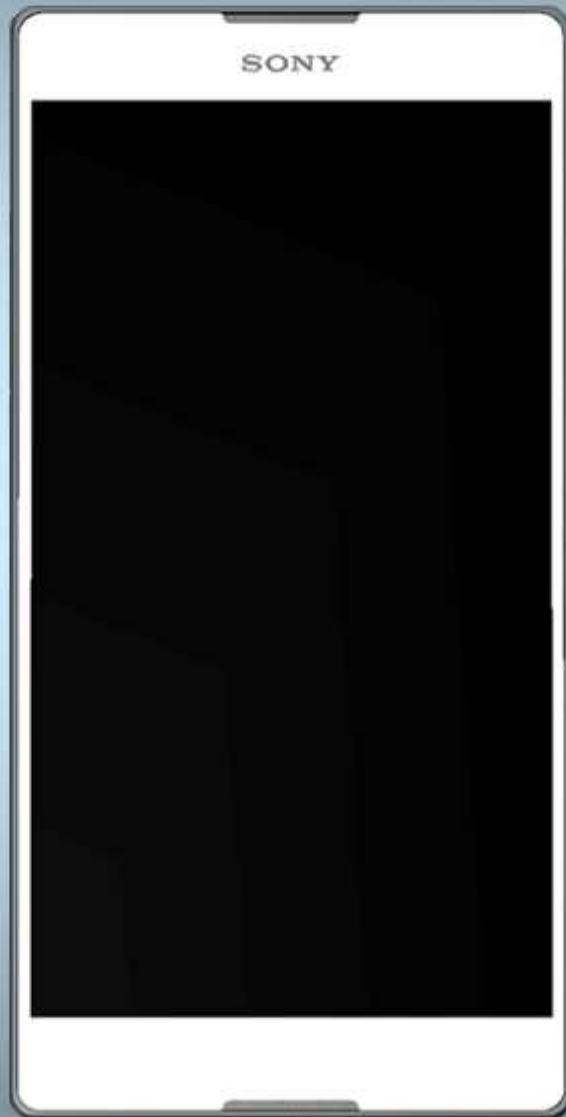


## Troubleshooting Guide

### - mechanical -



*Xperia™ T2 Ultra Dual D5322, XM50h*  
*Xperia™ T2 Ultra D5303, D5306, XM50t*

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***Always firstly disconnect the Battery BtB connector to cut off power supply when the Rear Cover Assy is disassembled.***

***Always finally connect the Battery BtB connector before the Rear Cover Assy is reassembled.***

***Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!***

## 1 Problem Areas

### 1.1 Power

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

**Check:**

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

**Action:**

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

2. If NO activation of the Vibrator is detected, check that the battery is charging when connect to a charger and do a HW master reset.

**Follow 1282-8961 Test Instruction - mechanical chapter 2.3.3 (Charging via USB), Diagnostic Battery / Charging status.**

**Check:**

Inspect the on/off key.

**Action:**

Refer to section 1.2.3 'On/Off Key'.

