

Troubleshooting Guide

- mechanical -



Xperia XZ2 Compact
H8314, H8324 (Dual SIM)

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General Notes

Always firstly disconnect the Battery BtoB connector to cut off power supply when the Plate Display is disassembled.

Always finally connect the Battery BtoB connector before the Plate Display is reassembled.

After repairing/reassembling the unit, calibration by CS-Everest, and flashing software Customize by Emma is required.

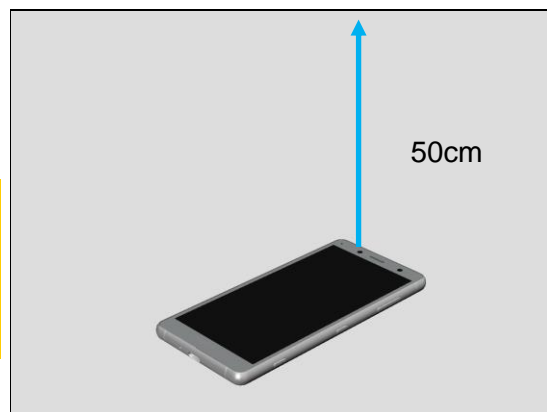
Calibration tool "CS-Everest 1309-7255" is available at Repair Information (in RE4251: Repair - Mechanical - Tools and Equipment (including Repair Software)).

When perform calibration, put the unit on a stable place, facing up, and no objects within 50cm.

Note!

Remove the protection film if sensor window is covered by it.

The sensor window shouldn't be covered by any materials for proximity sensor calibration.



Flashing Customize or Refurbish in Emma must be performed when replace Loudspeaker and/or Speaker Box.

Aged Battery Reset in Emma must be performed when Battery is replaced (installed brand new Battery) in order to delete battery log data.

**Camera (both Main Camera and Front Camera) is sensitive for the dust.
Don't touch the lens area of the camera during repairing.**

1 Problem Areas

1.1 Power

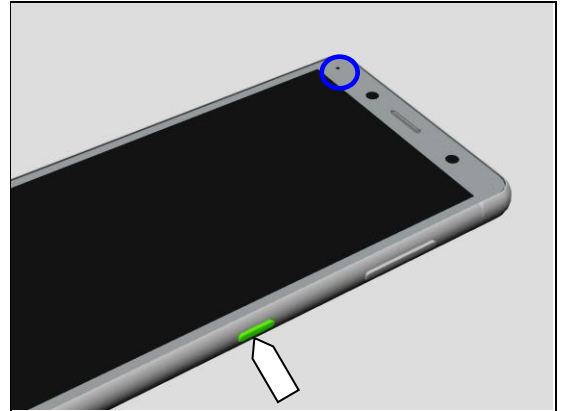
1.1.1 Will not power on or will switch off randomly

Check:

Check whether the Notification LED blinks by pressing the on/off key.

Action:

If NO Notification LED blink is detected, perform a force shut down, press power key and volume up key for 8 seconds (with three vibrations) and then power on the unit again.

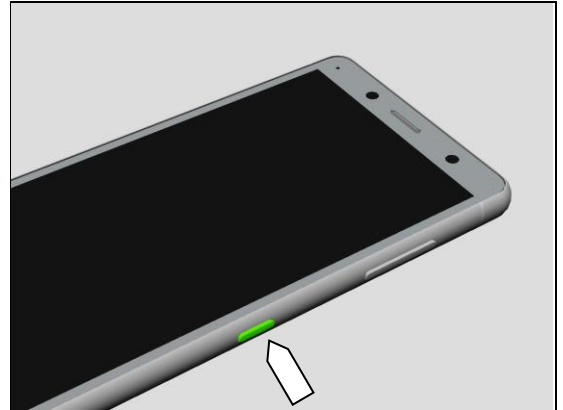


Check:

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

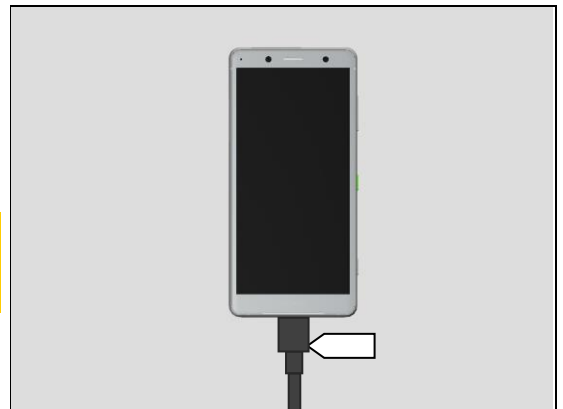
Action:

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



2. If NO activation of the Vibrator is detected and the Notification LED blinks by pressing the on/off key, check that the battery is charging when connected to a charger.

Follow Test Instruction - mechanical chapter 2.4.5 Charging (Charger or Computer), Diagnostic Battery / Charging status.

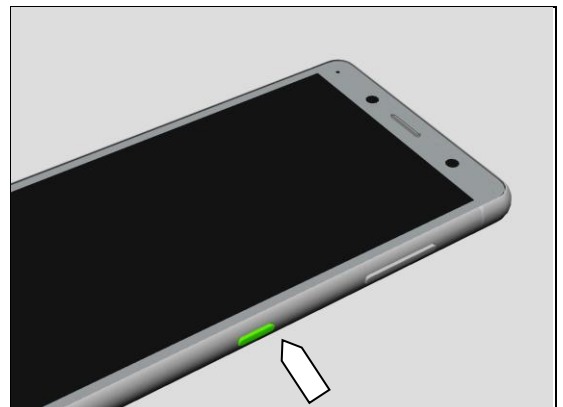


Check:

Inspect the on/off key.

Action:

Refer to section 1.2.3 'On/Off Key'.



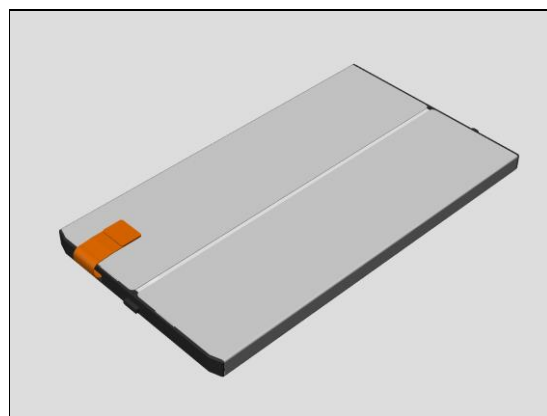
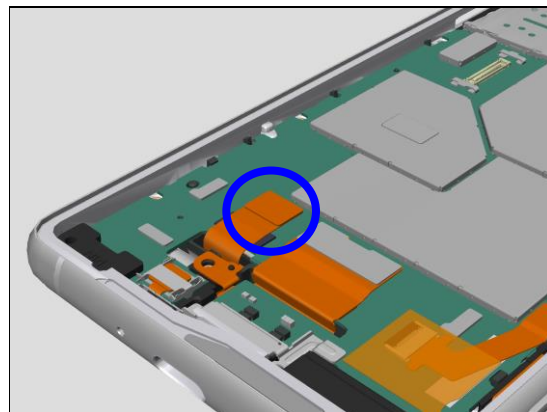
Problem Areas: Power

Check:

Inspect the BtoB connector of the Battery to PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtoB connector.
3. If the BtoB connector, the FPC or the Battery is damaged – replace the Battery.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



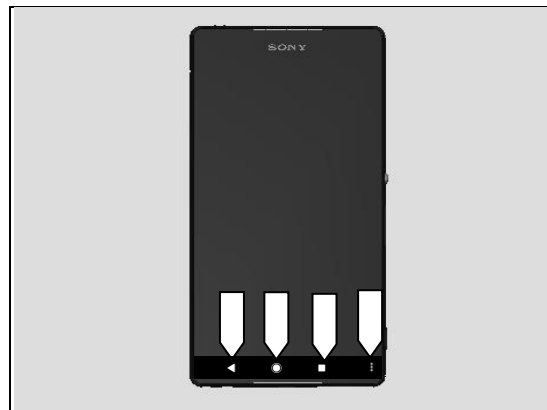
Problem Areas

1.2 Keyboard & Switch

1.2.1 Back, Menu, Home and Multitask Keys

Action:

1. Refer to section 1.3 'Touch Screen'.



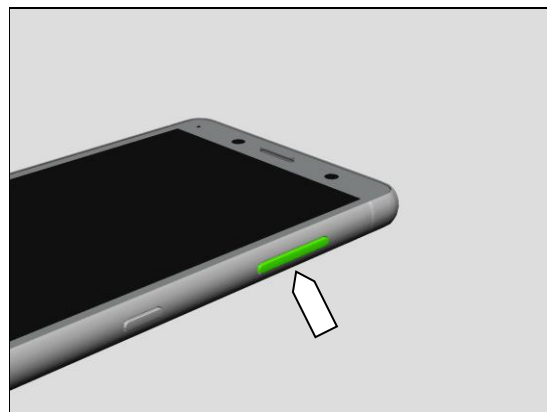
1.2.2 Key Volume

Check:

Inspect the external area of the Key Volume.

Action:

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

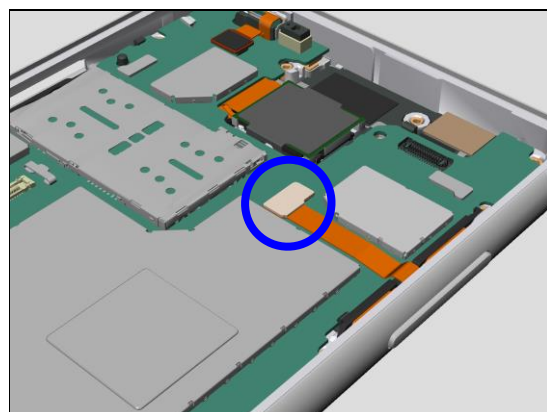


Check:

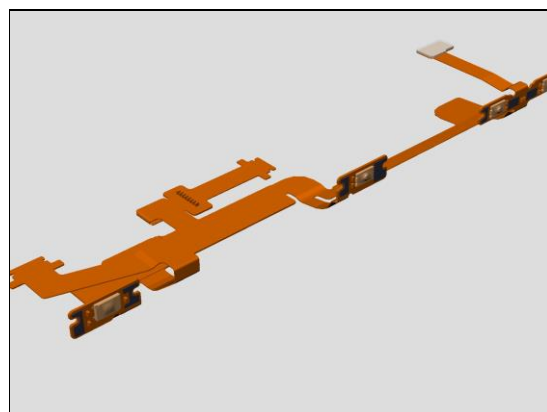
Inspect the BtoB connector of FPC Key to PBA Main.

Action:

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



3. If the FPC Key is damaged – replace it.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas: Keys

Check:

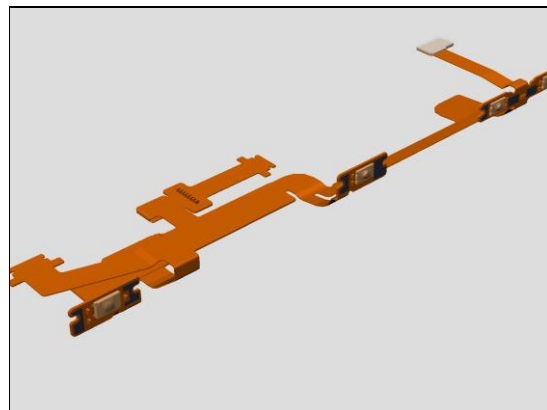
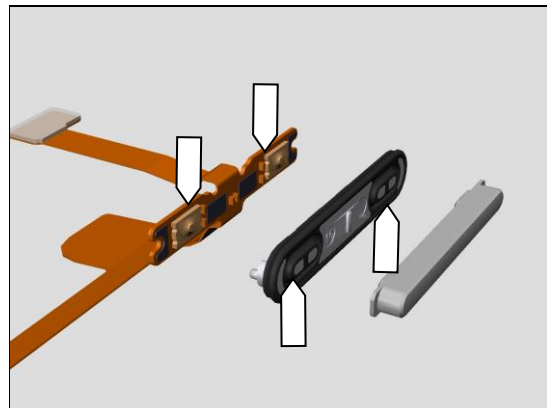
Inspect the condition of Gasket Key Vol and the volume key switches on the FPC Key.

Action:

1. If dirty – clean them.

2. If the Gasket Key Vol is damaged – replace it.

3. If the volume key switches on FPC Key are damaged – replace it.



1.2.3 On/Off Key

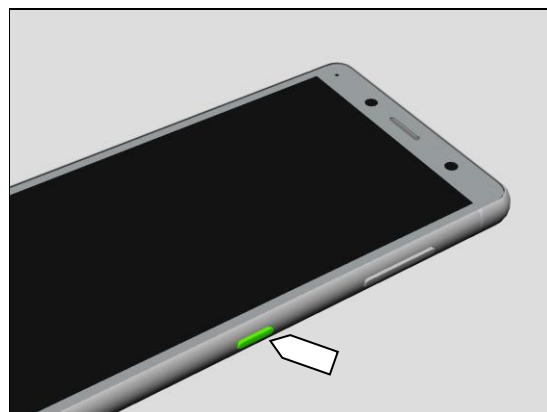
Check:

Inspect the external area of the On/Off Key.

Action:

1. If dirty – clean it.

2. If damaged – replace the Key Top.



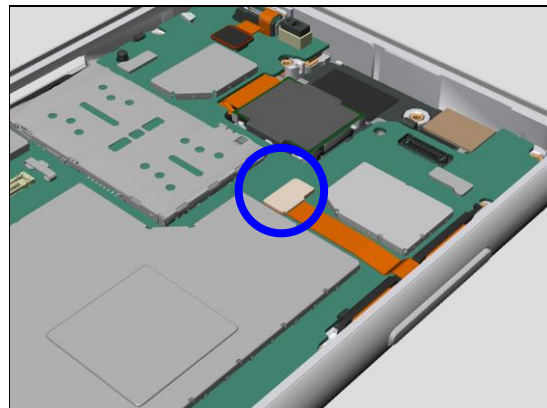
Problem Areas: Keys

Check:

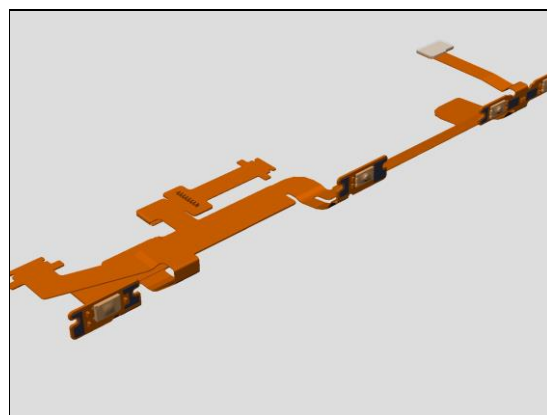
Inspect the BtoB connector of FPC Key to PBA Main.

