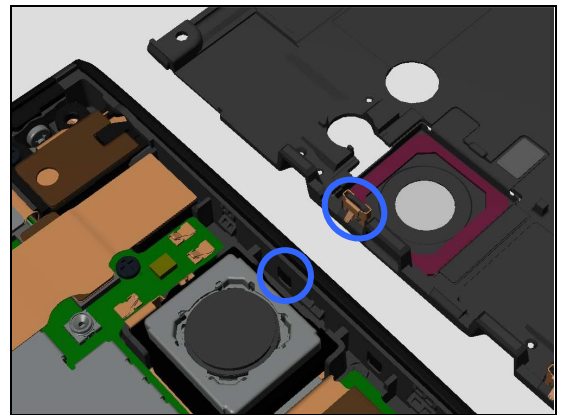


Check:

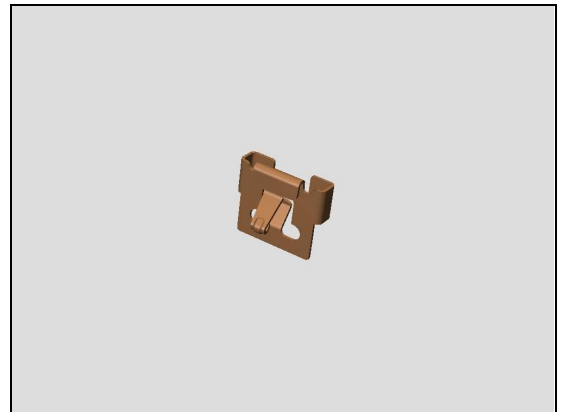
Inspect the Spring Antenna and contact pads on the Display Cover Assy.

Action:

1. If dirty or oxidized – clean them.



2. If the Spring Antenna is damaged – replace it.



Problem Areas

1.13 NFC

1.13.1 NFC malfunctions

Check:

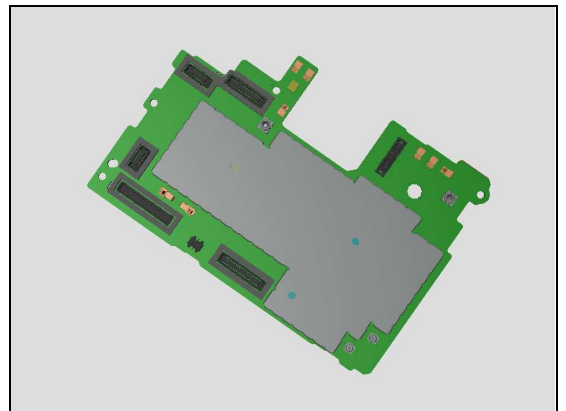
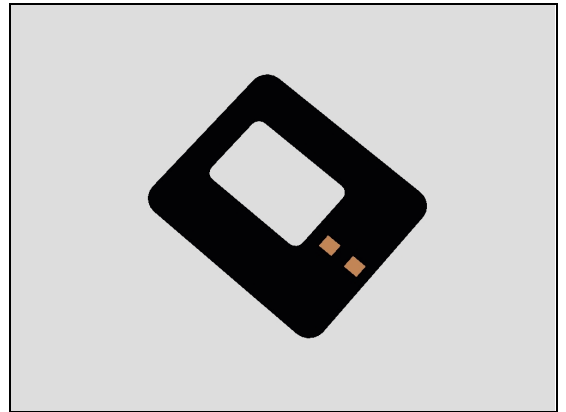
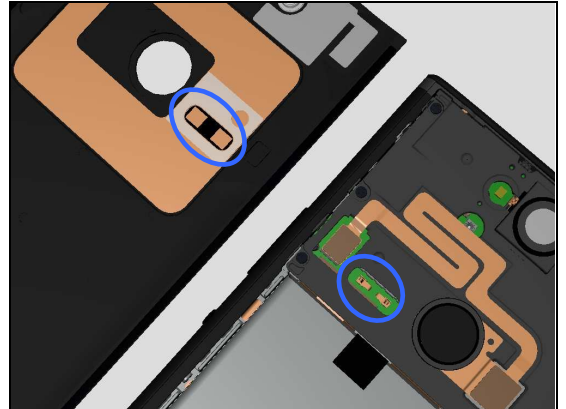
Inspect the contact pads on NFC antenna and the contact pins on Main PBA.

Action:

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

2. If the NFC antenna contact pads are damaged – replace the NFC Antenna.

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



Problem Areas

1.14 GPS

1.14.1 GPS malfunctions

Check:

Inspect the antenna pattern on the Sub Antenna.

Action:

1. If damaged or peel off – replace the Sub Antenna.

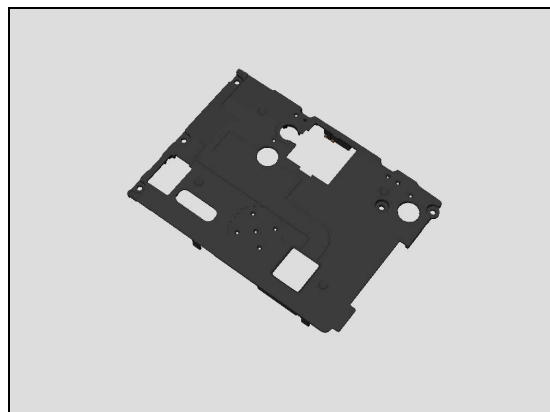
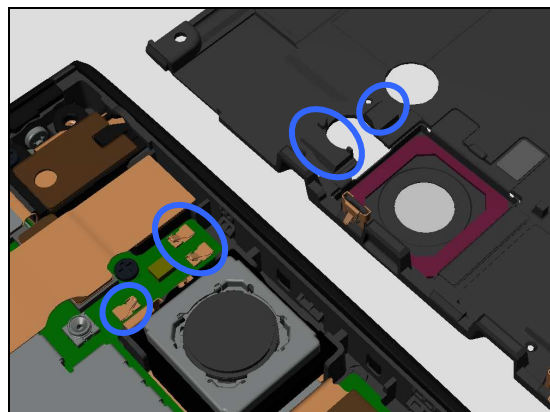
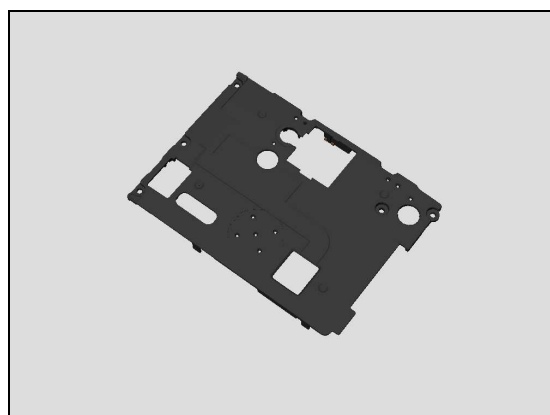
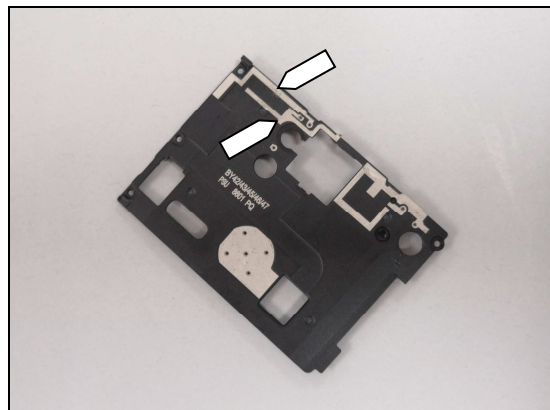
Check:

Inspect the contact pads on Sub Antenna and the contact pins on main PBA.

Action:

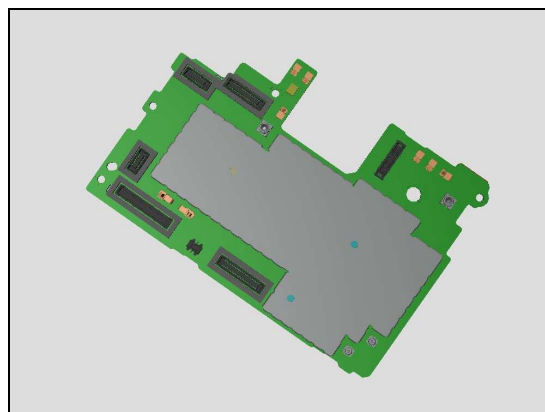
1. If dirty or oxidized – clean the pads and pins.