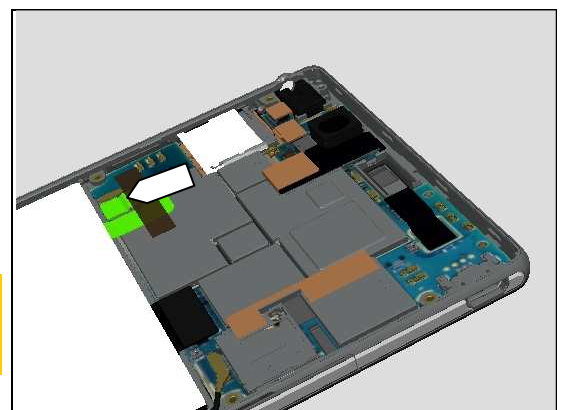
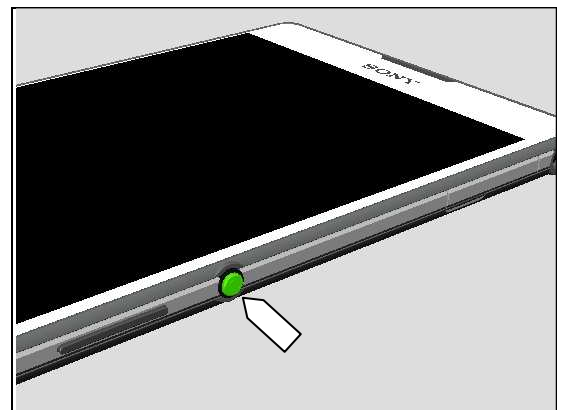
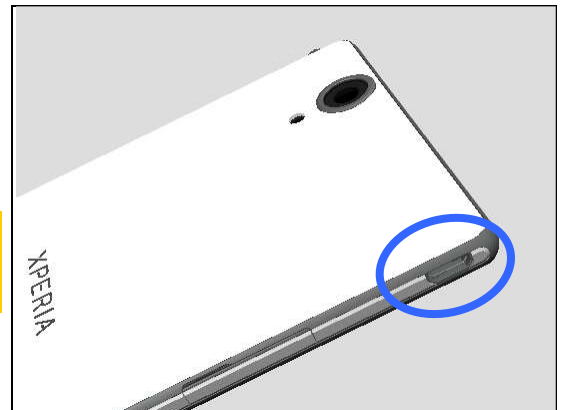
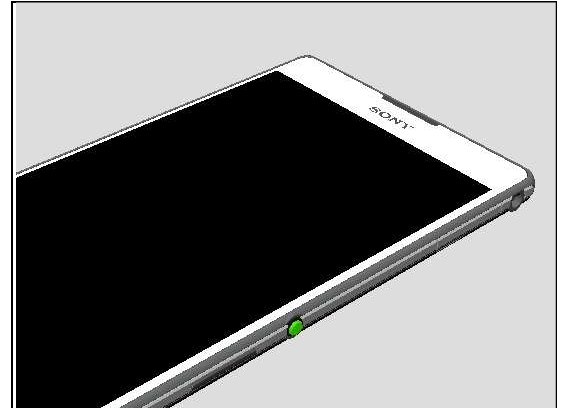
**Check:**

Inspect the BtB connector of the Battery to Main PBA.

**Action:**

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

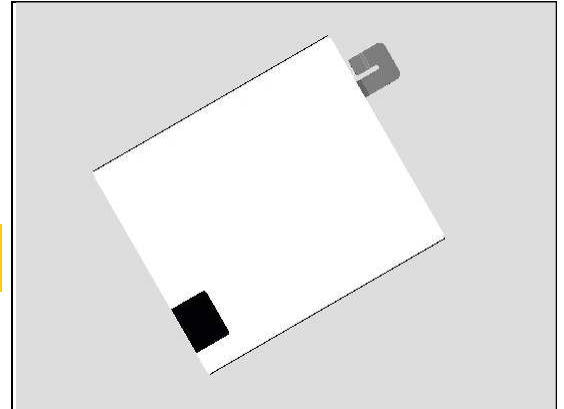
**Follow 1282-8956 Working Instruction - chapter 3.7 & 5.1 Battery and Display Assy of how to replace the Battery!**



## Problem Areas: Power

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

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.2 Keys

#### 1.2.1 Back, Menu, Home and Multitask Keys

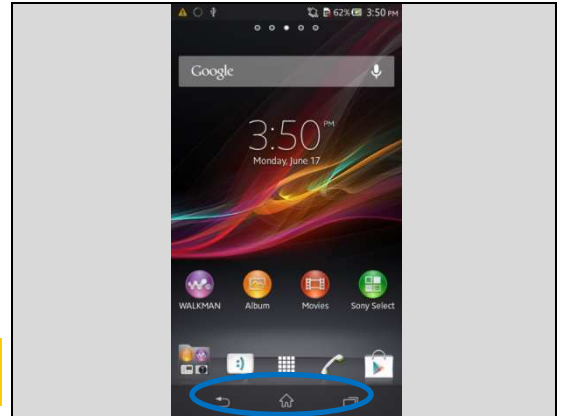
**Check:**

Inspect the Back /Home/Menu keys on Display.