Action:

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



3. If the FPC Key is damaged – replace it.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.

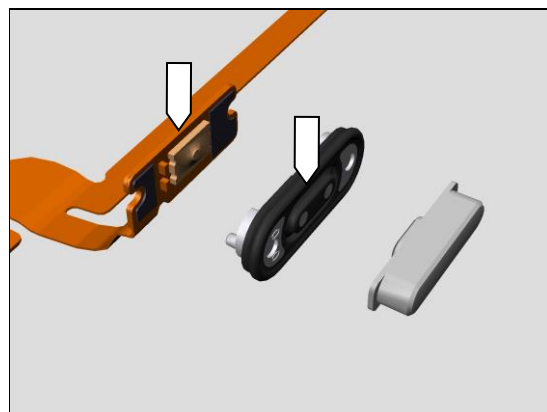


Check:

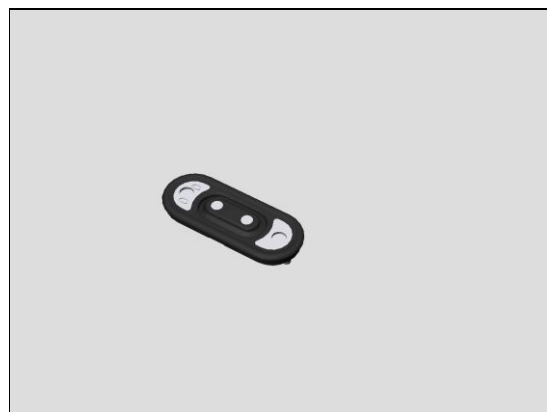
Inspect the condition of Gasket Key PW and the volume key switch on the FPC Key.

Action:

1. If dirty – clean them.

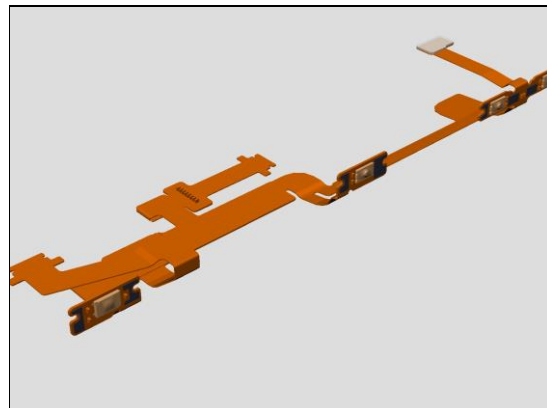


2. If the Gasket Key PW is damaged – replace it.



Problem Areas: Keys

3. If the power key switch on FPC Key is damaged – replace it.



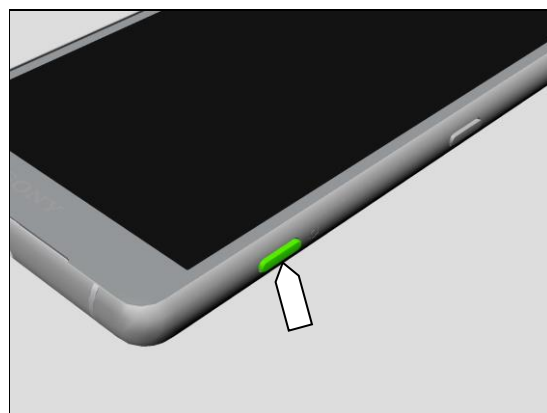
1.2.4 Key Camera

Check:

Inspect the external area of the camera key.

Action:

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

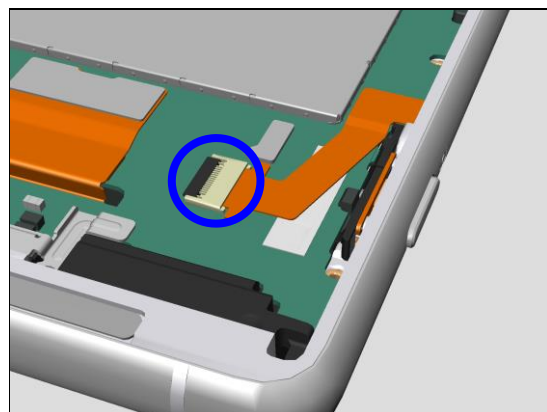


Check:

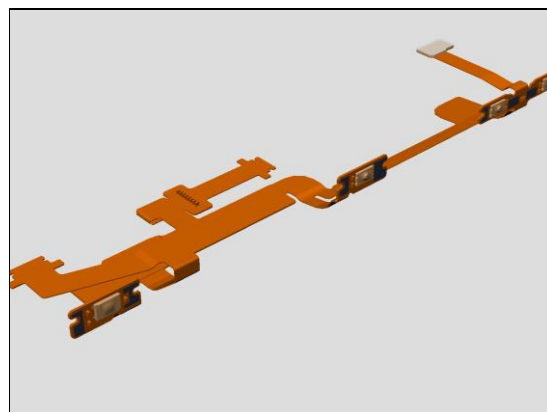
Inspect the ZIF connector of the FPC Key to the PBA Main.

Action:

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



3. If the FPC Key is damaged – replace it.
4. If the ZIF connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas: Keys

Check:

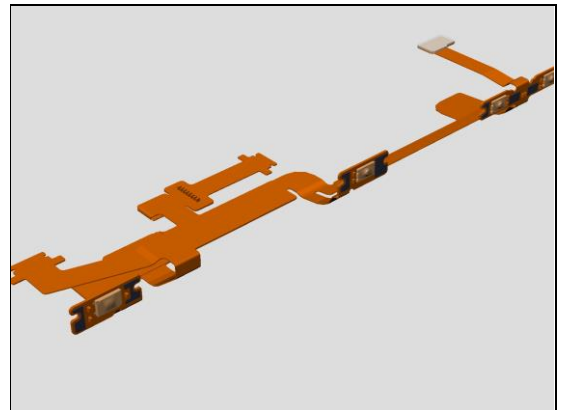
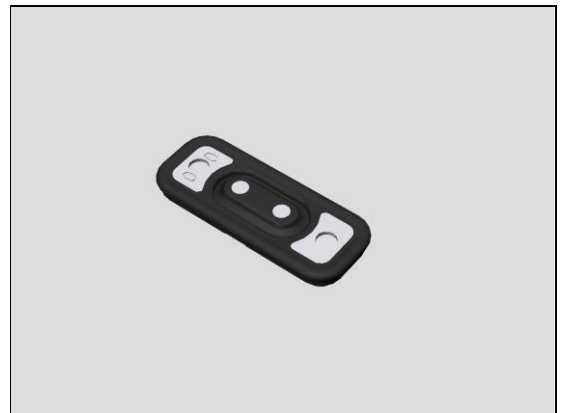
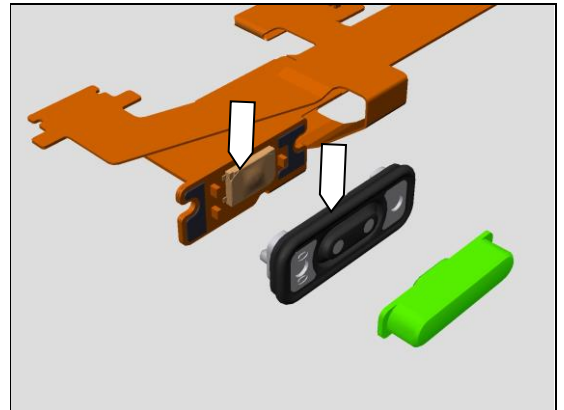
Inspect the condition of the Gasket Key Cam and camera key switch on the FPC Key.

Action:

1. If dirty – clean them.

2. If the Gasket Key Cam is damaged – replace it.

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



Problem Areas

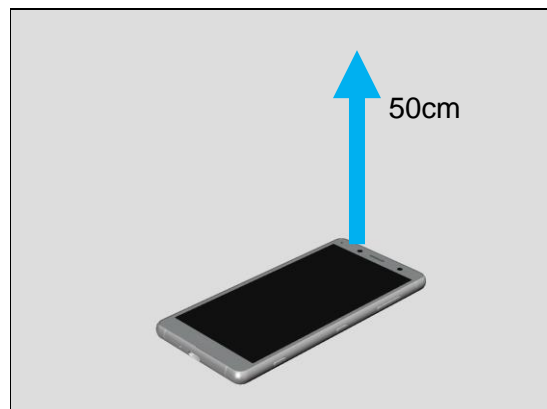
1.3 Touch

1.3.1 Touch Screen malfunction

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate touch function.

The sensor window should not be covered by any material more than 50cm during calibration.



Check:

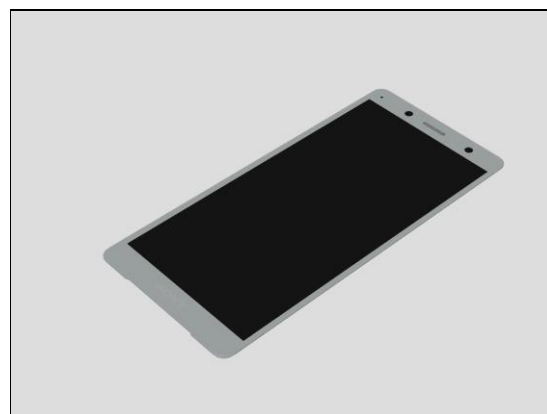
Inspect the touch screen of the Display.

Action:

1. If dirty – clean it.



2. If scratched or damaged – replace the Display.

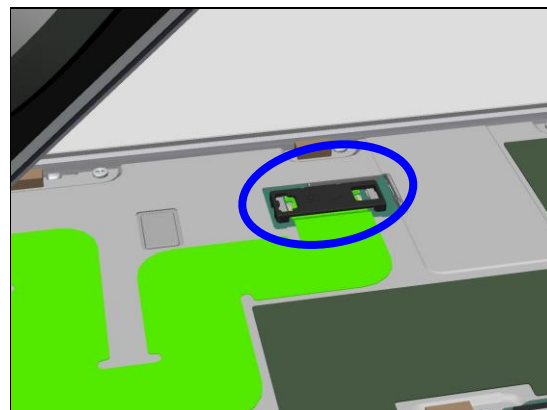


Check:

Inspect the BtoB connector of LCD FPC to PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.
3. If the FPC LCD is damaged – replace the Display.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas

1.4 Display

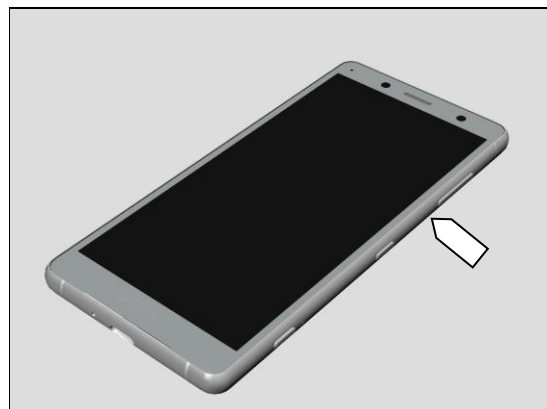
1.4.1 Graphics & Illumination problem

Check:

Inspect the condition of the Display.

Action:

1. If damaged or broken – replace the Display.



Check:

Inspect the condition of LCD FPC to PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.
3. If damaged or broken – replace the Display.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



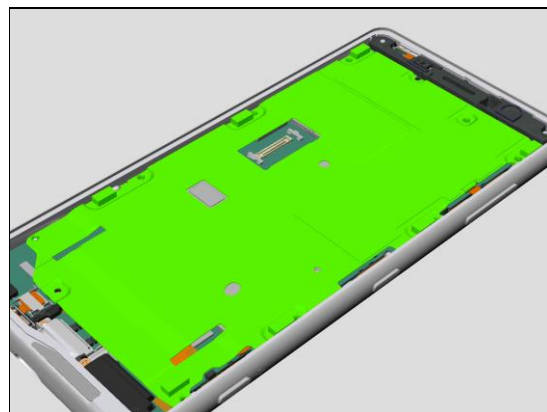
1.4.2 Uneven backlight

Check:

Inspect the condition of the Plate Display.

Action:

1. If not properly connected and screwed – disconnect and reconnect it.
2. If damaged or deformed – replace them.



Problem Areas

1.5 LED/Illumination

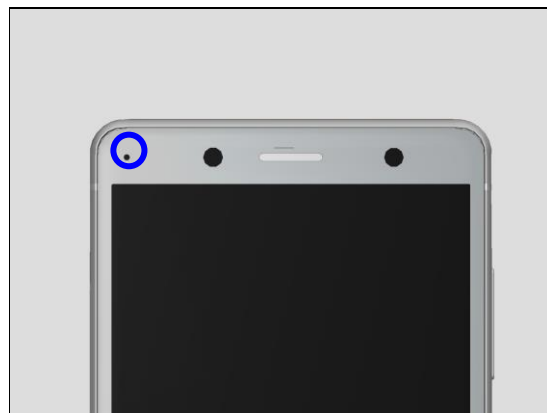
1.5.1 LED/Illumination

Check:

Inspect external window area of Notification LED on the Display.

Action:

1. If dirty – clean it.

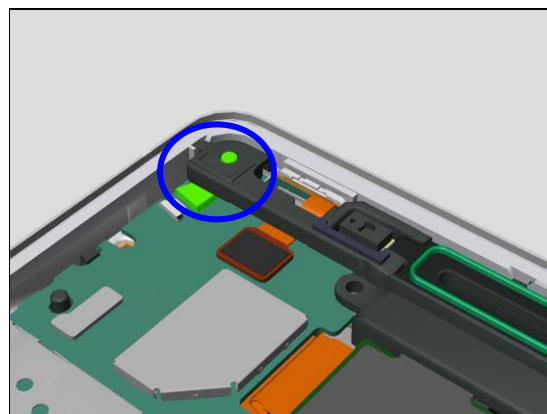


Check:

Inspect the light guide of the Holder Top SPK.