2. If the contact pads on Sub Antenna are damaged – replace the Sub Antenna.



Problem Areas: GPS

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

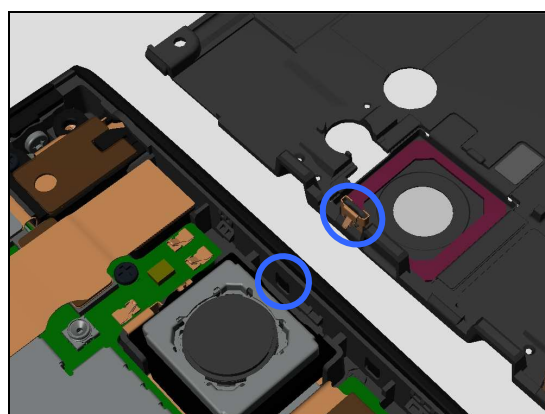


Check:

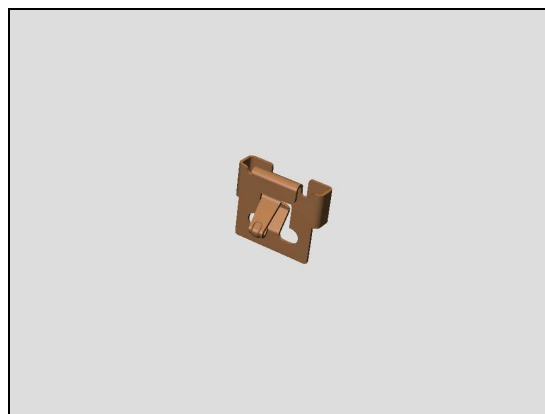
Inspect the Spring Antenna and contact pads on the Display Cover Assy.

Action:

1. If dirty or oxidized – clean them.



2. If the Spring Antenna is damaged – replace it.



Problem Areas

1.15 Compass

1.15.1 Compass fails

Action:

1. Replace Main PBA.

Problem Areas

1.16 Accelerometer

1.16.1 Accelerometer test fails

Action:

1. Replace Main PBA.

Problem Areas

1.17 Gyroscope

1.17.1 Gyroscope test fails

N/A.

Problem Areas

1.18 Ambient Light Sensor

1.18.1 Light Sensor malfunctions

Follow 1309-7255 CS-Everest (Repair -Mechanical- Tools and Equipment (include Repair Software), Info-Center number is RE4251) to run Light sensor Calibration.

Check:

Inspect the external window area of light sensor on the Display Cover Assy.

Action:

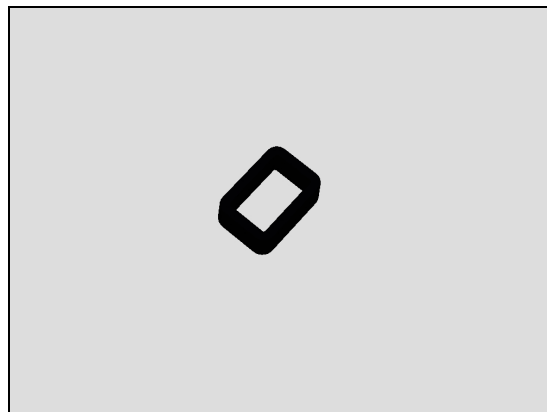
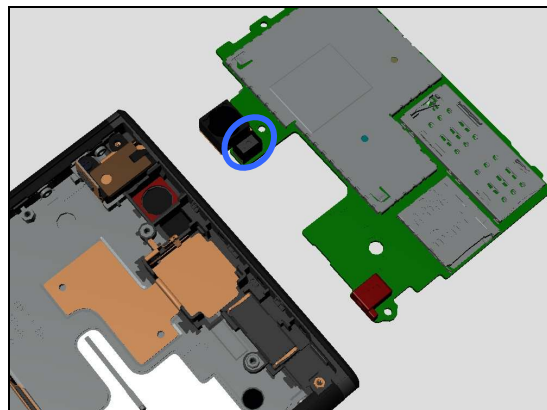
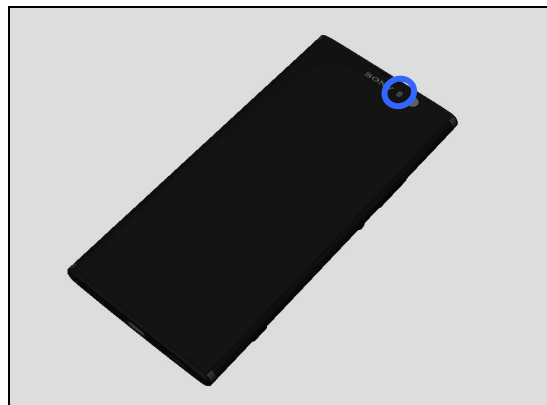
1. If dirty – clean it.
2. If scratched or damaged – replace the Display Cover Assy.

Check:

Inspect the Rubber PL Sensor.

Action:

1. If not properly assembled – reassemble it.
2. If damaged – replace the Rubber PL Sensor.



Problem Areas: Ambient Light Sensor

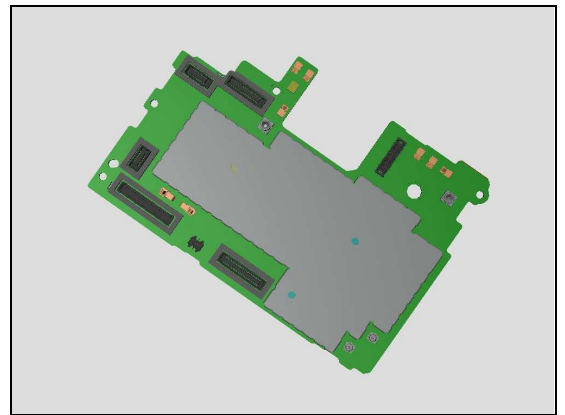
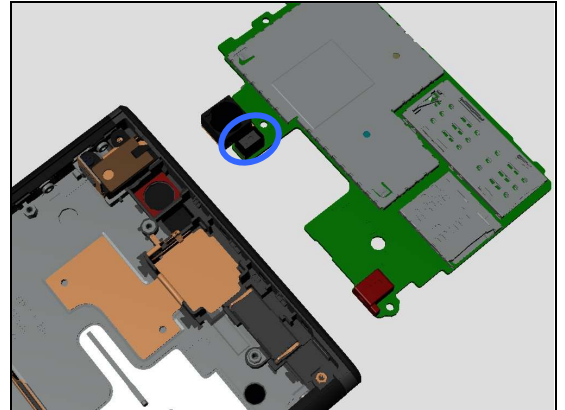
Check:

Inspect the light sensor on the Main PBA.

Action:

1. If dirty – clean it.

2. If damaged – Replace Main PBA.



Problem Areas

1.19 Proximity Switch

1.19.1 Proximity switch malfunctions

Follow 1309-7255 CS-Everest (Repair -Mechanical- Tools and Equipment (include Repair Software), Info-Center number is RE4251) to run Proximity sensor Calibration.

Check:

Inspect the external window area of Proximity sensor on the Display Cover Assy.

Action:

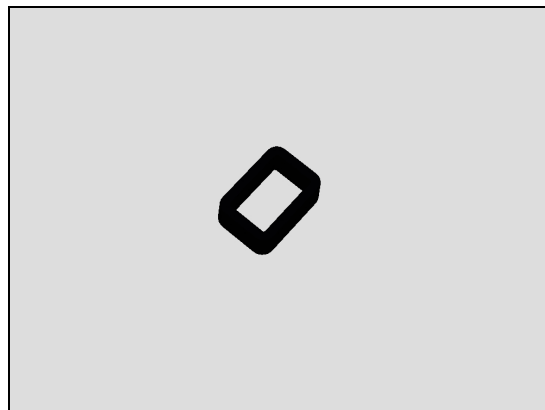
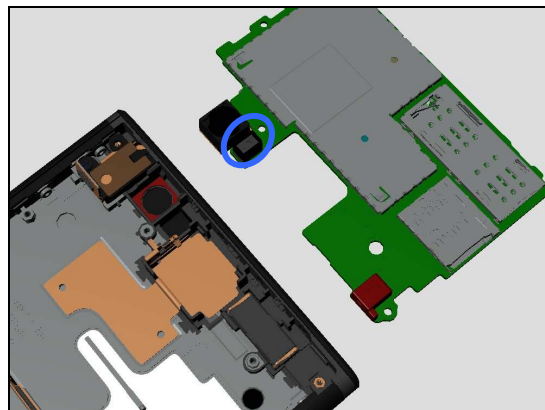
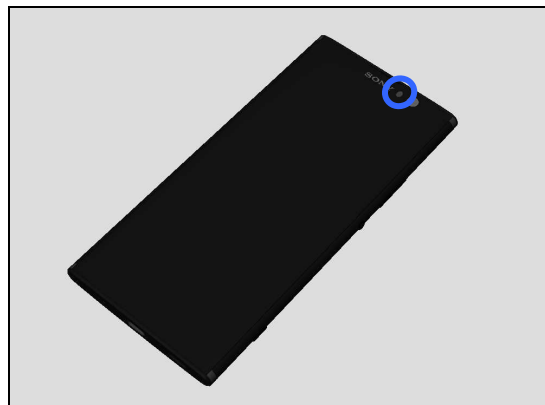
1. If dirty – clean it.
2. If scratched or damaged – replace the Display Cover Assy.