**Action:**

1. Refer to the section 1.3 'Touch Screen'.
2. Replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



#### 1.2.2 Volume Key

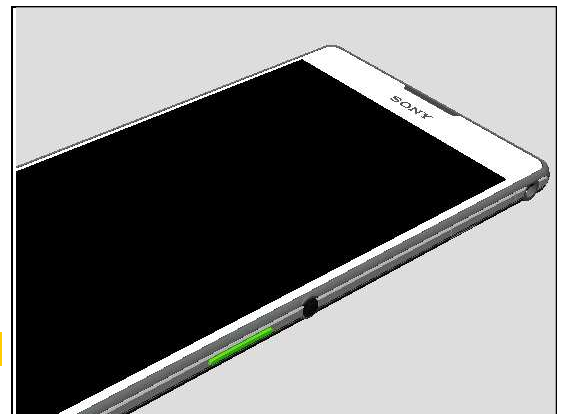
**Check:**

Inspect the **the** Key Volume.

**Action:**

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

**Bracket Assy Panel Key should be replaced as well!**

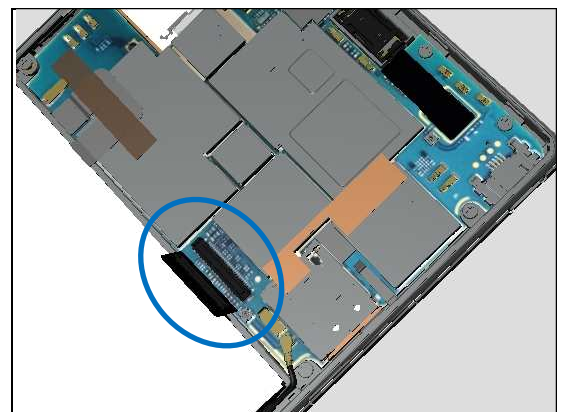


**Check:**

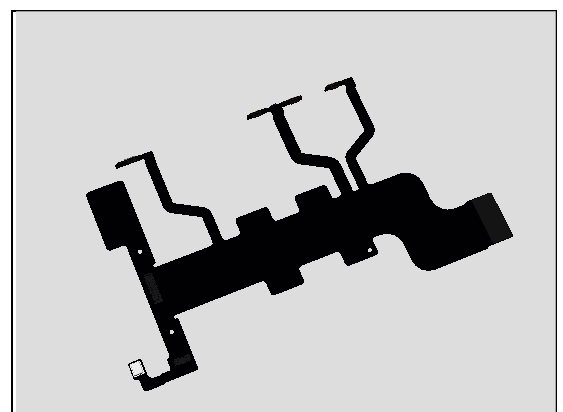
Inspect the BtB connector of FPC Relay Side Key to Main PBA.

**Action:**

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



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



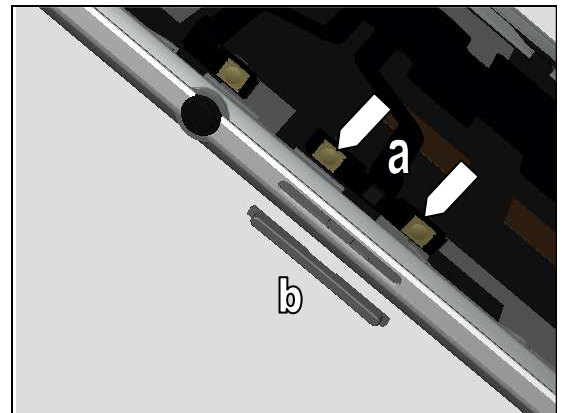
## Problem Areas: Keys

### Check:

Inspect the area and position of the FPC Relay (Volume Key) (a) and Key Volume (b).