Action:

1. If not properly assembled, dirty or damaged – replace Holder Top SPK.

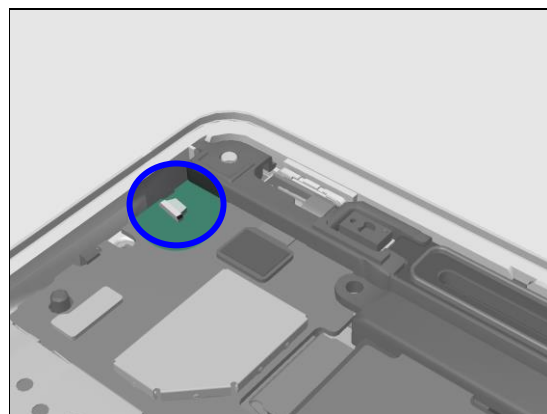


Check:

Inspect the LED on PBA Main.

Action:

1. If dirty or oxidized – clean it.
2. If damaged or missing – escalate to SL3 repair.



Problem Areas

1.6 Stereo speaker Left

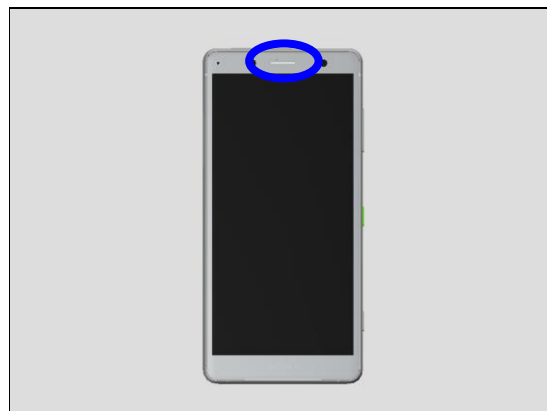
1.6.1 No sound or distortion sound

Check:

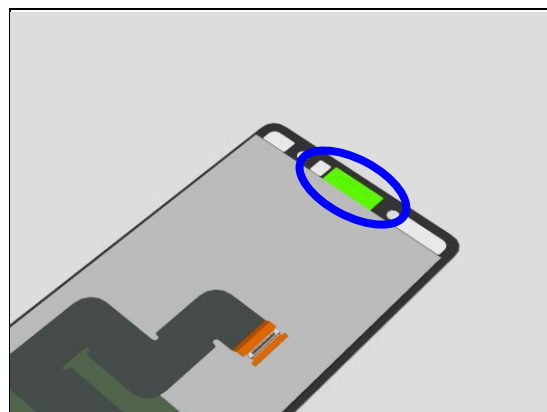
Inspect the top speaker external port on the Display.

Action:

1. If clogged – clean it.



2. If damaged – replace the Sheet Mesh Top SPK.

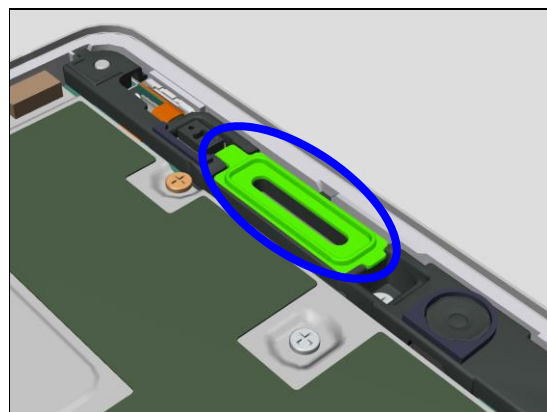


Check:

Inspect the Gasket Top SPK.

Action:

1. If not properly assembled, dirty or damaged – replace it.

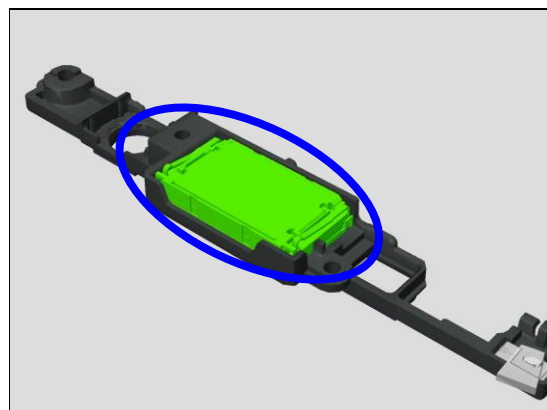


Check:

Inspect the Loudspeaker.

Action:

1. If not properly connected – reassemble it.
2. If contact pins are dirty or oxidized – clean them.
3. If damaged – replace it.



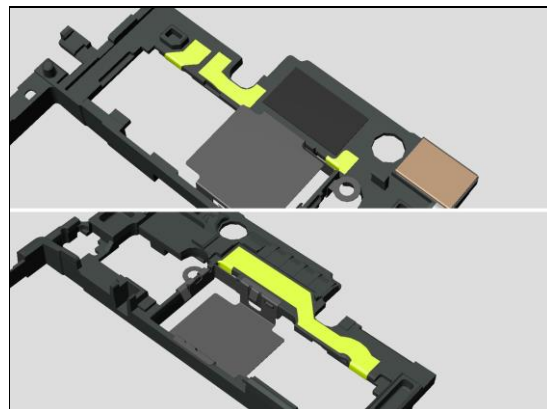
Problem Areas: Microphone

Check:

Inspect the contact pads on the Frame Rear.

Action:

1. If dirty or oxidized – clean them.
2. If broken – replace the Frame Rear.

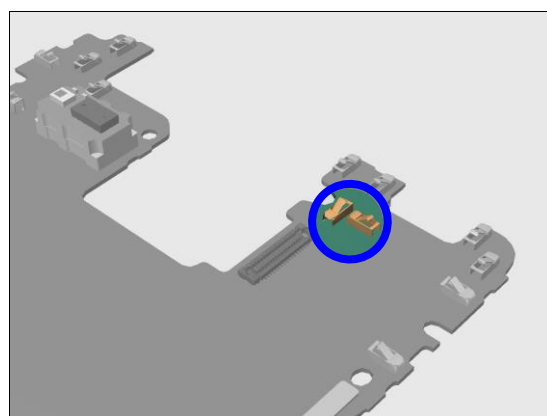


Check:

Inspect the contact pins on the PBA Main.

Action:

1. If dirty or oxidized – clean them.
2. If damaged or missing – escalate to SL3 repair.



1.6.2 Too small sound

Check:

Inspect the Speaker Calibration Status in Service Test.

Action:

1. If status is 3 – connect a charger to the unit and leave it on standby mode for 40 min.
2. If status is CALIBRATED – follow 1.6.1.

Speaker Calibration Status:
Status: 3

Problem Areas

1.7 Stereo speaker Right

1.7.1 No sound or distortion sound

Check:

Inspect the bottom speaker external port on the Display.

Action:

1. If clogged – clean it.

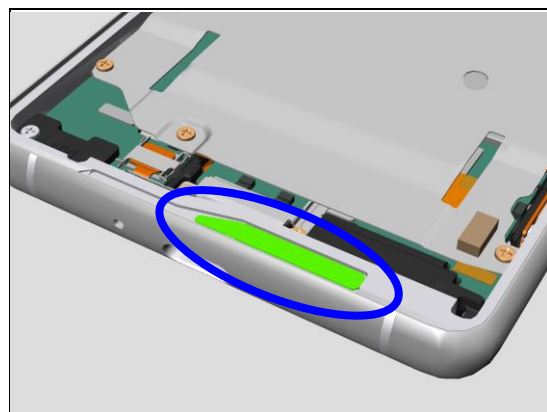


Check:

Inspect the Mesh Bottom SPK Black.

Action:

2. If damaged or not properly connected – replace it.

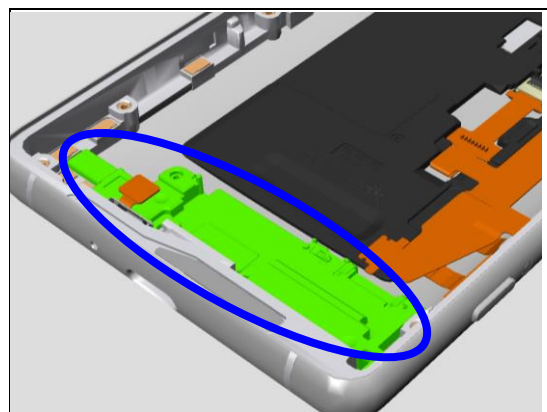


Check:

Inspect the Speaker Box.

Action:

1. If not properly connected – reassemble it.
2. If damaged – replace it.

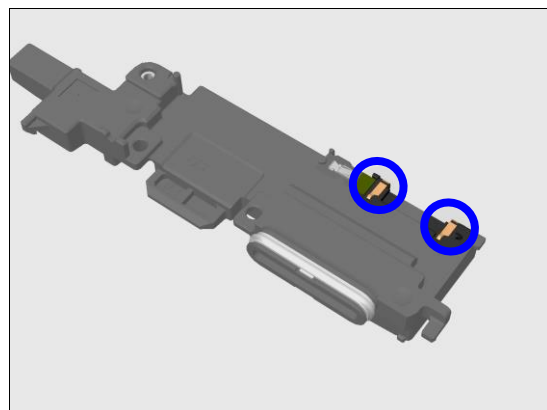


Check:

Inspect the contact pins on the Speaker Box.

Action:

1. If dirty or oxidized – clean them.
2. If broken – replace the Speaker Box.



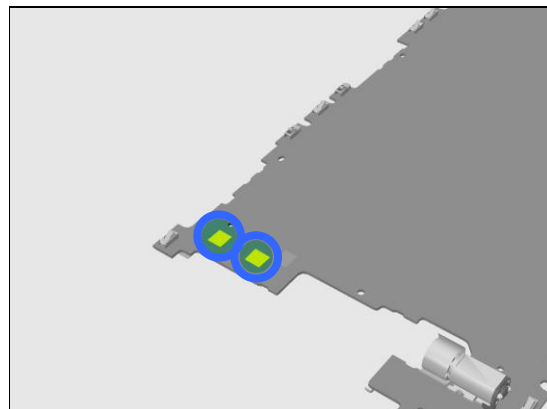
Problem Areas: Microphone

Check:

Inspect the contact pads on the PBA Main.

Action:

1. If dirty or oxidized – clean them.
2. If broken – replace the PBA Main.



1.7.2 Too small sound

Check:

Inspect the Speaker Calibration Status in Service Test.

Action:

1. If status is 3 – connect a charger to the unit and leave it on standby mode for 40 min.
2. If status is CALIBRATED – follow 1.7.1.

Speaker Calibration Status:

Status: 3

Problem Areas

1.8 Earphone

1.8.1 Earphone sound problem

Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.

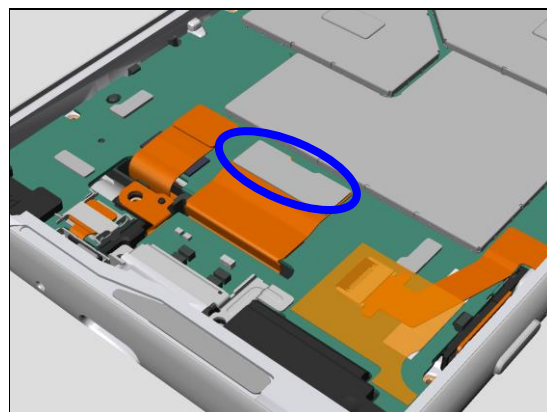
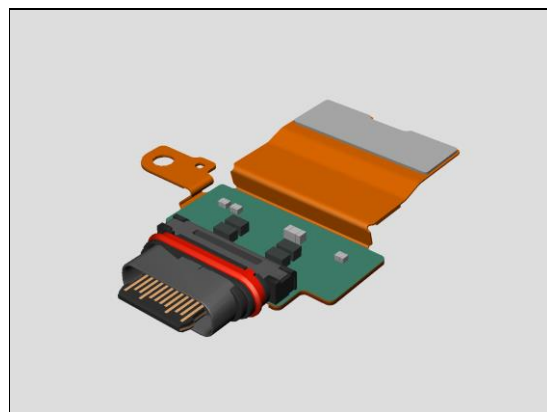
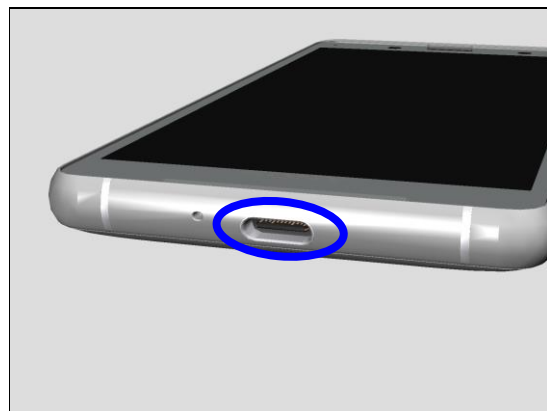
2. If damaged – replace the FPC USB.

Check:

Inspect the BtoB connector of the FPC USB to the PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.
3. If the FPC USB is damaged – replace it.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas

1.9 Microphone

1.9.1 Primary Mic problem

Check:

Inspect the Primary Microphone's external port on the Cover Main.

Action:

1. If clogged – clean it.

2. If the breathable sheet on the Cover Main is broken - replace the Cover Main.

Check:

Inspect the BtoB connector of FPC Mic1 to PBA Main.