Check:

Inspect the Rubber PL Sensor.

Action:

1. If not properly assembled – reassemble it.
2. If damaged – replace the Rubber PL Sensor.



Problem Areas: Proximity Switch

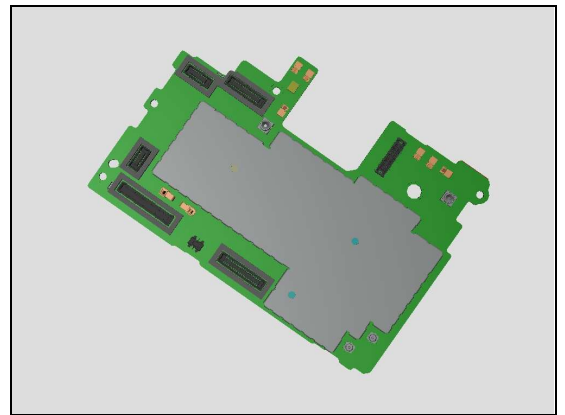
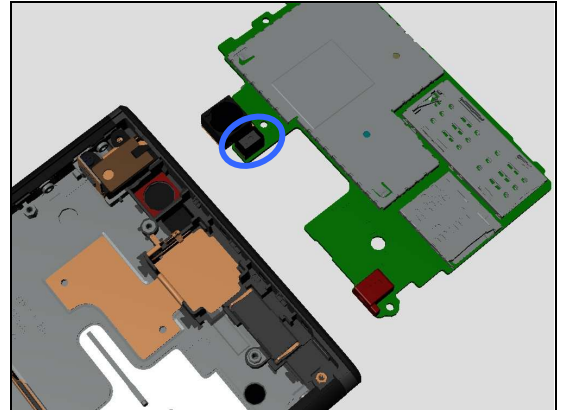
Check:

Inspect the Proximity sensor on the Main PBA.

Action:

1. If dirty – clean it.

2. If damaged – Replace Main PBA.



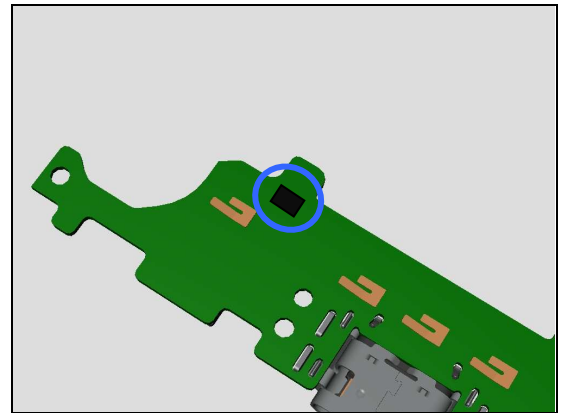
Problem Areas

1.20 Hall Sensor

1.20.1 Hall Sensor test fails

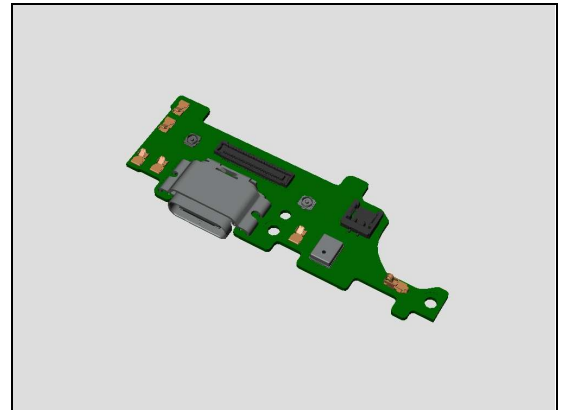
Check:

Inspect the Hall Sensor on the Sub PBA Assy.



Action:

1. If the Hall Sensor is damaged – replace the Sub PBA Assy.

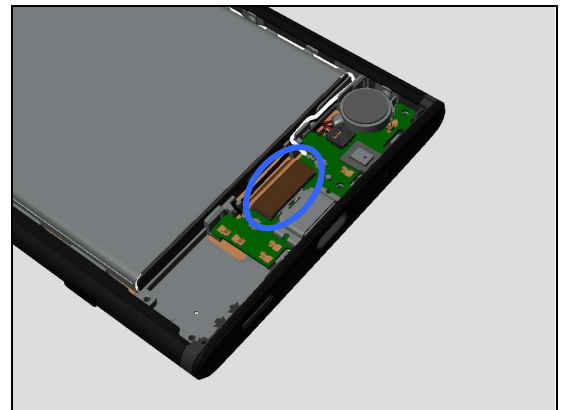


Check:

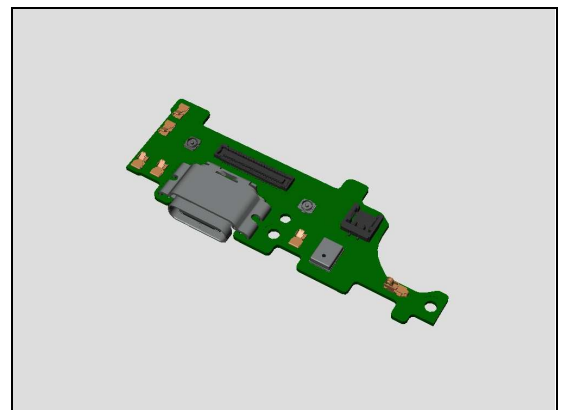
Inspect the BtB connector of Side key FPC Assy to Sub PBA Assy.

Action:

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



3. If Sub PBA Assy is damaged – replace it.



Problem Areas: Hall Sensor

4. If Side Key FPC Assy is damaged – replace it.

Check:

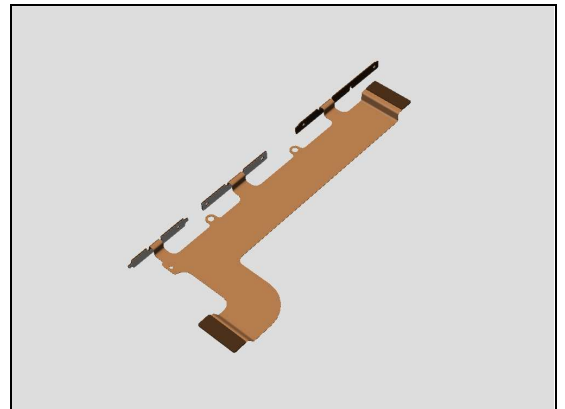
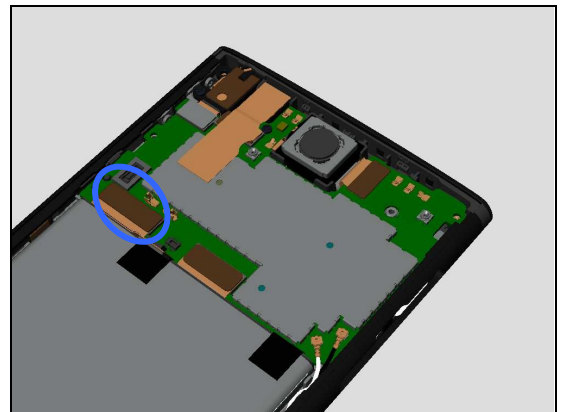
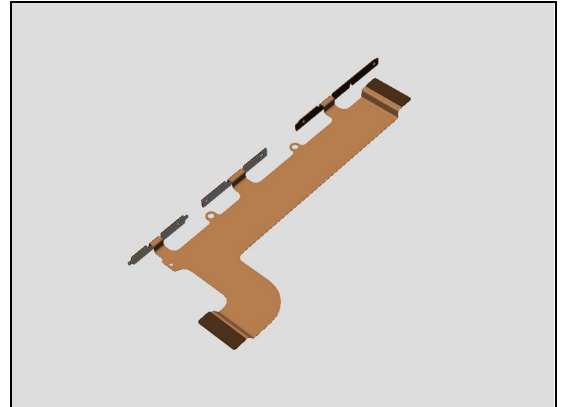
Inspect the BtB connector of Side Key FPC Assy to Main PBA.

Action:

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

3. If Side Key FPC Assy is damaged – replace it.

4 Replace Main PBA.



Problem Areas

1.21 Real Time Clock

1.21.1 Real time clock test fails

Action:

Replace Main PBA.

Problem Areas

1.22 Total call time

1.22.1 Total call time fails

Action:

Replace Main PBA.