### Action:

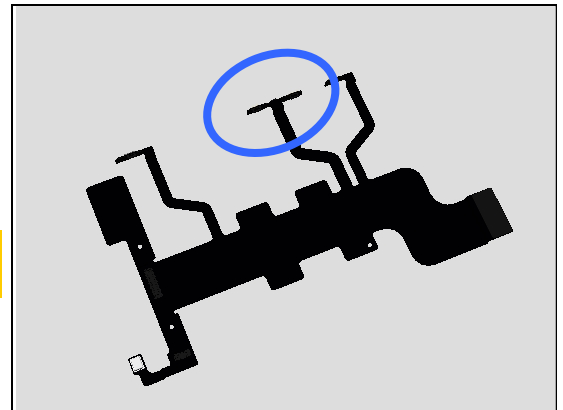
1. If dirty – clean them.
2. If not properly connected – disconnect and reconnect it.



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

5. Replace the Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



### 1.2.3 On/Off Key

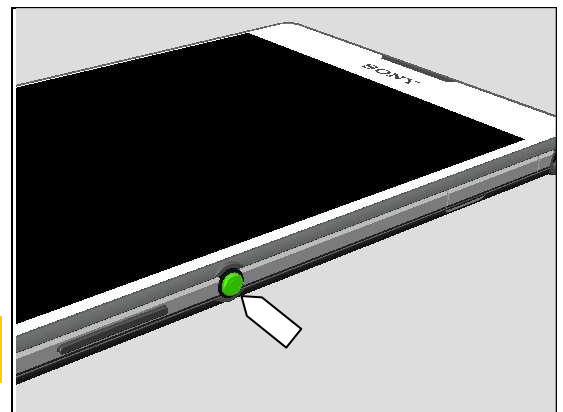
### Check:

Inspect the Key On/Off

### Action:

1. If dirty – clean it.
2. If damaged, replace the Key On/Off.

**Bracket Assy Panel Key, MComp Assy Ring Power, Bracket Assy Panel Right should be replaced as well!**

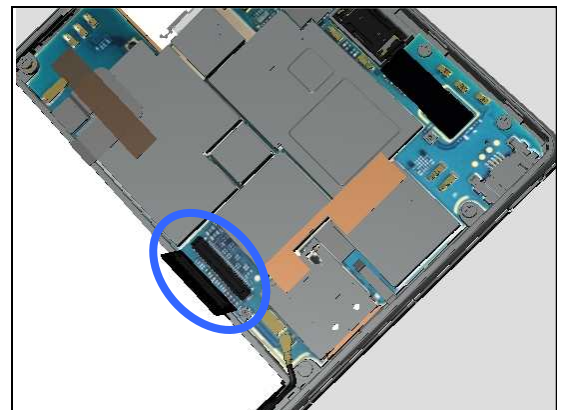


### Check:

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

### Action:

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



## Problem Areas: Keys

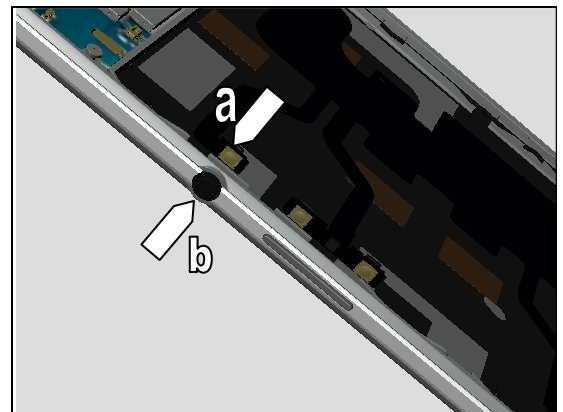
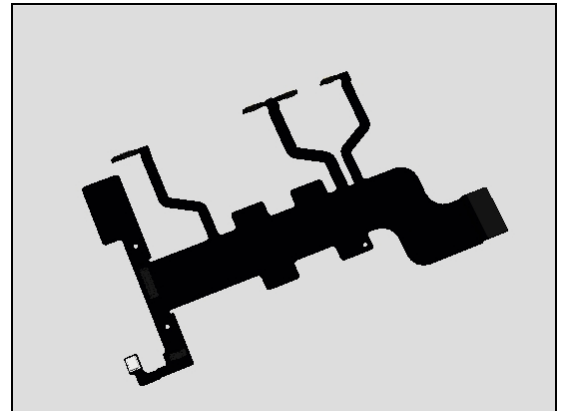
3. If the FPC Relay is damaged – replace the FPC Relay.