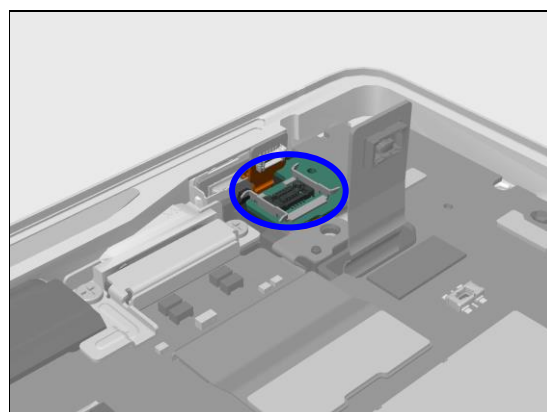
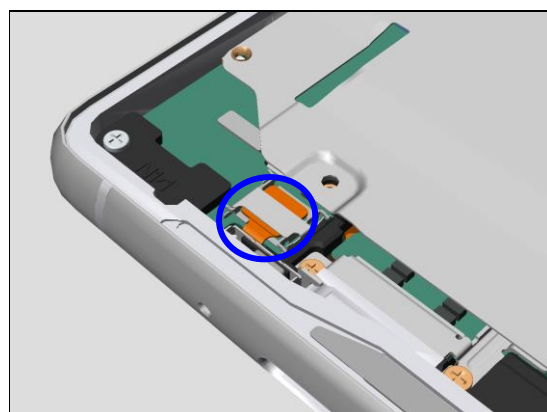
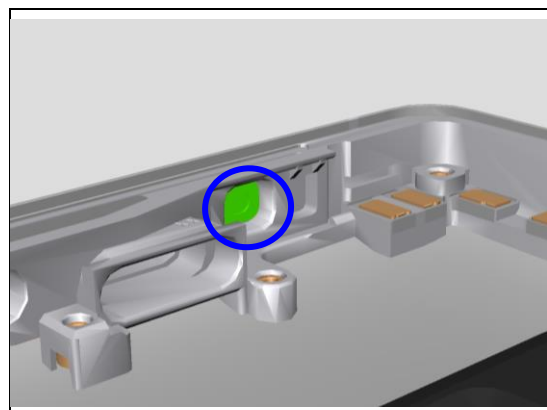
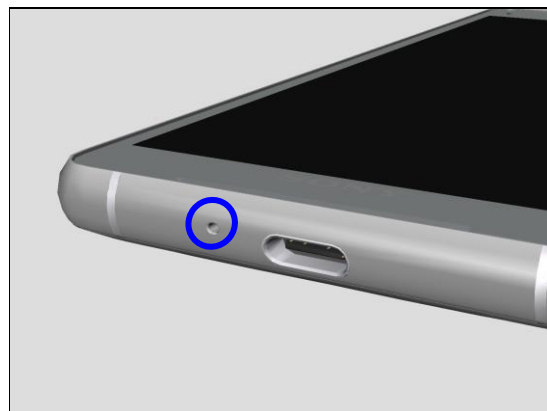
Action:

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

2. If dirty or oxidized – clean it.

3. If damaged – replace FPC Mic1.

4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



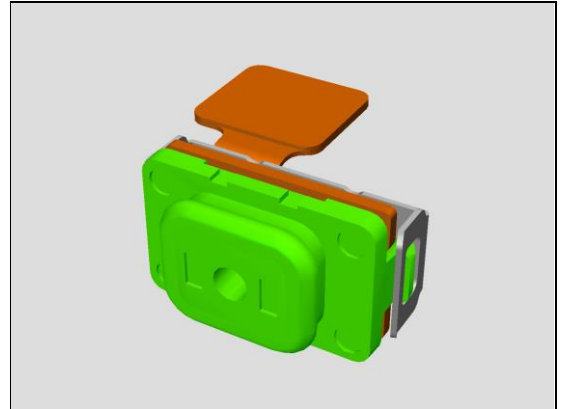
Problem Areas: Microphone

Check:

Inspect the Gasket Mic.

Action:

1. If the mic hole is clogged – clean it.
2. If damaged – replace it.

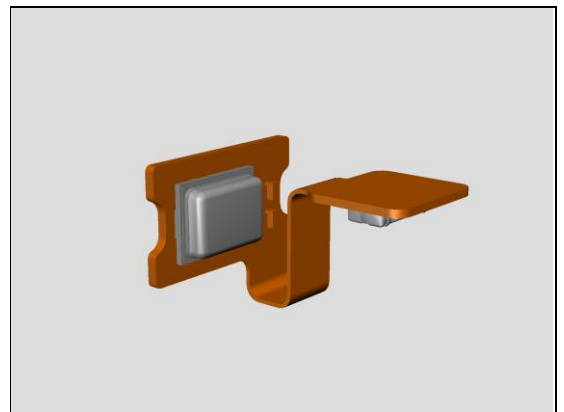


Check:

Inspect the FPC Mic1.

Action:

1. If the mic hole is clogged – clean it.
2. If the mic element is damaged – replace it.



Problem Areas

1.10 Secondary Microphone

1.10.1 Secondary Mic problem

Check:

Inspect the Secondary Microphone's external port on the Cover Main.

Action:

1. If clogged – clean it.

2. If the breathable sheet on the Cover Main is broken - replace the Cover Main.

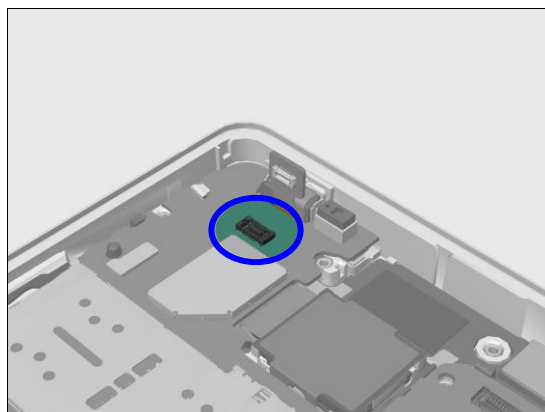
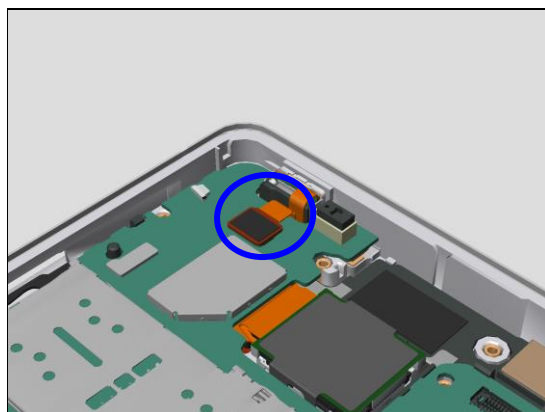
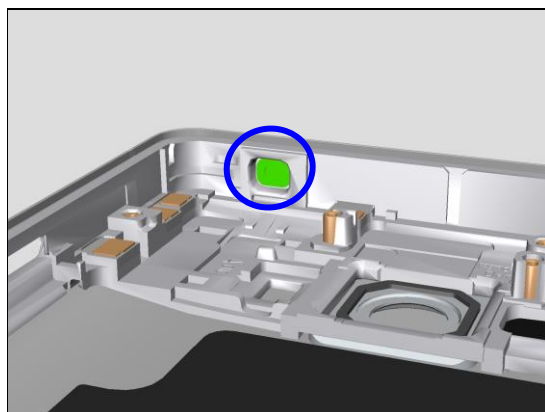
Check:

Inspect the BtoB connector of FPC Mic2 to PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.
3. If damaged – replace FPC Mic2.

4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



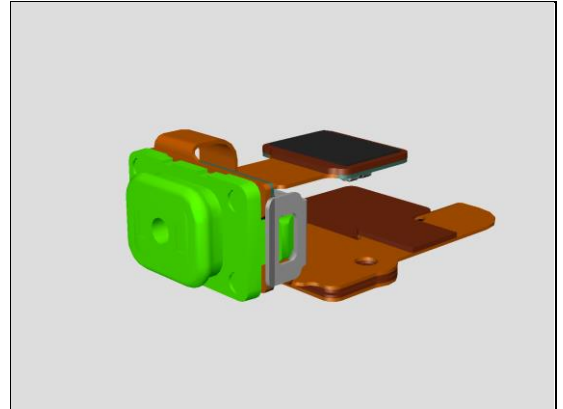
Problem Areas: Secondary Microphone

Check:

Inspect the Gasket Mic.

Action:

1. If the mic hole is clogged – clean it.
2. If damaged – replace it.

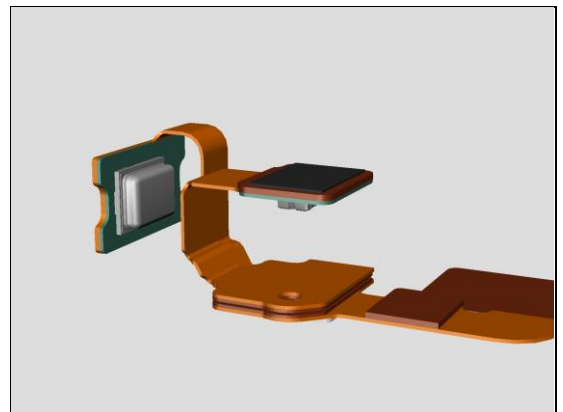


Check:

Inspect the FPC Mic2.

Action:

1. If the mic hole is clogged – clean it.
2. If the mic element is damaged – replace it.



Problem Areas

1.11 Vibrator

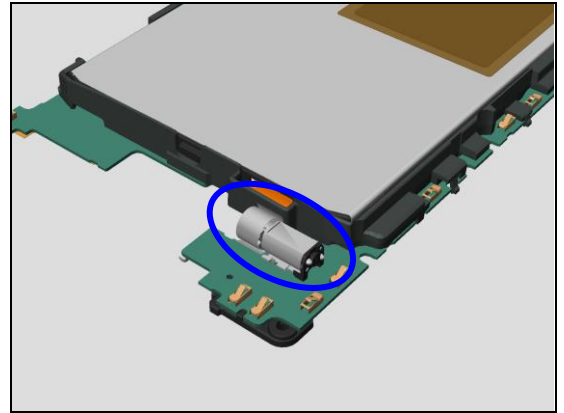
1.11.1 Vibrator not generating alerts

Check:

Inspect the Vibrator on the PBA Main.

Action:

1. If broken – escalate to SL3 repair.



Problem Areas

1.12 Camera

1.12.1 Main Camera trouble

Check:

Inspect the external area of camera window.

Action:

1. If dirty – clean it.



2. If scratched or damaged – replace the Cover Main.

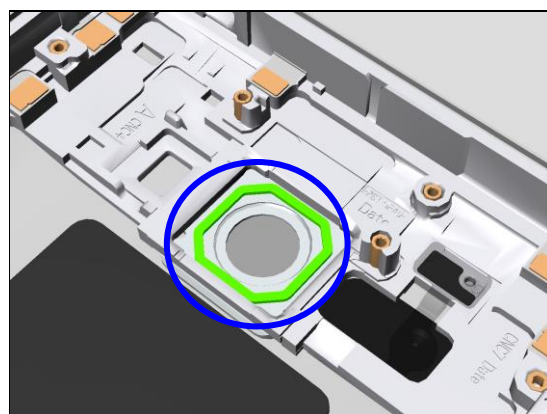


Check:

Inspect the condition of Cushion Camera on the Cover Main.

Action:

1. If damaged – replace it.

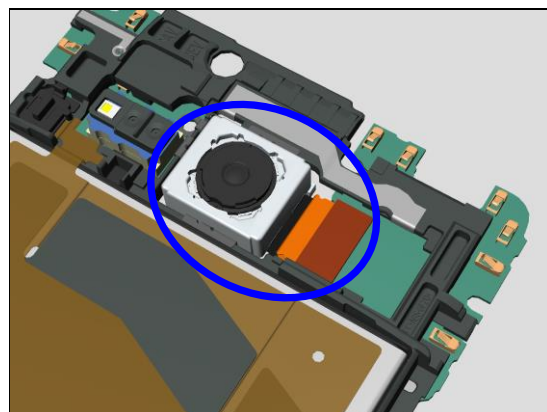


Check:

Inspect the assembling condition of Main Camera area.

Action:

1. If the BtoB connector is not properly connected – disconnect and reconnect it.
2. If the Main Camera is damaged – replace it.
3. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas: Camera

1.13 Secondary Camera

1.13.1 Front Camera trouble

Check:

Inspect the external area of the Front Camera window.

Action:

1. If dirty – clean it.

2. If scratched or damaged – replace the Display.

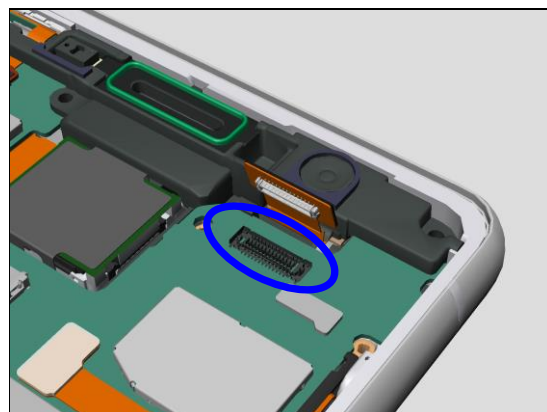
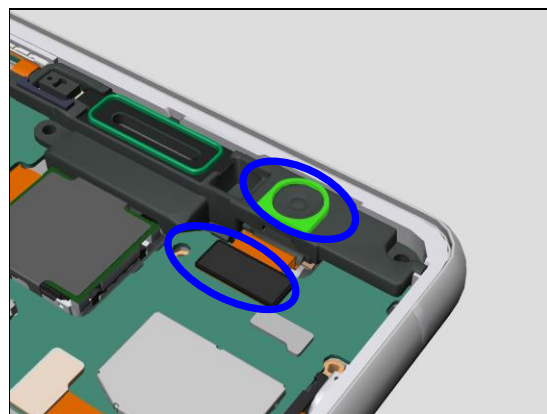
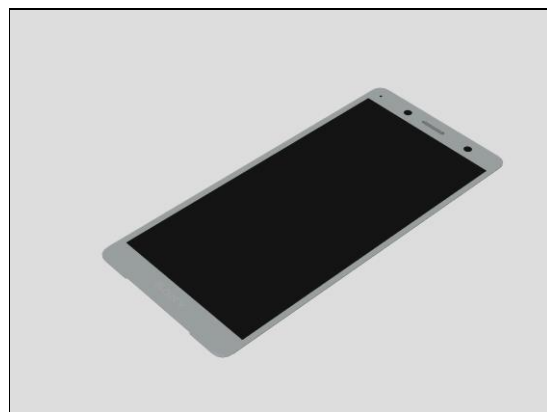
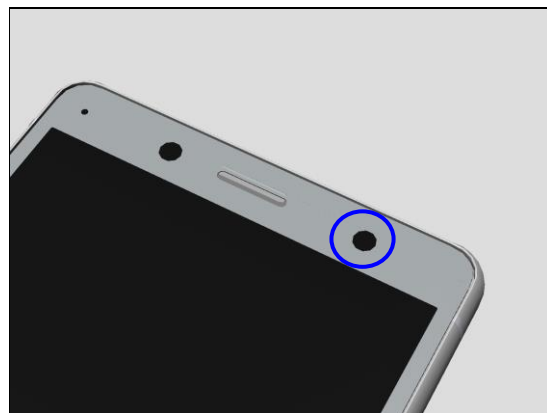
Check:

Inspect the assembling condition of Front Camera area.

Action:

1. If the BtoB connector is not properly connected – disconnect and reconnect it.
2. If the cushion on the Holder Top SPK is damaged – replace the Holder Top SPK.
3. If the Front Camera is damaged – replace it.