Problem Areas

1.23 External Memory

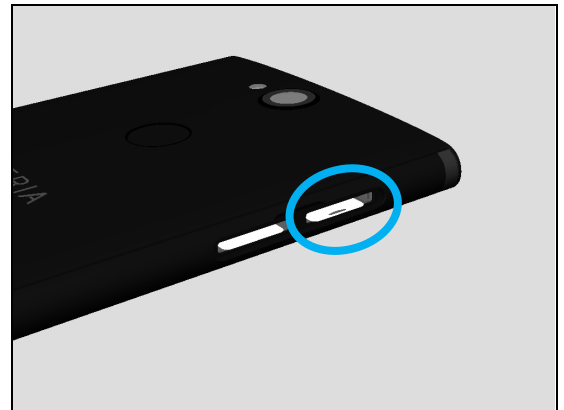
1.23.1 Memory Card not detected

Check:

Inspect the external port of the memory card holder.

Action:

If dirty or clogged – clean the external port.

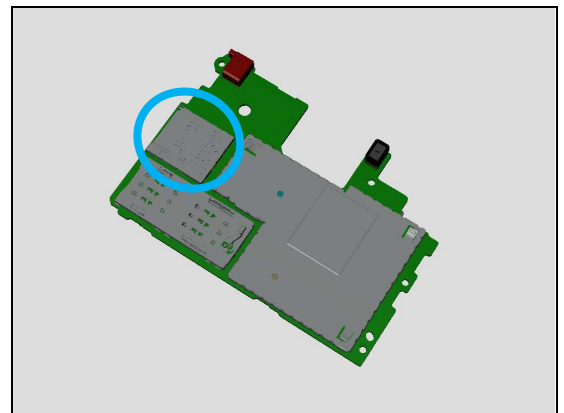


Check:

Inspect the memory card holder on Main PBA.

Action:

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



Problem Areas

1.24 Security

1.24.1 Security fails

Action:

Replace Main PBA.

Problem Areas

1.25 FM Radio

1.25.1 No/Poor FM Radio reception

Check:

Inspect the external port of the Audio Jack FPC Assy.

Action:

1. If dirty or oxidized – clean it.

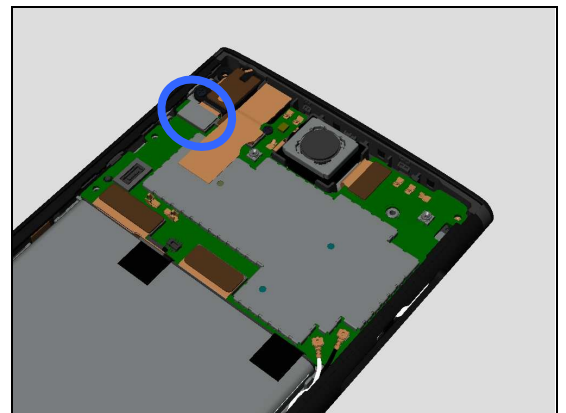


Check:

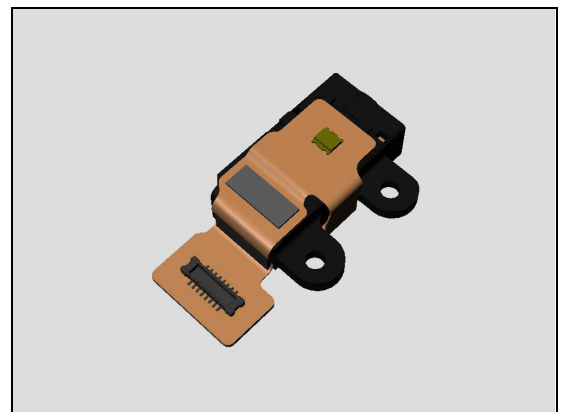
Inspect the BtB connector of Audio Jack FPC Assy to Main PBA.

Action:

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



3. If the Audio Jack FPC Assy is damaged – replace it.
4. Replace Main PBA.



Problem Areas

1.26 Verify Certificates

1.26.1 Verify Certificates fails

Action:

N/A.

Problem Areas

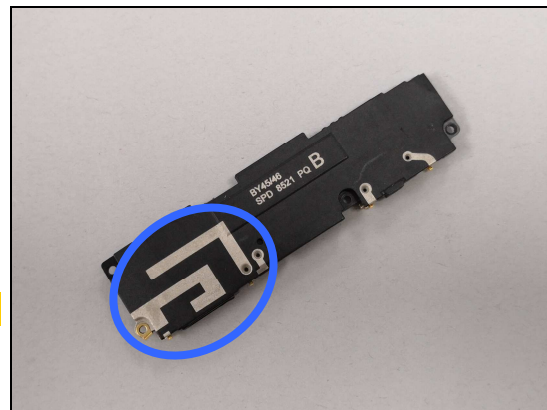
1.27 Network & Signal

1.27.1 No/Poor signal

Check:

Inspect the antenna pattern on the Main Antenna Speaker Box.

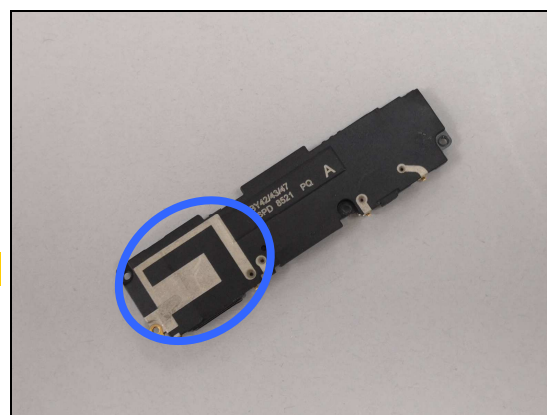
This is applicable for H3413 and H4413.



Check:

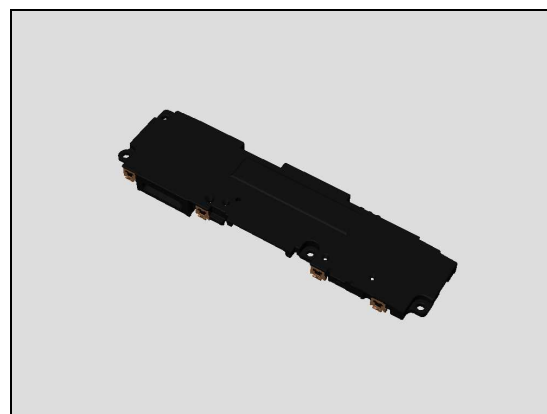
Inspect the antenna pattern on the Main Antenna Speaker Box.

This is applicable for H4493.



Action:

1. If damaged or peel off – Replace the Main Antenna Speaker Box.

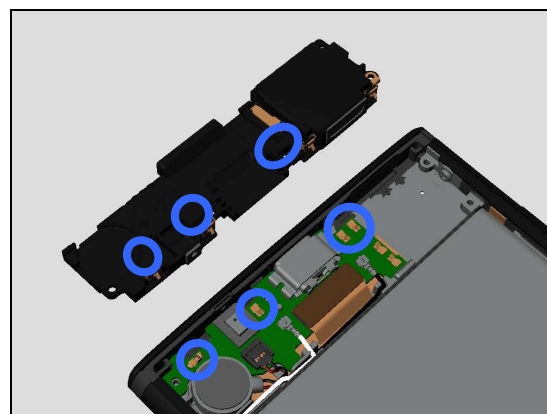


Check:

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

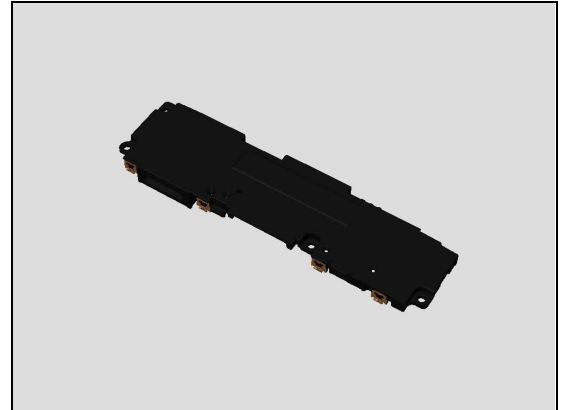
Action:

1. If dirty or oxidized – clean them.

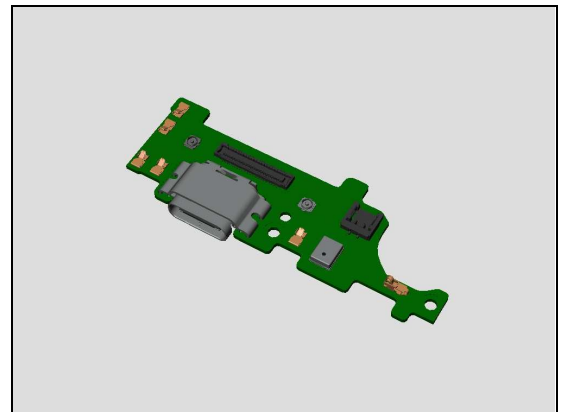


Problem Areas: Network & Signal

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



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

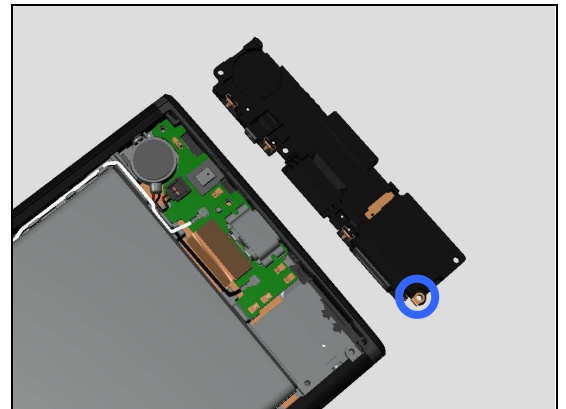


Check:

Inspect the Contact Clip Speaker Box.