### Check:

Inspect the area and position of the FPC Relay (On/Off Key) (a) and Key On/Off (b).

### Action:

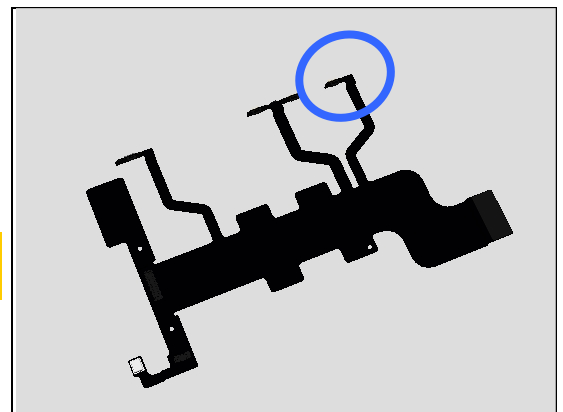
1. If dirty – clean them.
2. If not properly connected – disconnect and reconnect it.



4. If the on/off key switch is damaged – replace the FPC Relay.

5. Replace the Main PBA

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## 1.2.4 Camera Key

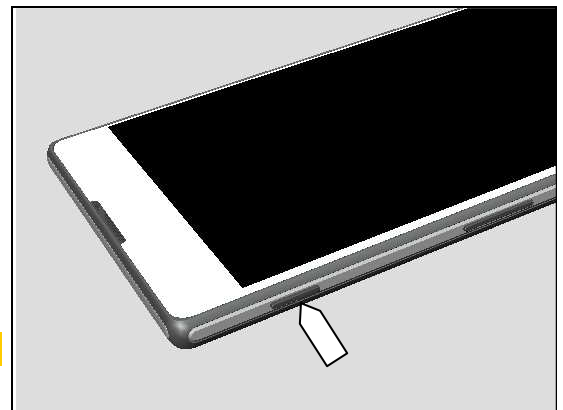
### Check:

Inspect the Key Camera

### Action:

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

**Bracket Assy Panel Key should be replaced as well!**





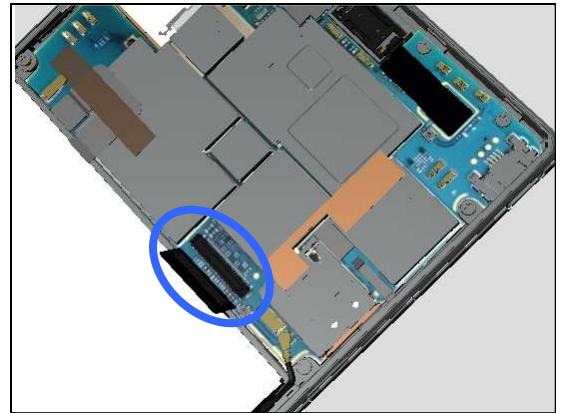
## Problem Areas: Keys

### Check:

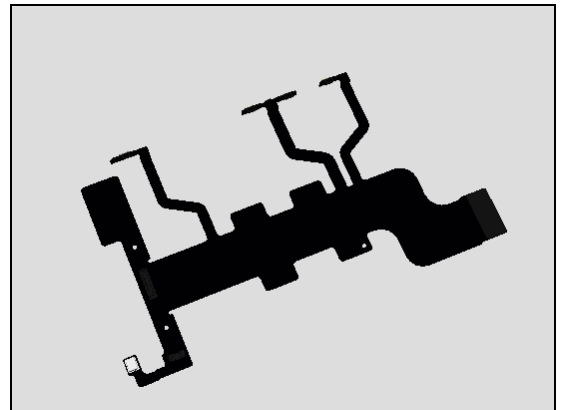
Inspect the BtB connector of FPC Relay Side Key to Main PBA.