4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas

1.14 Flash LED

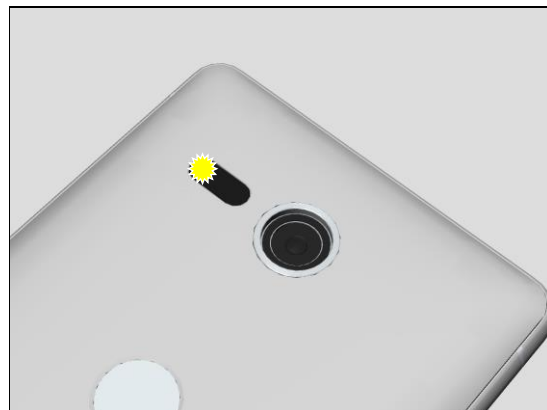
1.14.1 Flash LED not flashing

Check:

Inspect the external area of the flash LED.

Action:

1. If dirty – clean it.



2. If scratched or damaged – replace the Cover Main.



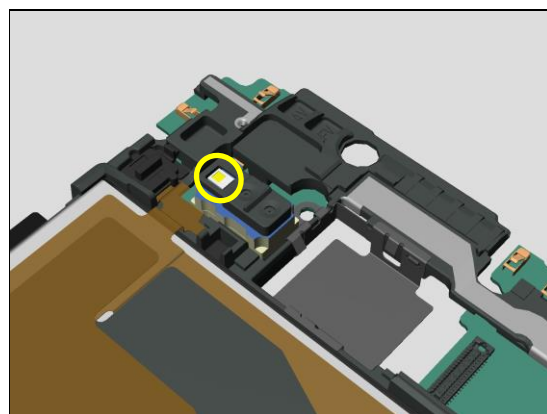
Check:

Inspect the Flash LED on PBA Main.

Action:

1. If dirty – clean it.

2. If damaged or missing – replace the PBA Main.



Problem Areas

1.15 Bluetooth

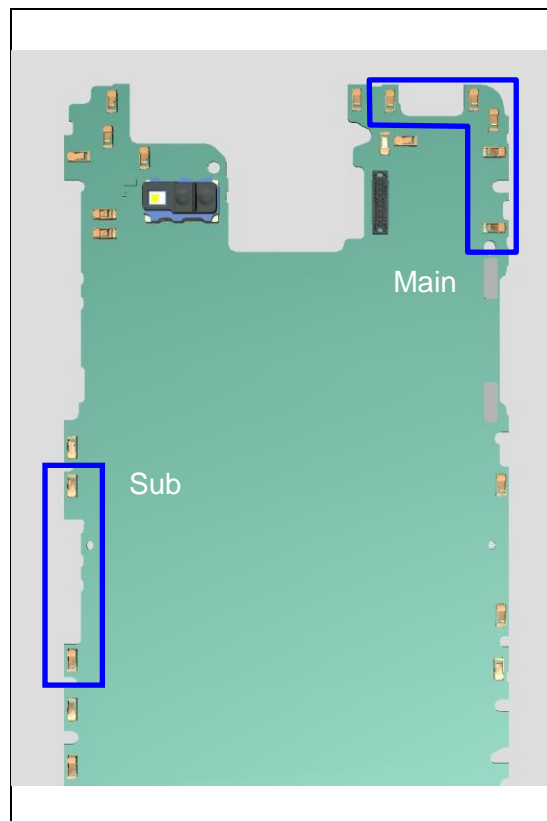
1.15.1 Bluetooth connection failure

Check:

Inspect the WLAN/BT contact pins on PBA Main.

Action:

1. If dirty or oxidized – clean the pins.
2. If damaged or missing – escalate to SL3 repair.

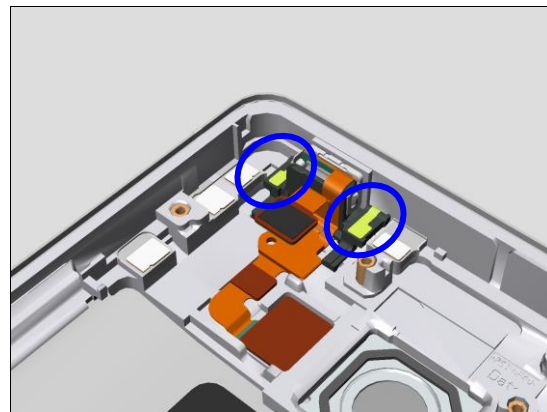


Check:

Inspect the contact pads on the Frame WIFI Main Ant.

Action:

1. If the pads are dirty or oxidized – clean the pads.
2. If the pads are damaged or scratched – replace the Frame WIFI Main Ant.



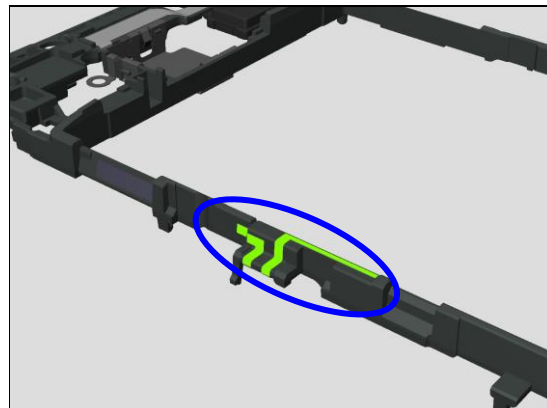
Problem Areas: Bluetooth

Check:

Inspect the contact pads on the Frame Rear.

Action:

1. If the pads are dirty or oxidized – clean the pads.
2. If the pads are damaged or scratched – replace the Frame Rear.

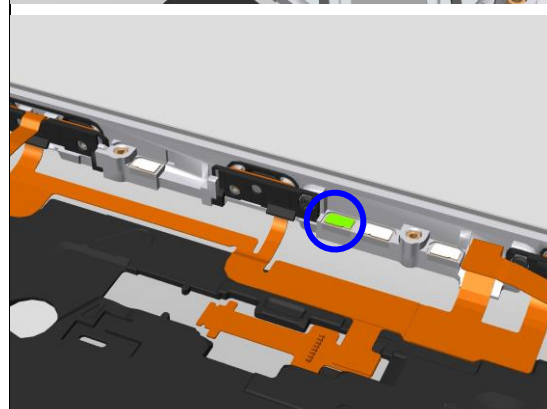
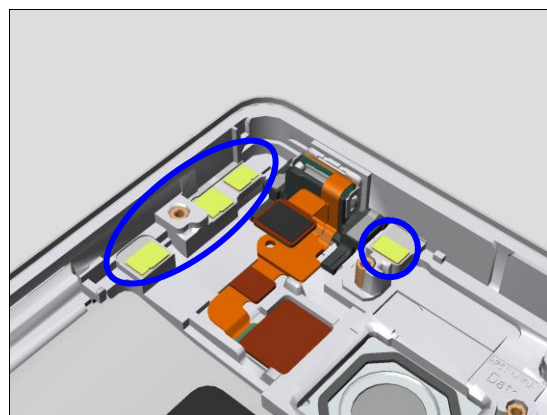


Check:

Inspect the contact pads on the Cover Main.

Action:

1. If the pads are dirty or oxidized – clean the pads.
2. If the pads are damaged or scratched – replace the Cover Main.



Problem Areas

1.16 WLAN

1.16.1 WLAN connection failure

Refer to 1.15.

Problem Areas

1.17 NFC

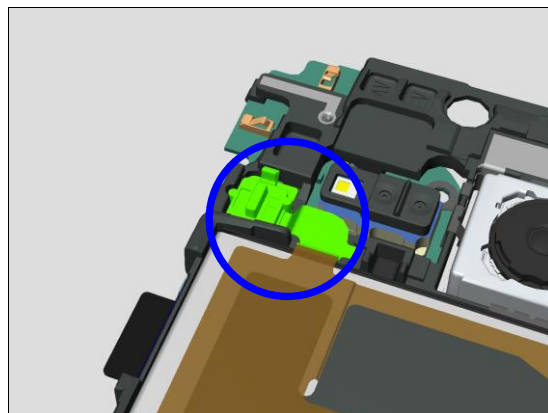
1.17.1 NFC malfunctions

Check:

Inspect the connector of the FPC NFC to the PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If the contact pads are dirty or oxidized – clean them.
3. If damaged or broken – replace the FPC NFC.

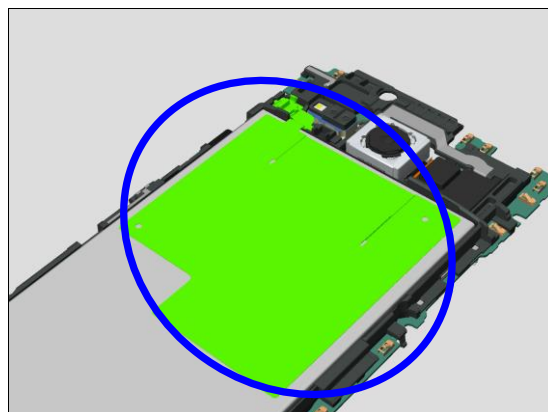


Check:

Inspect the antenna area of the FPC NFC.

Action:

1. If damaged or broken – replace the FPC NFC.

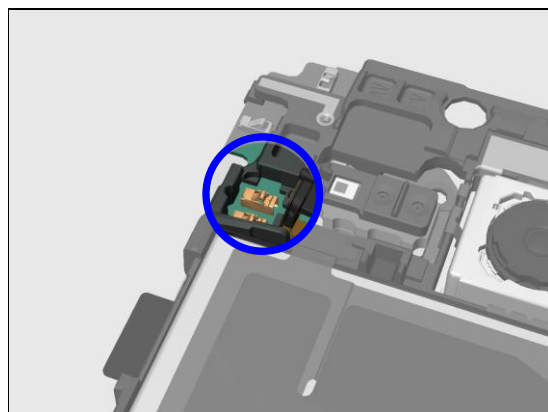


Check:

Inspect the NFC contact pins on PBA Main.

Action:

1. If dirty or oxidized – clean them.
2. If damaged or missing – escalate to SL3 repair.



Problem Areas

1.18 GPS

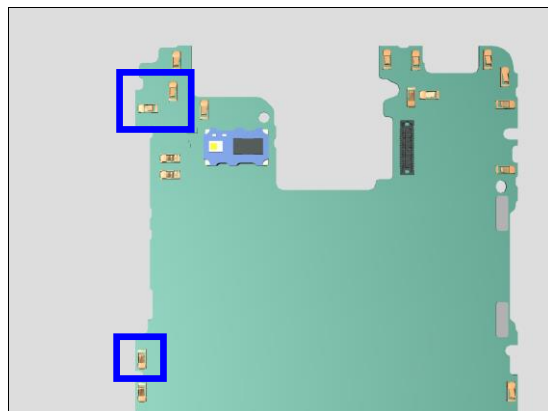
1.18.1 GPS malfunctions

Check:

Inspect the GPS contact pins on PBA Main.

Action:

1. If dirty or oxidized – clean them.
2. If damaged or missing – escalate to SL3 repair.

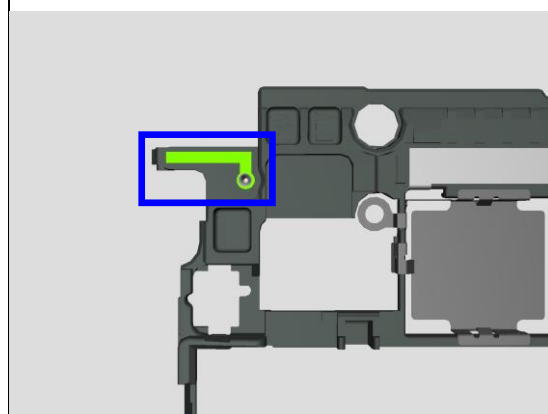
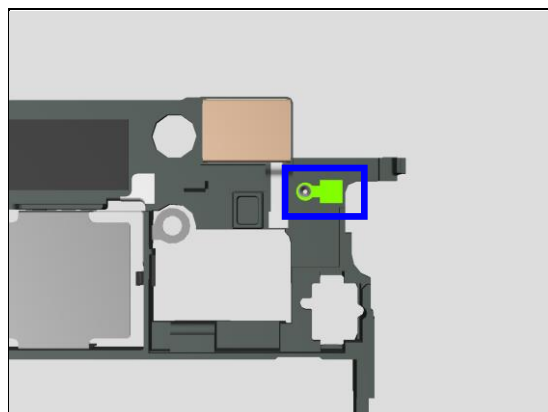


Check:

Inspect the GPS contact pads on the Frame Rear.

Action:

1. If dirty or oxidized – clean them.
2. If damaged – replace the Frame Rear.

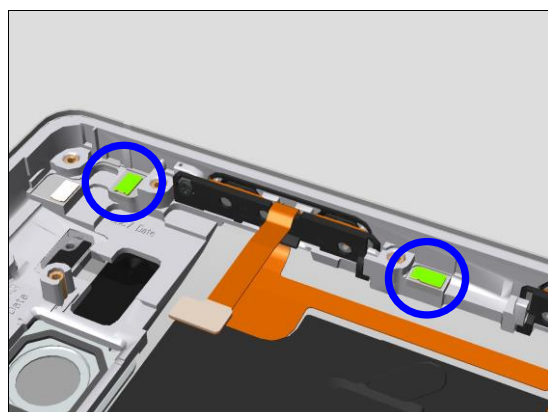


Check:

Inspect the GPS contact pads on the Cover Main.

Action:

1. If dirty or oxidized – clean them.
2. If damaged – replace the Cover Main.



Problem Areas

1.19 Compass

1.19.1 Compass fails

Replace PBA Main.

Problem Areas

1.20 Accelerometer

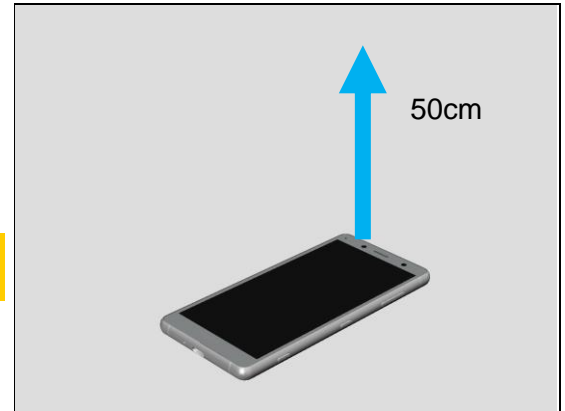
1.20.1 Accelerometer test fails

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate the Accelerometer.

The sensor window should not be covered by any material more than 50cm during calibration.