Action:

1. If dirty or oxidized – clean it.



2. If the Contact Clip Speaker Box is damaged – replace it.



Problem Areas: Network & Signal

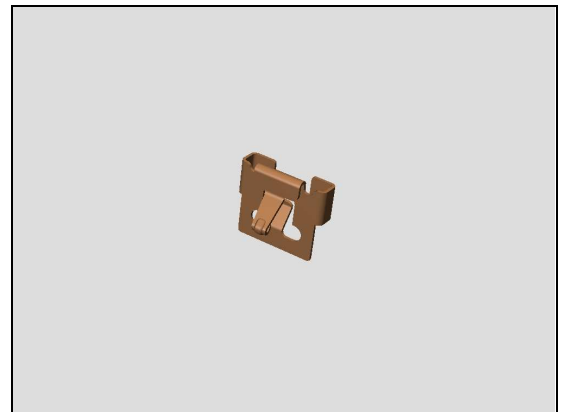
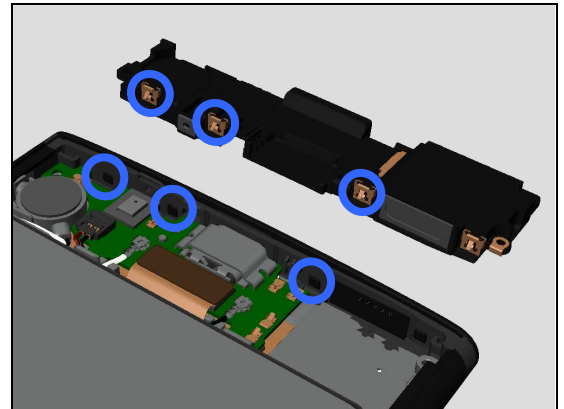
Check:

Inspect Spring Antenna and contact pads on the Display Cover Assy.

Action:

1. If dirty or oxidized – clean them.

2. If the Spring Antenna is damaged – replace them.



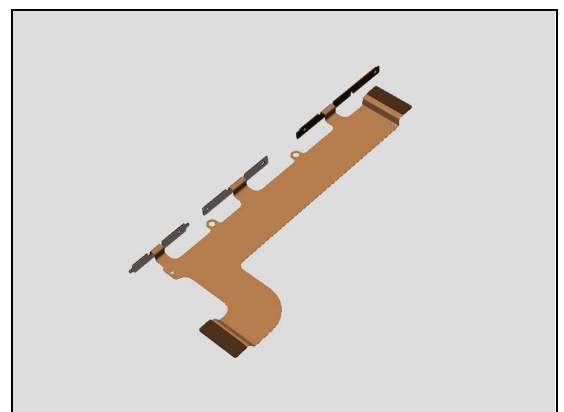
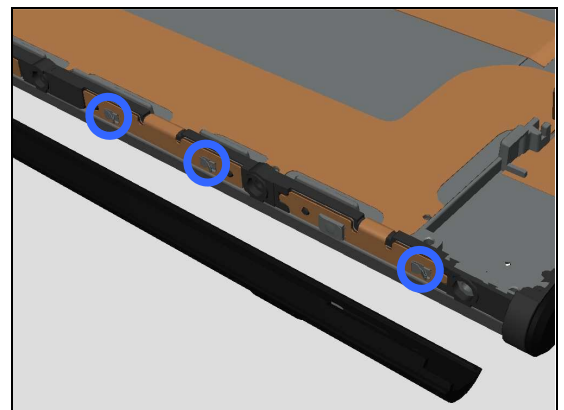
Check:

Inspect antenna springs on the Sidekey FPC Assy.

Action:

1. If dirty or oxidized – clean them.

2. If damaged – replace the Sidekey FPC Assy.



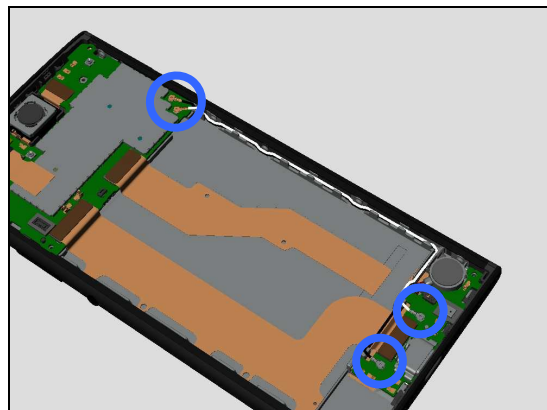
Problem Areas: Network & Signal

Check:

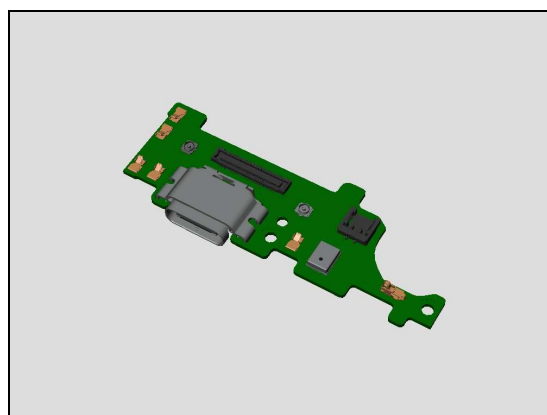
Inspect the RF connectors of RF Cable to the Main PBA and Sub PBA Assy.

Action:

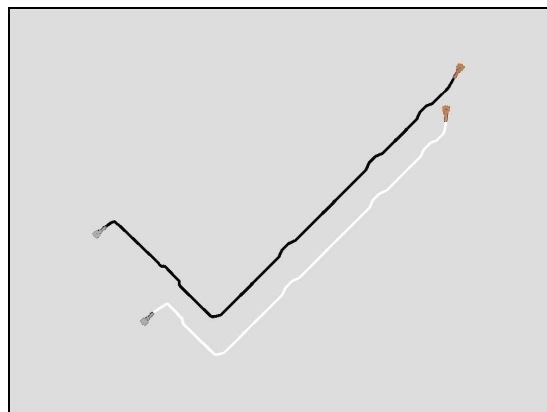
1. If not properly connected – disconnect and reconnect them.
2. If dirty or oxidized – clean them.



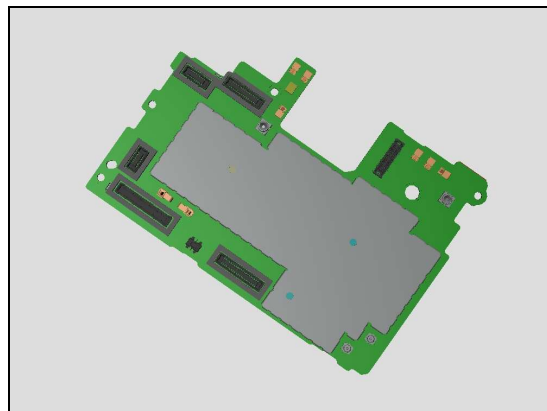
3. If the connectors on the Sub PBA Assy is damaged – replace Sub PBA Assy.



4. If the RF Cable White and/or RF Cable Black is damaged – replace them.



5. If the connector on the Main PBA is damaged – replace Main PBA.



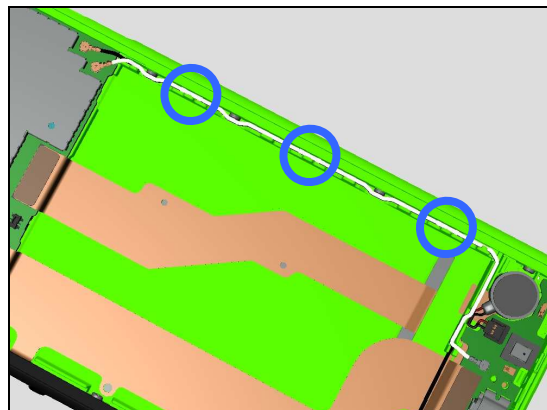
Problem Areas: Network & Signal

Check:

Inspect if the metal parts of the RF Cables are mounted into its clips.