2. Replace PBA Main.



Problem Areas

1.21 Gyroscope

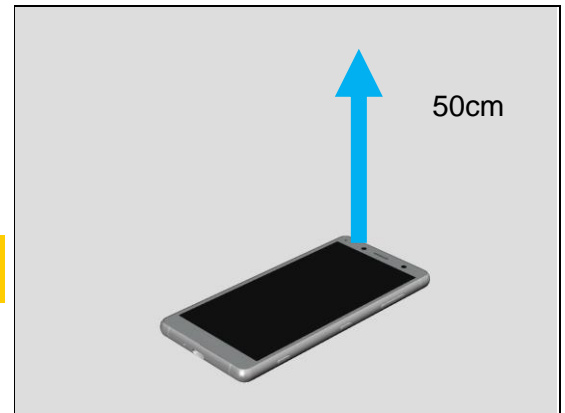
1.21.1 Gyroscope test fails

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate the Gyroscope.

The sensor window should not be covered by any material more than 50cm during calibration.

2. Replace PBA Main.



Problem Areas

1.22 Ambient Light Sensor

1.22.1 Light Sensor malfunctions

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate the sensor.

The sensor window should not be covered by any material more than 50cm during calibration.

Check:

Inspect the sensor window area on the Display.

Action:

1. If dirty – clean it.

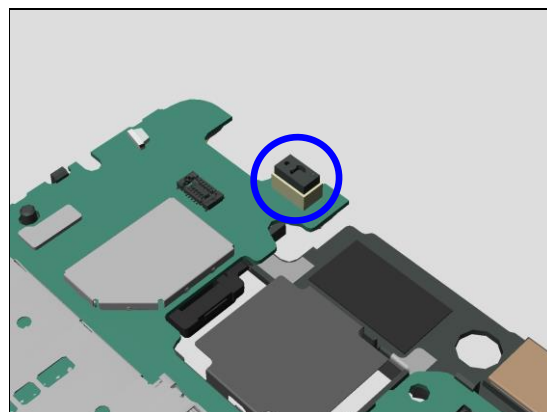
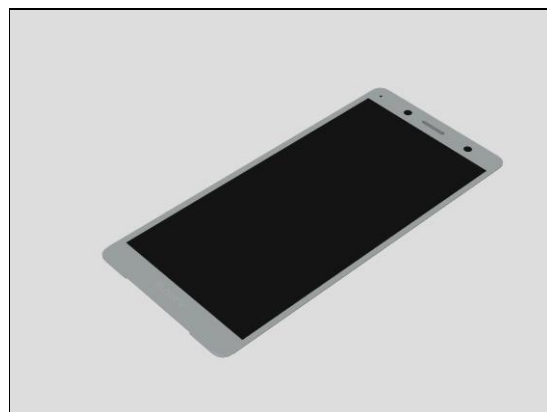
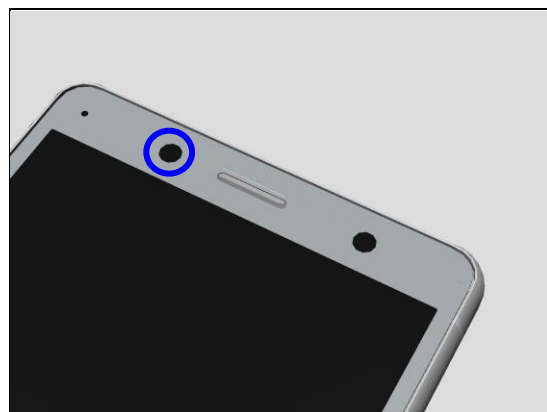
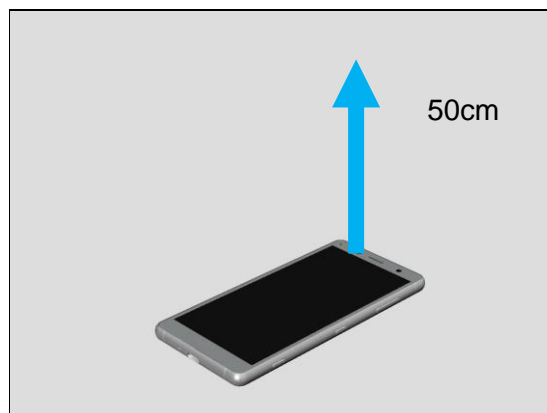
2. If scratched or damaged – replace the Display.

Check:

Inspect the Light Sensor / Proximity switch on the PBA Main.

Action:

1. If dirty or clogged – clean it.
2. If damaged – replace the PBA Main.



Problem Areas

1.23 Proximity Switch

1.23.1 Proximity switch malfunctions

Refer to 1.22.

Problem Areas

1.24 Hall Element Test

1.24.1 Hall Element Test fails

Replace the PBA Main.

Problem Areas

1.25 Pressure Sensor

1.25.1 Pressure Sensor test fails

Replace the PBA Main.

Problem Areas

1.26 Real Time Clock

1.26.1 Real time clock test fails

Replace the PBA Main.

Problem Areas

1.27 Total call time

1.27.1 Total call time fails

Replace the PBA Main.

Problem Areas

1.28 Storage

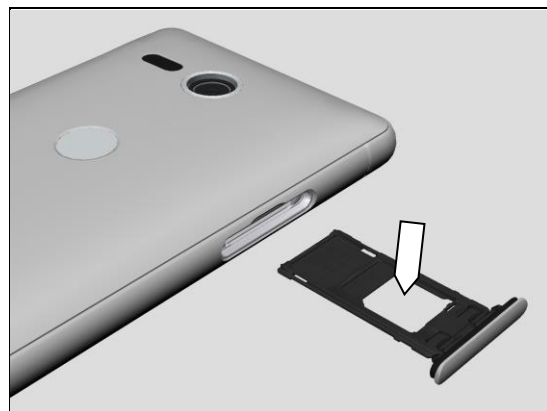
1.28.1 Memory Card not detected

Check:

Inspect if a memory card is properly inserted.

Action:

If not properly inserted – insert the memory card correctly.



Check:

Inspect the memory card holder.

Action:

1. If dirty or clogged – clean the Cap Tray.
2. If damaged - replace it.

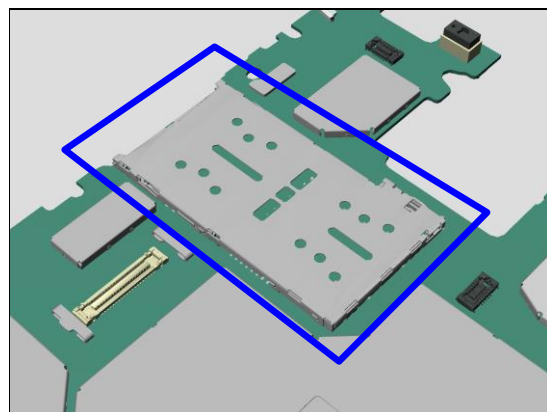


Check:

Inspect the SIM/SD card connector on the PBA Main.

Action:

1. If dirty or clogged – clean the connector.
2. If damaged – escalate to SL3 repair.



Problem Areas

1.29 Security

1.29.1 Security fails

Replace the PBA Main.

Problem Areas

1.30 Battery Health test

1.30.1 Replace message displays

Replace the Battery.

Problem Areas

1.31 Verify Certificates

N/A.

Problem Areas

1.32 WLAN Antenna TX/RX

N/A.

Problem Areas

1.33 Finger Print Test (Including function test)

1.33.1 Finger Print Test fails

Check:

Make sure your finger is clean and dry.

Action:

1. If dirty or wet – wash your hand and dry.



Check:

Inspect the external area of the Fingerprint sensor (FP Sensor).

Action:

1. If dirty – clean it.
2. If damaged – replace the FP Sensor.

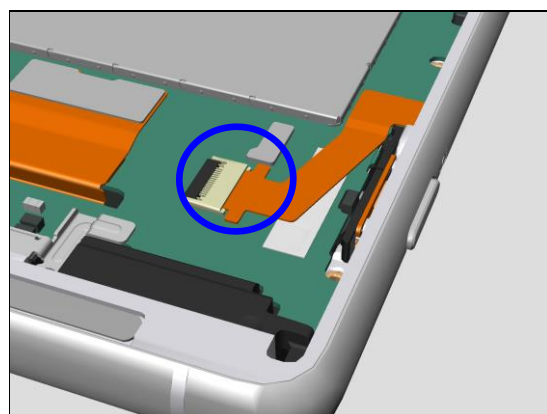


Check:

Inspect the ZIF connector of the FPC Key to the PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.
3. If the FPC Key is damaged – replace the FPC Key.
4. If the ZIF connector on the PBA Main is broken – escalate to SL3 repair.

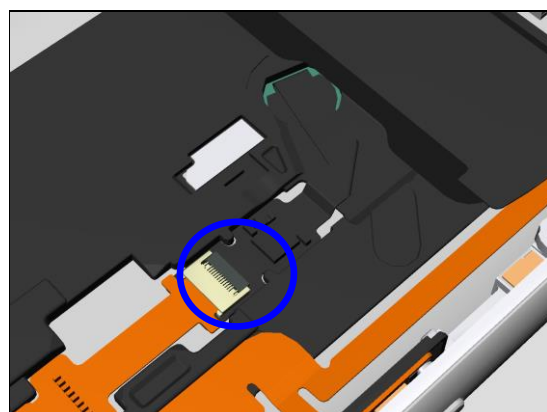


Check:

Inspect the ZIF connector of the FPC Key to the FP Sensor.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.
3. If the FPC Key is damaged – replace the FPC Key.
4. If the FP Sensor is damaged – replace the FP Sensor.



Problem Areas

1.34 Speaker Calibration Status

1.34.1 Status does not change

Action:

1. Refer to 1.6.2 Too small sound – Action 1.

Do not process anything or ring any sound on the phone during 40 min of charging.

Problem Areas

1.35 RGBC-IR sensor

1.35.1 RGBC-IR sensor fails

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate the RGBC-IR sensor.

The sensor window should not be covered by any material more than 50cm during calibration.

Check:

Inspect the external area of the RGBC-IR sensor.

Action:

1. If dirty – clean it.

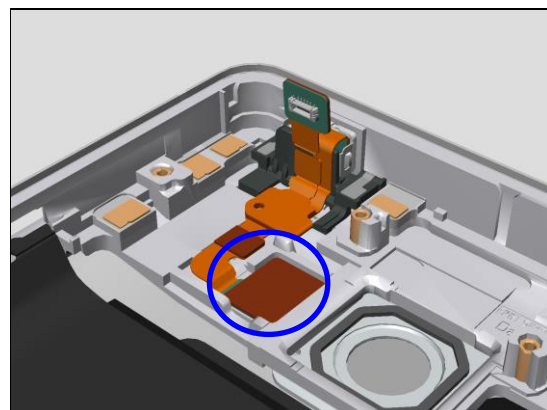
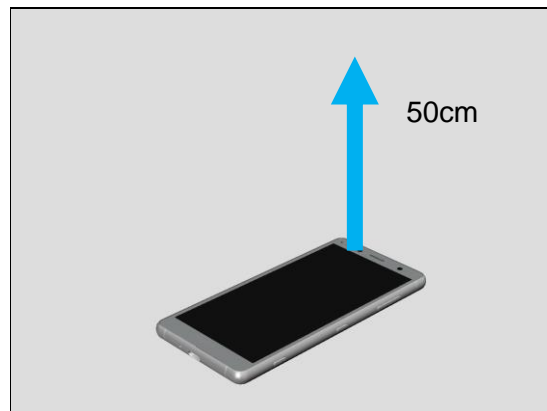
2. If scratched or damaged – replace the Cover Main.

Check:

Inspect the condition of the RGBC-IR sensor area of the FPC Mic2.

Action:

1. If not properly connected – replace the Adhesive FPC Mic2 RGB-IR and reconnect it.



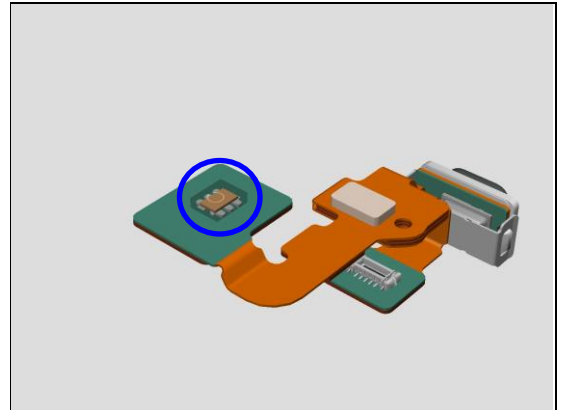
Problem Areas: RGBC-IR sensor

Check:

Inspect the RGB-IR sensor element on the FPC Mic2.

Action:

1. If dirty – clean it.
2. If damaged or missing – replace the FPC Mic2.



Problem Areas

1.36 ToF sensor

1.36.1 ToF sensor fails

Action:

1. Run CS-Everest (RE4251: Repair- Mechanical - Tools and Equipment) to calibrate the ToF sensor.

The sensor window should not be covered by any material more than 50cm during calibration.

Check:

Inspect the external area of the Laser AF sensor (ToF sensor).

Action:

1. If dirty – clean it.

2. If scratched or damaged – replace the Cover Main.

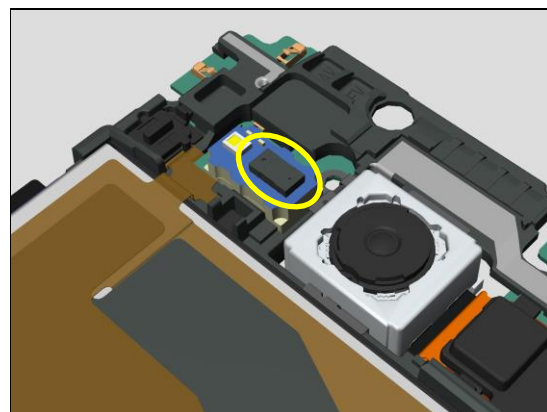
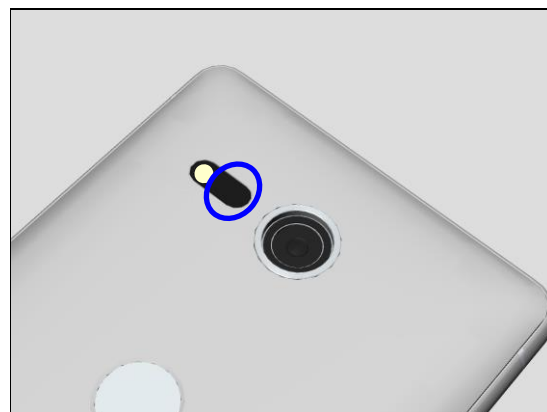
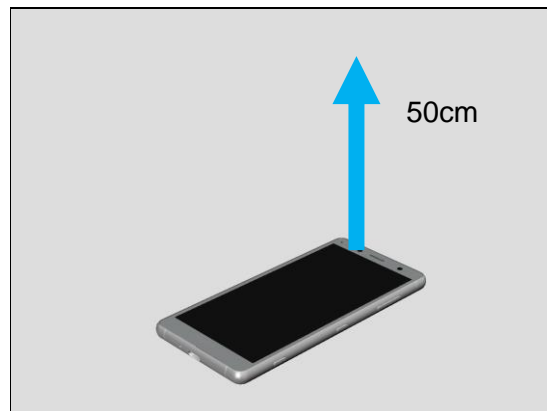
Check:

Inspect the ToF sensor on the PBA Main.