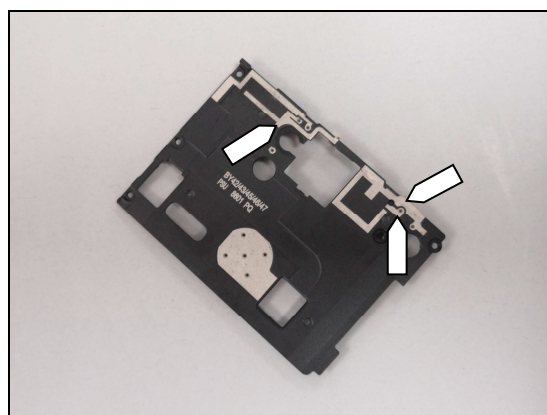
Action:

If not properly assembled – reassemble it.



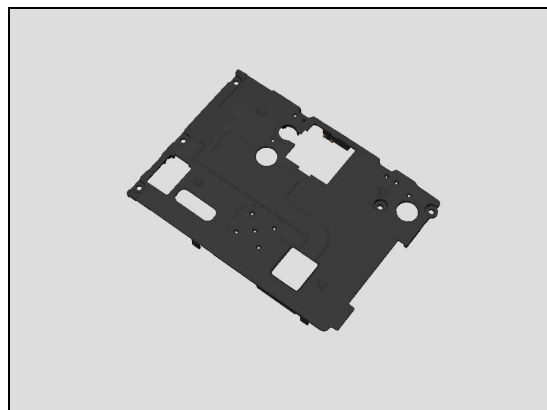
Check:

Inspect the antenna pattern on the Sub Antenna.



Action:

1. If damaged or peel off – Replace the Sub Antenna.

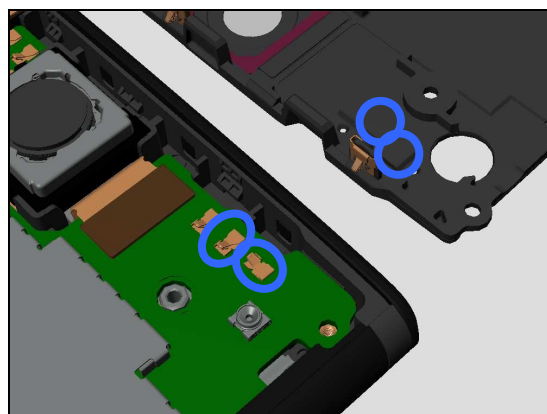


Check:

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

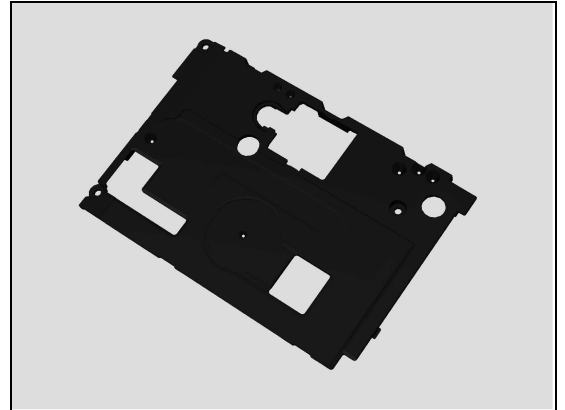
Action:

1. If dirty or oxidized – clean them.

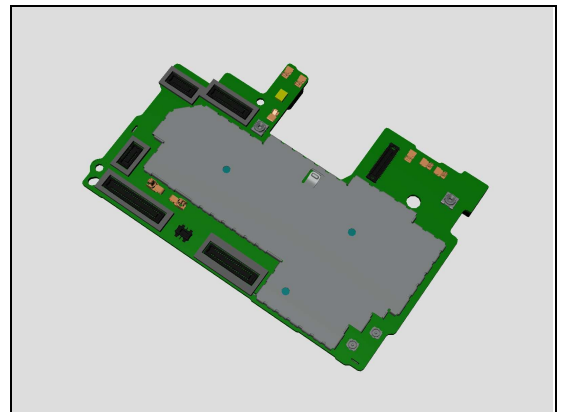


Problem Areas: Network & Signal

2. If the contact pads on the Sub Antenna are damaged – replace Sub Antenna.



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

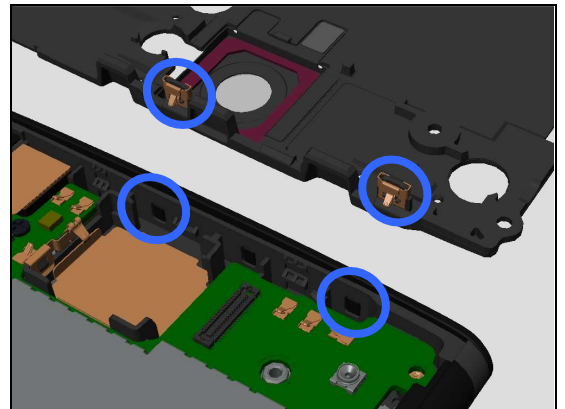


Check:

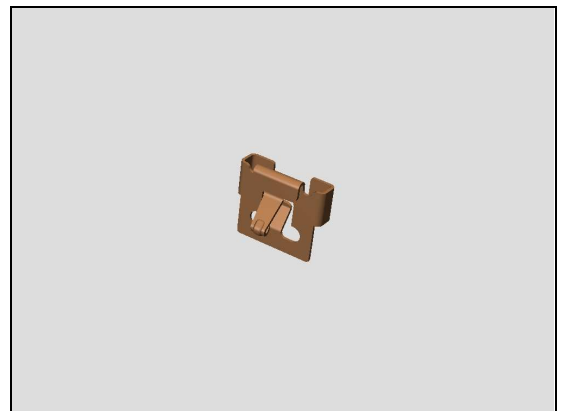
Inspect the Spring Antenna and contact pads on the Display Cover Assy.

Action:

1. If dirty or oxidized – clean them.



2. If the Spring Antenna are damaged – replace them.



Problem Areas

1.28 SIM (H3413)

1.28.1 SIM not detected

Check:

Inspect the external port of the SIM card holder.

Action:

If dirty or clogged – clean the external port.



Check:

Check if Nano SIM is properly mounted into the Cap Tray SIM/SD Single and if the Cap Tray SIM/SD Single is properly inserted into its holder and inspect the Cap Tray SIM/SD Single.

Action:

1. If not properly assembled – reassemble it.
2. If Cap Tray SIM/SD Single is damaged – Replace it.

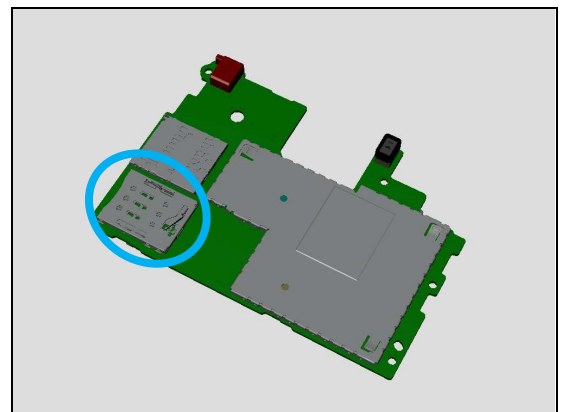


Check:

Inspect the SIM card holder on Main PBA.

Action:

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



1.28.2 Incorrect Nano SIM indicated

Check:

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

Action:

1. Use a proper operator Nano SIM or test Nano SIM.
2. Replace Main PBA.



Problem Areas

1.29 SIM (H4413,H4493)

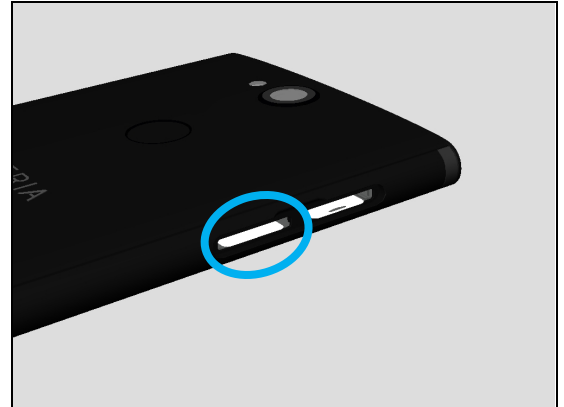
1.29.1 SIM not detected

Check:

Inspect the external port of the SIM card holder.

Action:

If dirty or clogged – clean the external port.



Check:

Check if Nano SIM is properly mounted into the Cap Tray SIM/SD Dual and if the Cap Tray SIM/SD Dual is properly inserted into its holder and inspect the Cap Tray SIM/SD Dual.

Action:

1. If not properly assembled – reassemble it.
2. If Cap Tray SIM/SD Dual is damaged – Replace it.

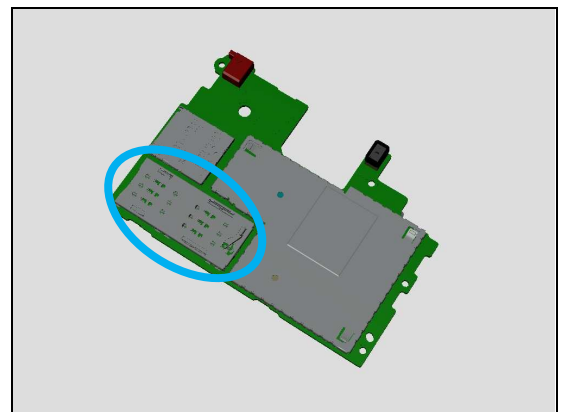


Check:

Inspect the SIM card holder on Main PBA.