Action:

1. If dirty – clean it.

2. If damaged or missing – replace the PBA Main.



Problem Areas

1.37 WRT

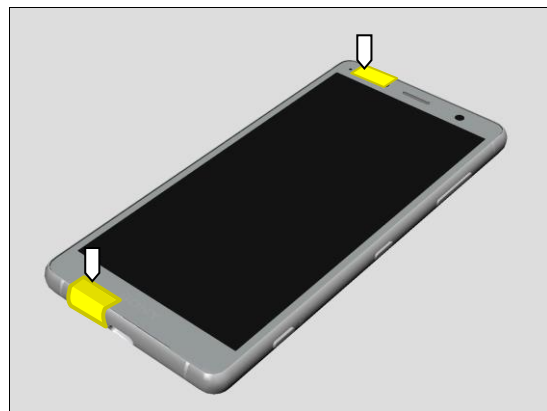
1.37.1 WRT fails

Check:

Make sure if the two mic holes are properly sealed during the WRT.

Action:

1. If any problem – remove the tape and seal again.

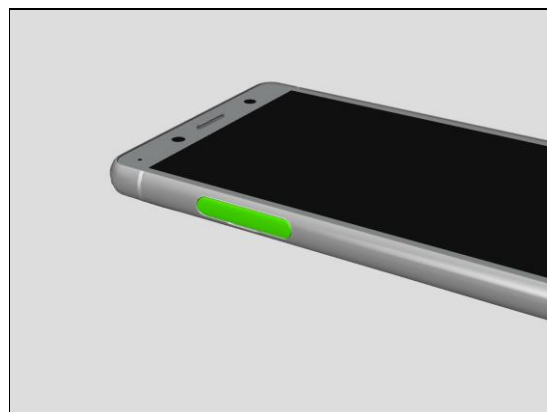


Check:

Inspect the external area of the Cap Tray.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace the Cap Tray.



Check:

Inspect the internal gasket area of the Cap Tray.

Action:

1. If dirty – clean it.
2. If damaged – replace the Cap Tray.

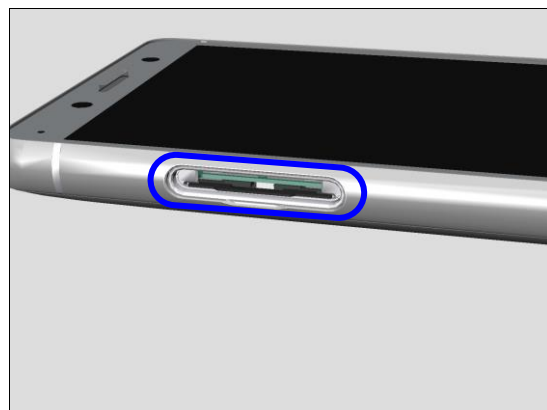


Check:

Inspect the internal concave area of the Cover Main

Action:

1. If dirty – clean it.
2. If damaged – replace the Cover Main.



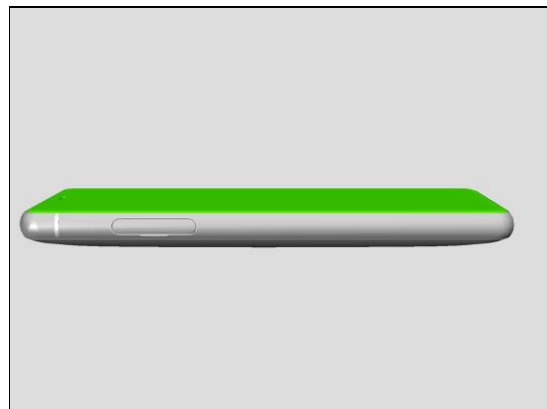
Problem Areas: WRT

Check:

Inspect if the Display is lifting from the Cover Main.

Action:

1. If lifting – disassemble and reassemble the Display.

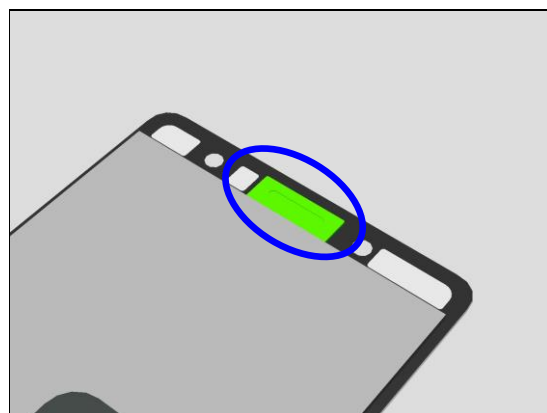


Check:

Inspect the condition of the Sheet Mesh Top SPK.

Action:

1. If not properly connected or damaged – replace it.

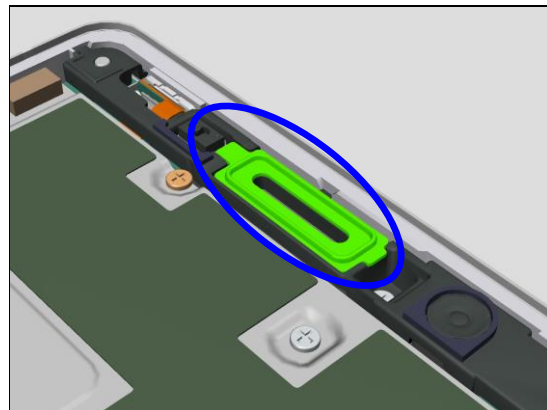


Check:

Inspect the condition of the Gasket Top SPK.

Action:

1. If not properly connected or damaged – replace it.

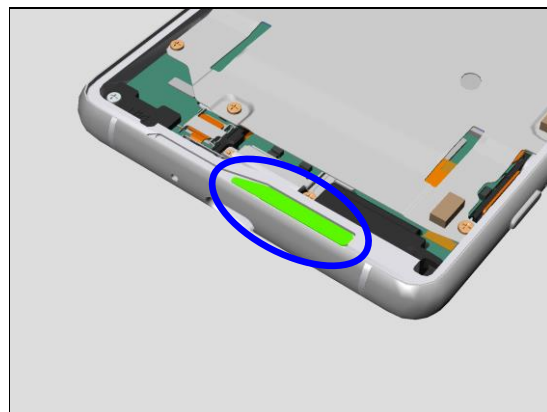


Check:

Inspect the condition of the Mesh Bottom SPK Black.

Action:

1. If not properly connected or damaged – replace it.



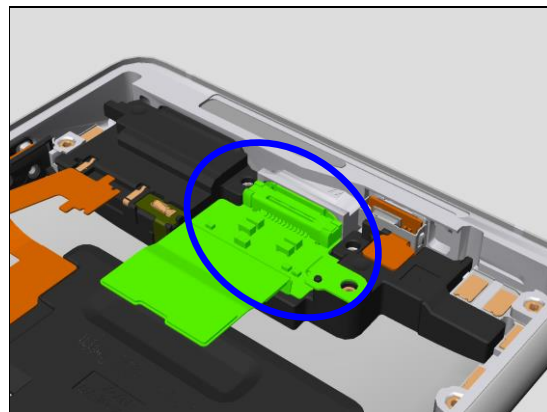
Problem Areas: WRT

Check:

Inspect the condition of the FPC USB.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.

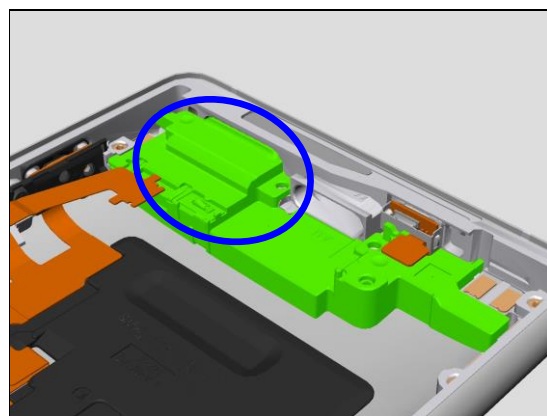


Check:

Inspect the condition of the Speaker Box.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.

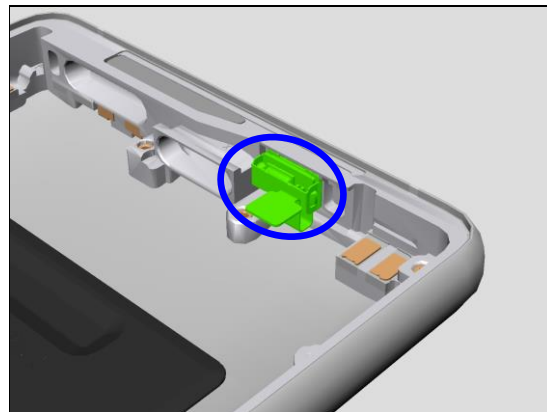


Check:

Inspect the condition of the FPC Mic1.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.

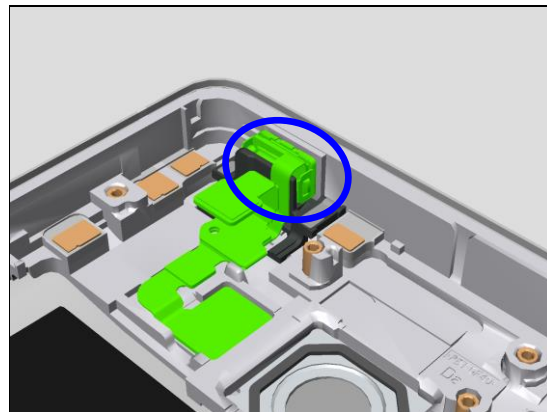


Check:

Inspect the condition of the FPC Mic2.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.



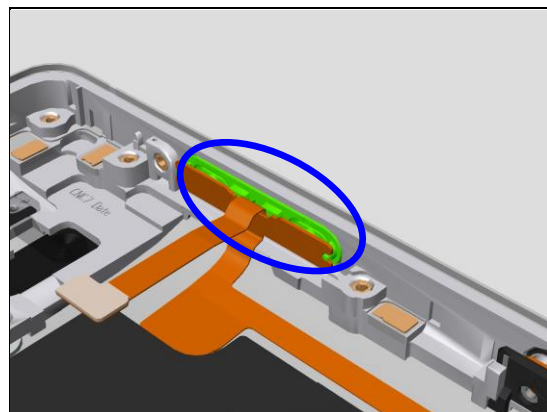
Problem Areas: WRT

Check:

Inspect the condition of the Gasket Key Vol.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.

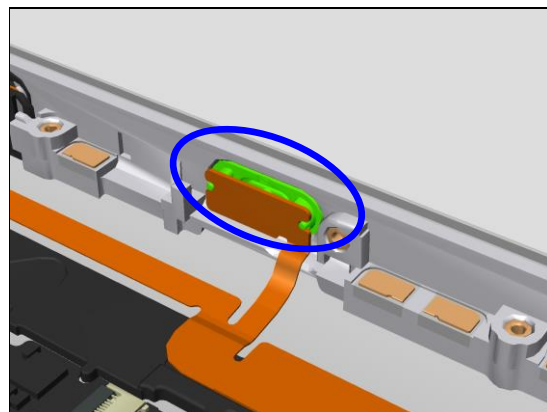


Check:

Inspect the condition of the Gasket Key PW.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.

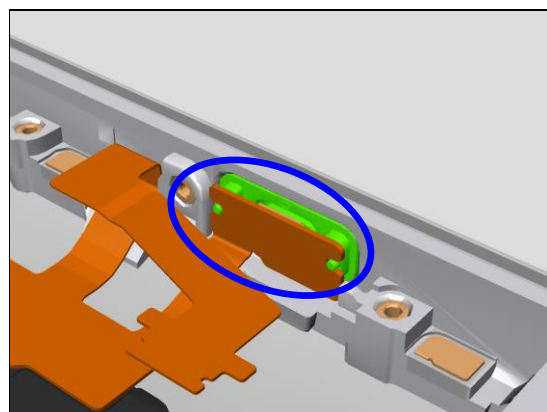


Check:

Inspect the condition of the Gasket Key Cam.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.

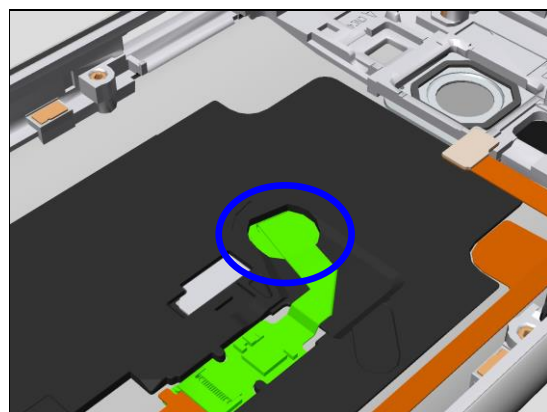


Check:

Inspect the condition of the FP Sensor.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If damaged – replace it.



Problem Areas

1.38 Network & Signal

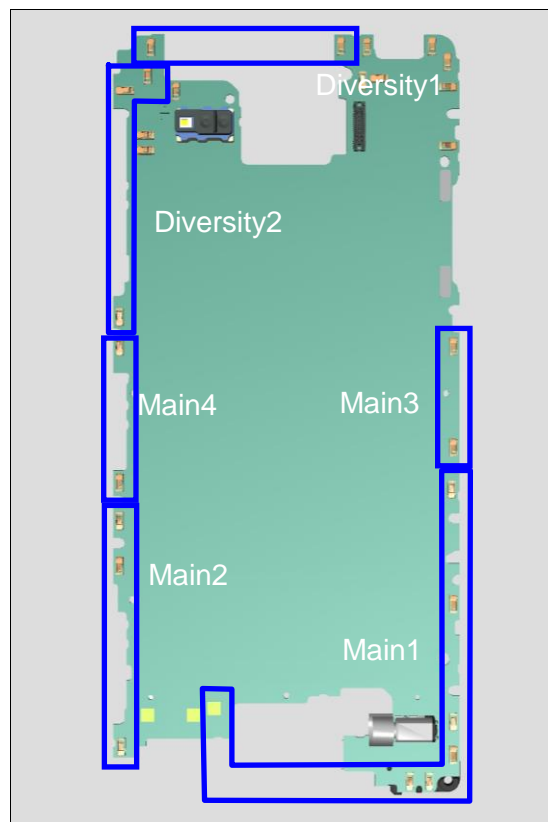
1.38.1 No/Poor signal

Check:

Inspect the contact pins and a pad on PBA Main.