Action:

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



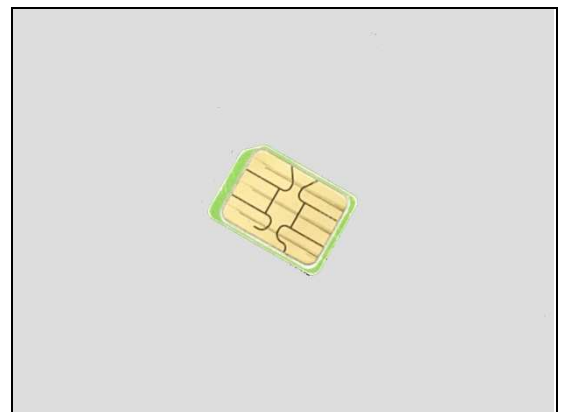
1.29.2 Incorrect Nano SIM indicated

Check:

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

Action:

1. Use a proper operator Nano SIM or test Nano SIM.
2. Replace Main PBA.



Problem Areas

1.30 Charging

1.30.1 Battery will not charge by USB connector

Check:

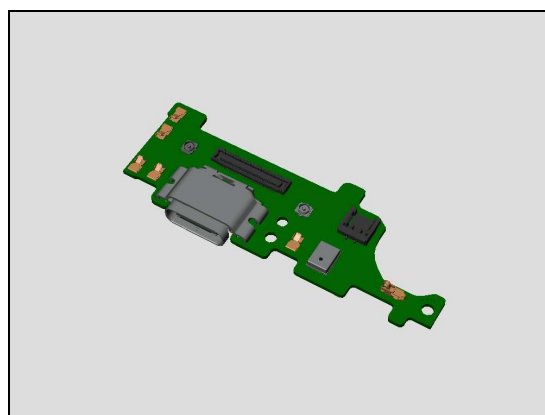
Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.



2. If USB connector is damaged – replace Sub PBA Assy.



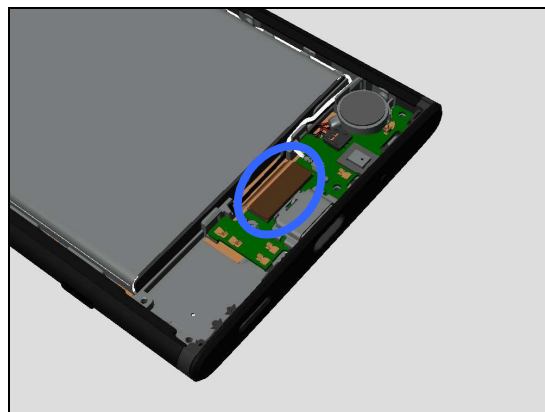
Check:

Inspect the BtB connector of Sidekey FPC Assy to Sub PBA Assy.

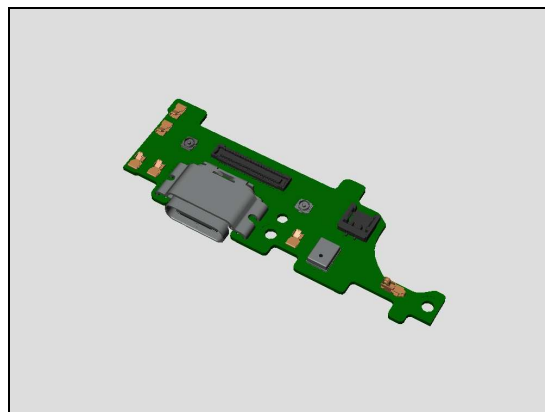
Action:

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

2. If dirty or oxidized – clean it.

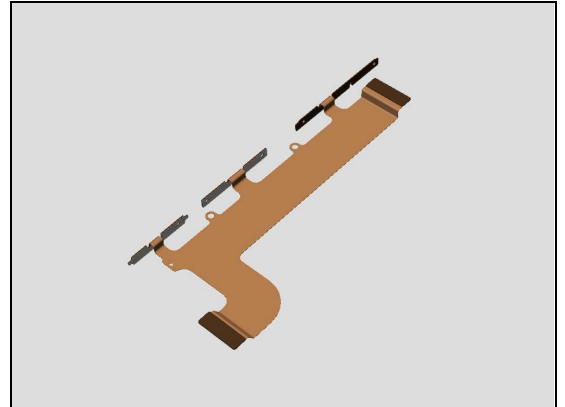


3. If Sub PBA Assy is damaged – replace it.



Problem Areas: Charging

3. If the Sidekey FPC Assy is damaged – replace it.

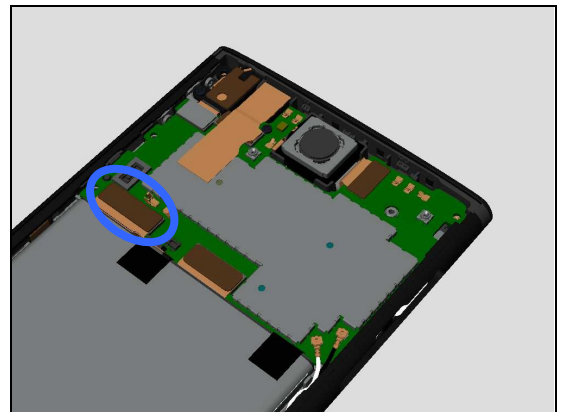


Check:

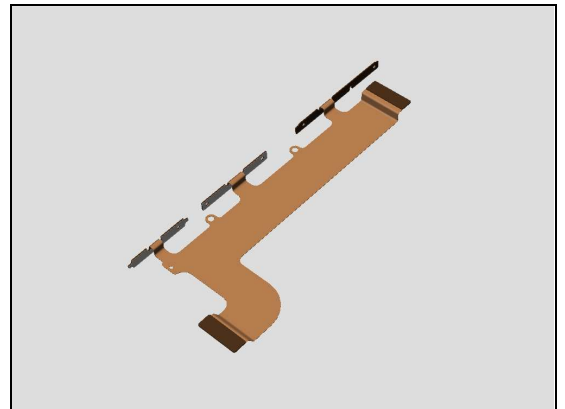
Inspect the BtB connector of Sidekey FPC Assy to Main PBA.

Action:

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



3. If the Sidekey FPC Assy is damaged – replace it.
4. Replace the Main PBA.



Check:

Inspect the Battery connector to Main PBA.

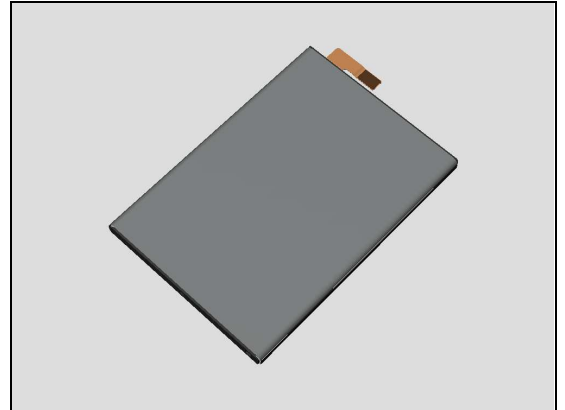
Action:

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



Problem Areas: Charging

3. If the BtB connector, the FPC or the Battery is damaged – replace the Battery.
4. Replace Main PBA.



Problem Areas

1.31 Audio Jack

1.31.1 Connection to headset fails

Check:

Inspect the external port of the Audio Jack FPC Assy.

Action:

1. If dirty or oxidized – clean it.

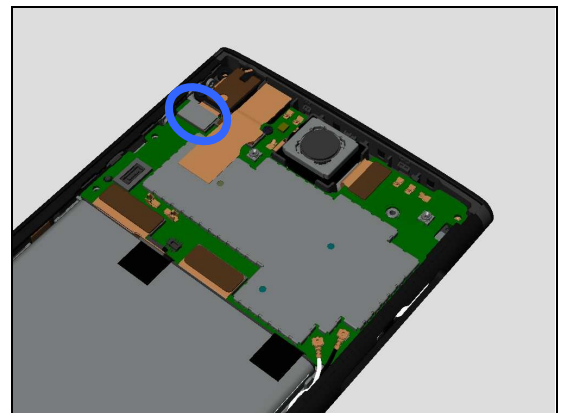


Check:

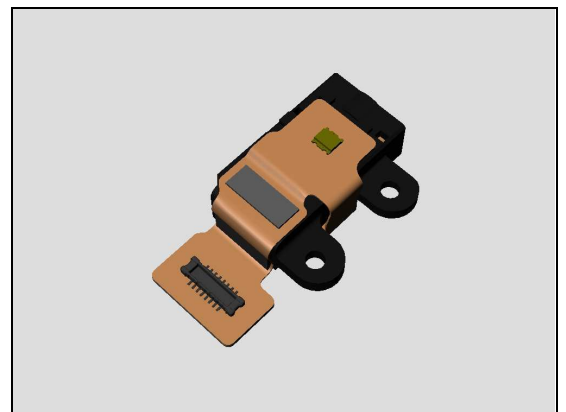
Inspect the BtB connector of Audio Jack FPC Assy to Main PBA.

Action:

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



3. If the Audio Jack FPC Assy is damaged – replace it.
4. Replace Main PBA.



Problem Areas

1.32 Data Communication

1.32.1 Data transfer via System Connector fails

Check:

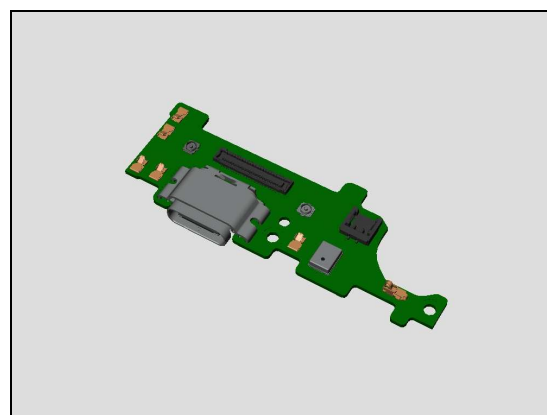
Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.



2. If USB connector is damaged – replace Sub PBA Assy.

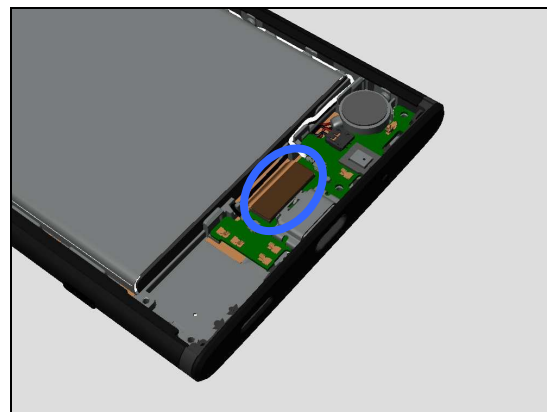


Check:

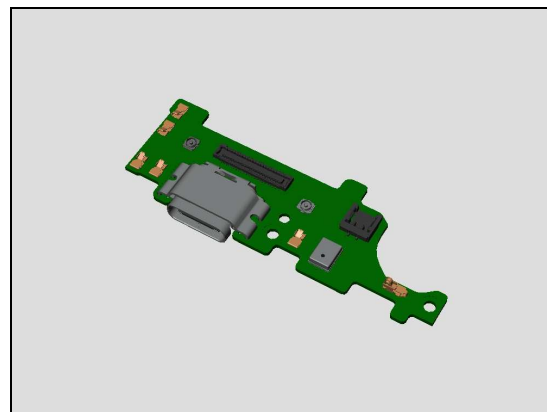
Inspect the BtB connector of Sidekey FPC Assy to Sub PBA Assy.

Action:

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

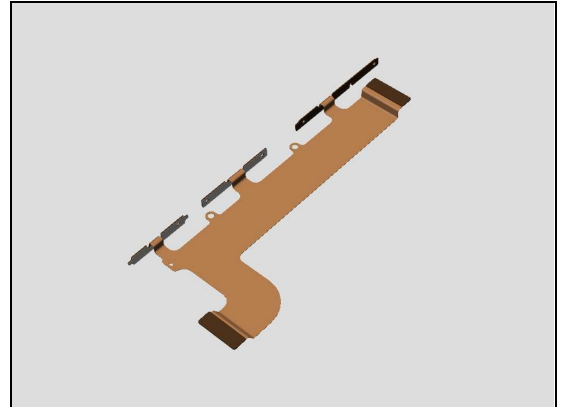


3. If Sub PBA Assy is damaged – replace it.



Problem Areas: Data Communication

3. If the Sidekey FPC Assy is damaged – replace it.

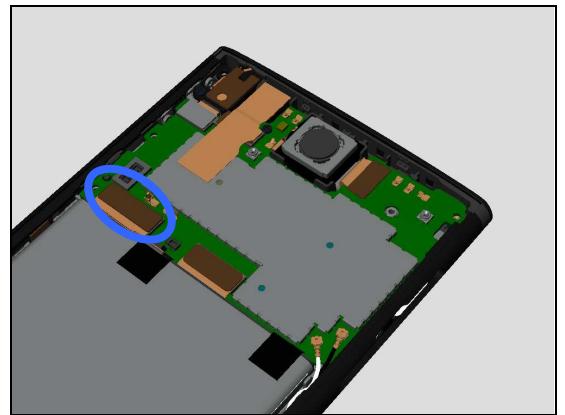


Check:

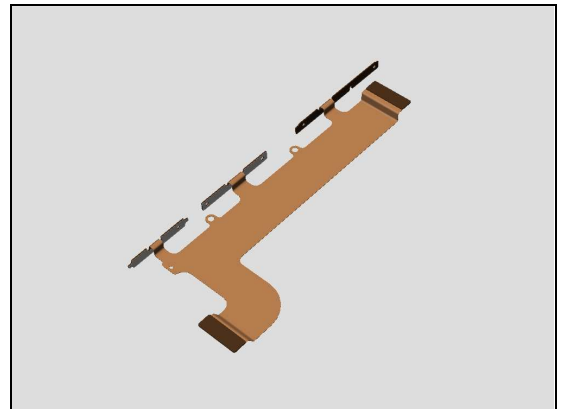
Inspect the BtB connector of Sidekey FPC Assy to Main PBA.

Action:

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



3. If the Sidekey FPC Assy is damaged – replace it.
4. Replace the Main PBA.



Problem Areas

1.33 Fingerprint

1.33.1 Fingerprint function fails

Check:

Inspect the external area of the finger print sensor area.

Action:

1. If dirty – clean it.

2. If damaged – replace the FP Module Assy.

Check:

Inspect the BtB connector of FP Module Assy to Main PBA.

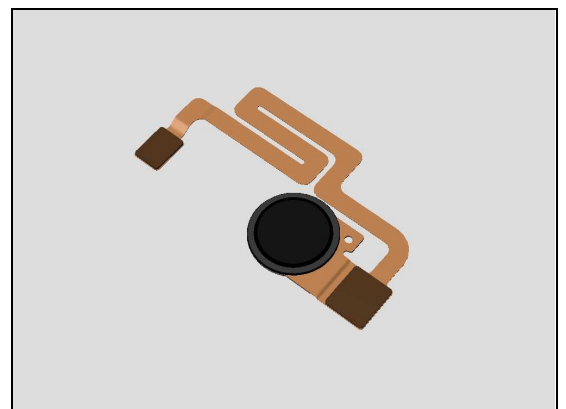
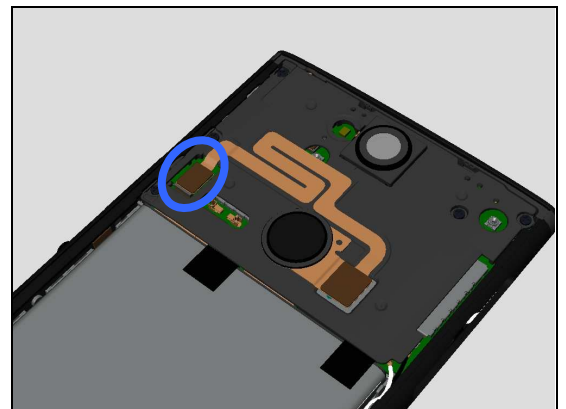
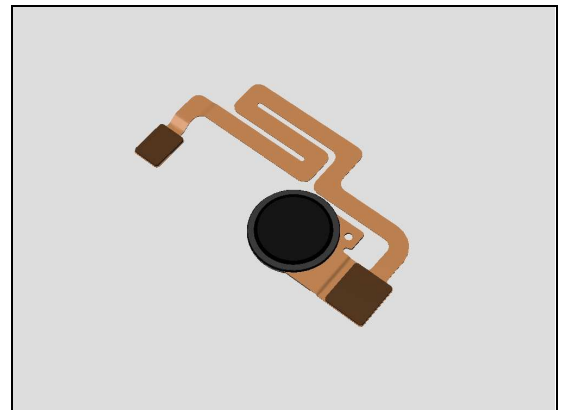
Action:

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

2. If dirty or oxidized – clean it.

3. If the FP Module Assy is damaged – replace it.

4. Replace Main PBA.



2 Revision History

Rev.	Date	Changes / Comments
1	2018-Aug-16	Initial release