Action:

1. If dirty or oxidized – clean them.
2. If the contact pins are damaged or missing – escalate to SL3 repair.
3. If the contact pad is damaged or missing – replace the PBA Main.

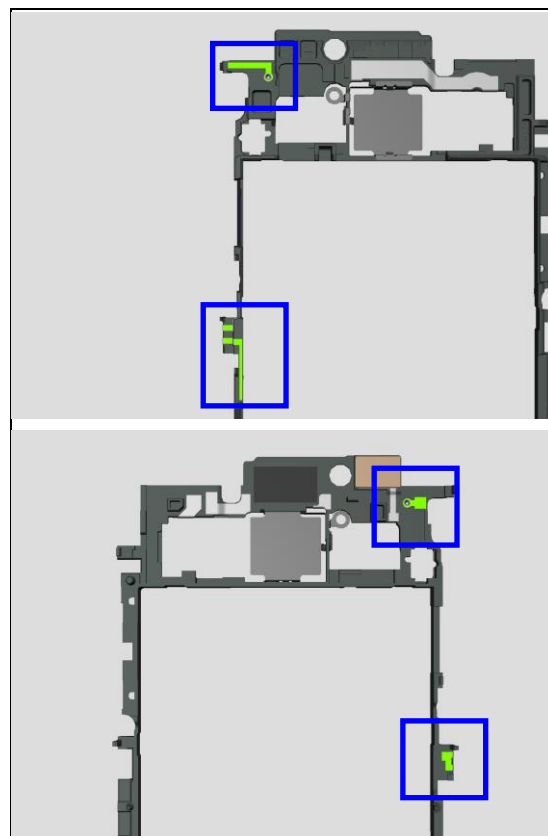


Check:

Inspect the contact pads on the Frame Rear.

Action:

1. If the pads are dirty or oxidized – clean the pads.
2. If the pads are damaged or scratched – replace the Frame Rear.



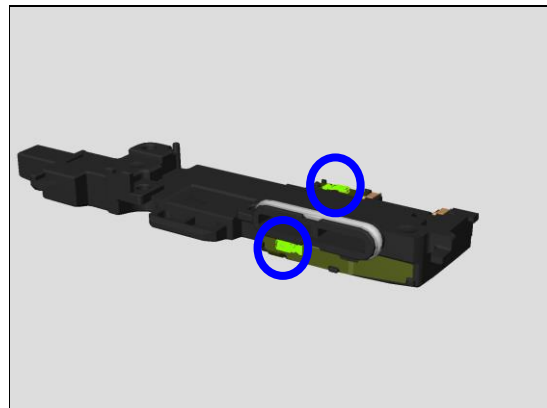
Problem Areas: Network & Signal

Check:

Inspect the contact pins on the Speaker Box.

Action:

1. If the pins are dirty or oxidized – clean the pins.
2. If the pins are damaged or scratched – replace the Speaker Box.

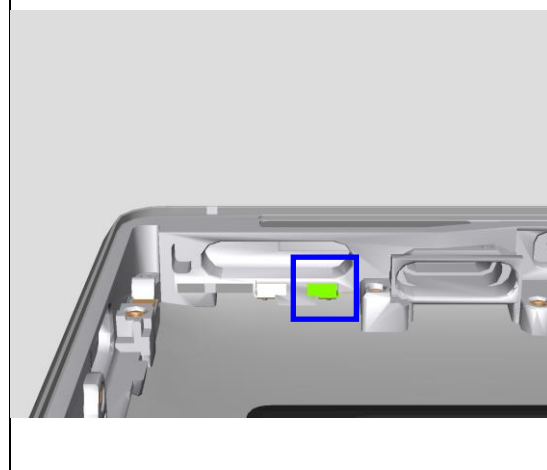
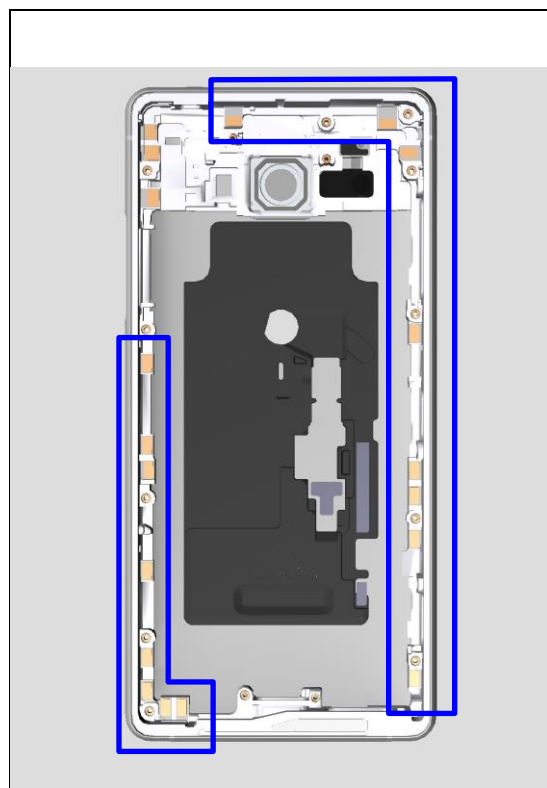


Check:

Inspect the contact pads on the Cover Main.

Action:

1. If dirty or oxidized – clean the pads
2. If broken – replace the Cover Main.



Problem Areas

1.39 SIM

1.39.1 SIM not detected

Check:

Check if Nano SIM is properly mounted onto the Cap Tray and if Cap Tray is properly inserted.

Action:

1. If not properly assembled – reassemble it.
2. If damaged – Replace Cap Tray.

For H8324, SIM2 slot shares the common space with Micro SD Card.

Note. You cannot use SIM2 and Micro SD Card at the same time.

Check:

Inspect the SIM/SD card holder on PBA Main.

Action:

1. If dirty or clogged – clean the holder.
2. If broken – escalate to SL3 repair.

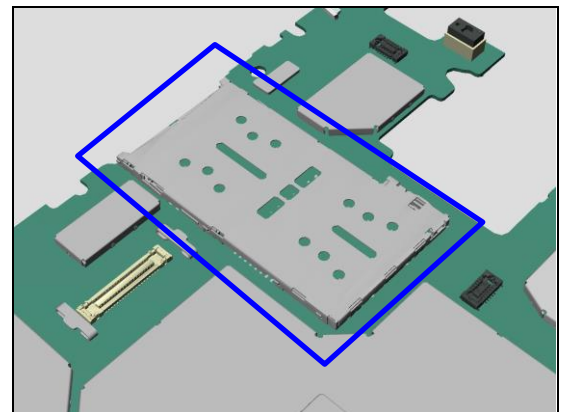
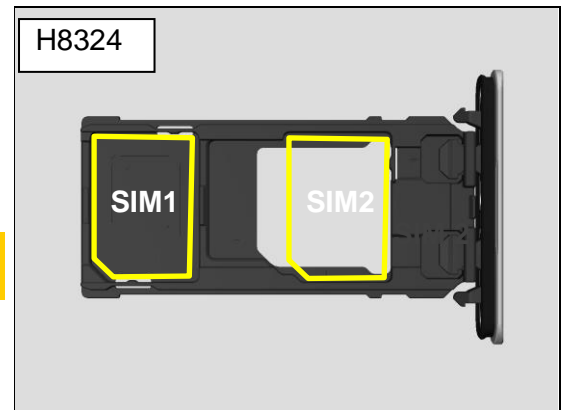
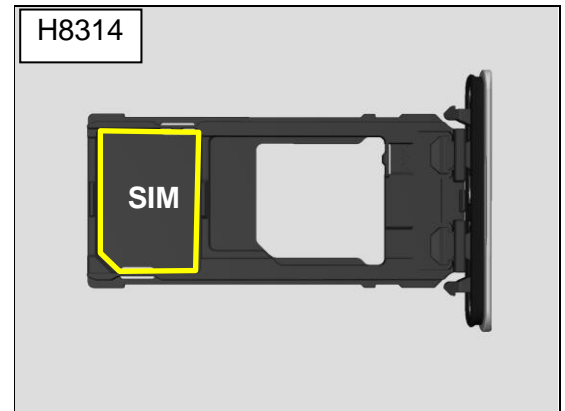
1.39.2 Incorrect Nano SIM indicated

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.



Problem Areas

1.40 Charging

1.40.1 Battery will not charge by USB connector

Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.

2. If damaged – replace the FPC USB.

Check:

Inspect the BtoB connector of the FPC USB to the PBA Main.

Action:

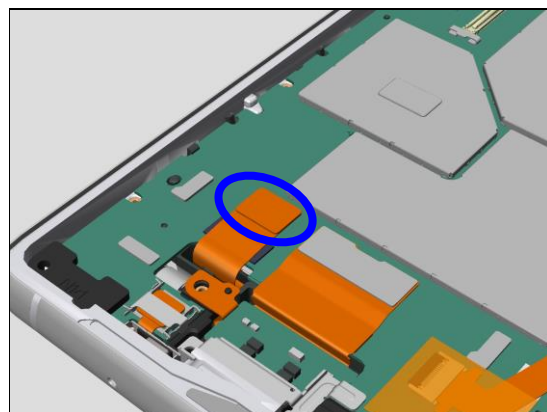
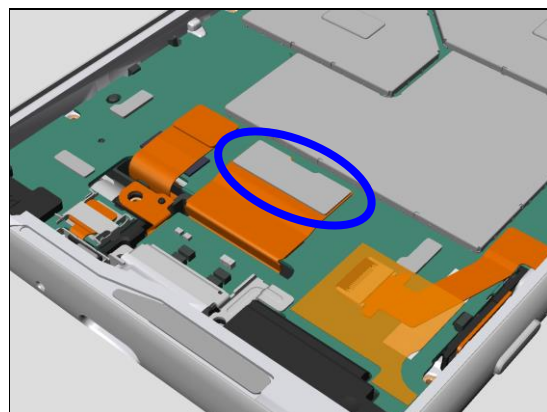
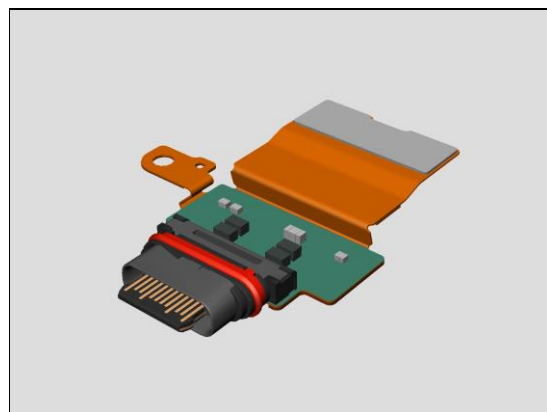
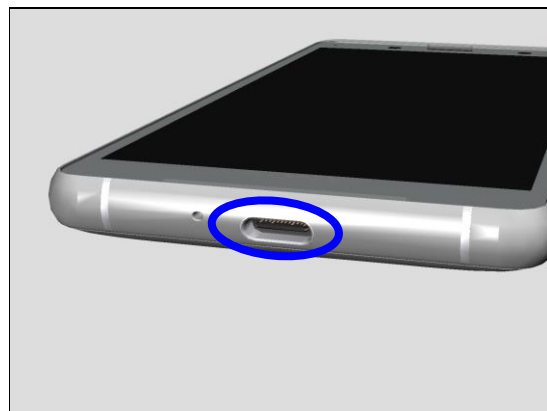
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.
3. If the FPC USB is damaged – replace it.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.

Check:

Inspect the BtoB connector of the Battery to the PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtoB connector.
3. If the Battery is damaged – replace it.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



Problem Areas

1.41 Data Communication

1.41.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.

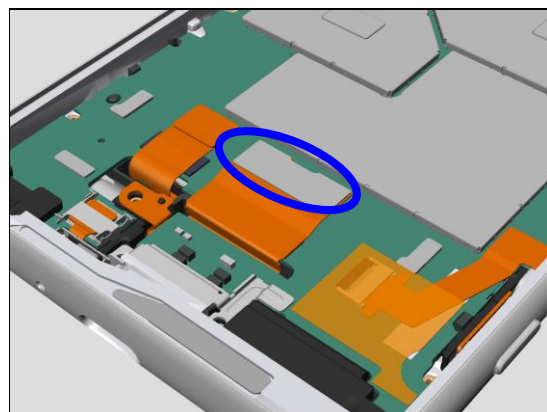
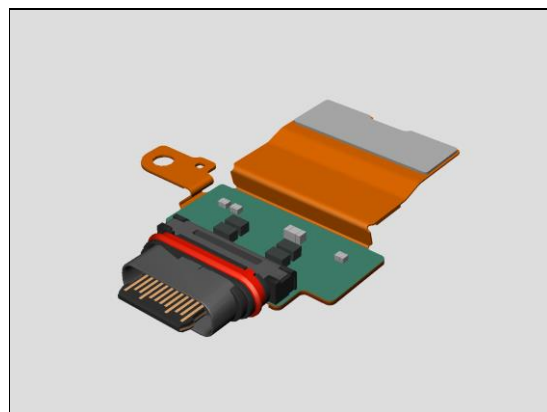
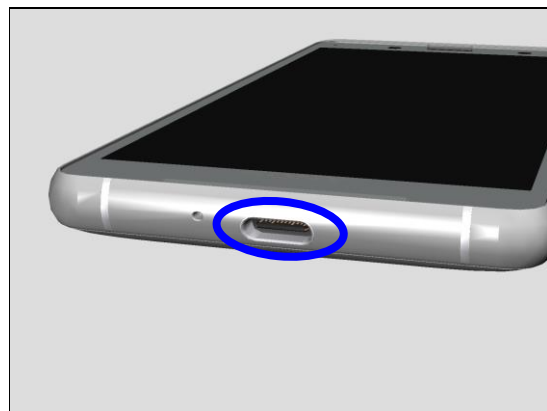
2. If damaged – replace the FPC USB.

Check:

Inspect the BtoB connector of the FPC USB to the PBA Main.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.
3. If the FPC USB is damaged – replace it.
4. If the BtoB connector on the PBA Main is broken – escalate to SL3 repair.



2 Revision History

Rev.	Date	Changes / Comments
1	2018-03-09	Initial release