### Action:

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



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

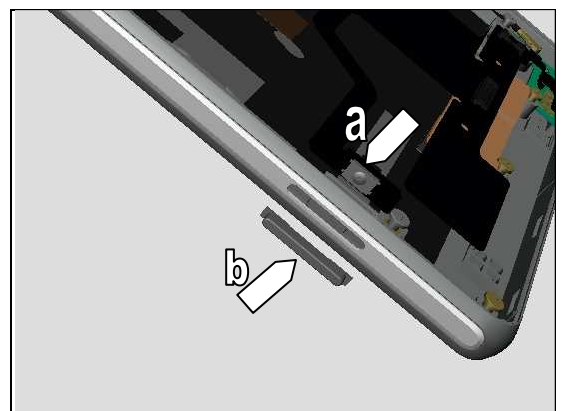


### Check:

Inspect the area and position of the FPC Relay (camera key) (a) and Key Camera (b).

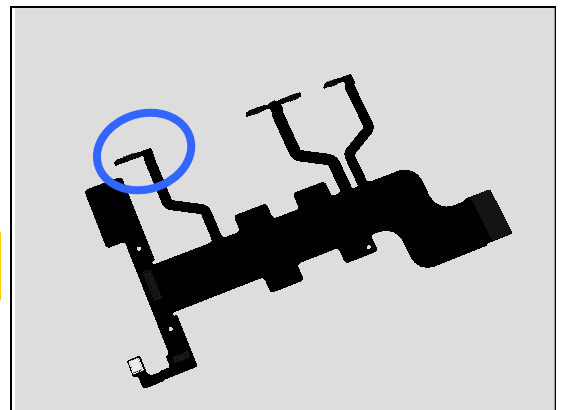
### Action:

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



4. If the camera key switch is damaged – replace the FPC Relay.
5. Replace the Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.3 Touch Screen

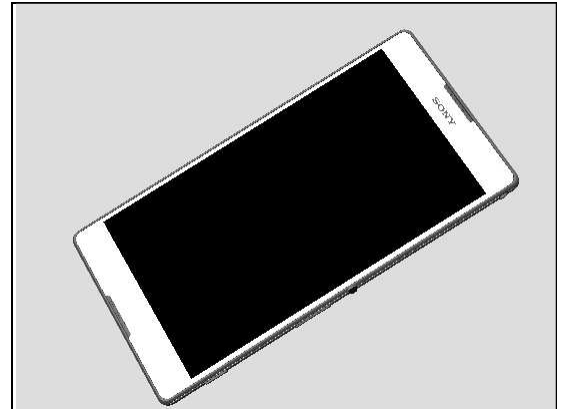
#### 1.3.1 Touch Screen malfunction

**Check:**

Inspect the touch screen of the Display.

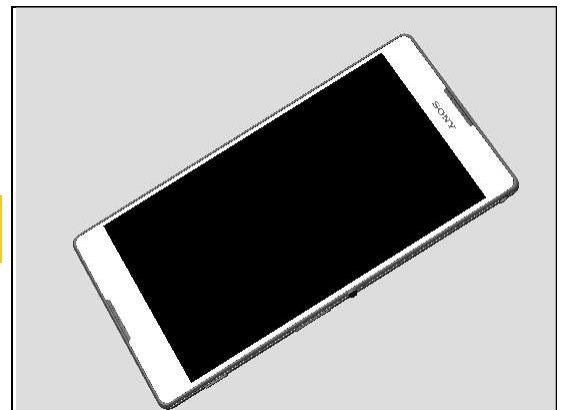
**Action:**

1. If dirty – clean it.



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

**Note: Calibration required after replacing Touch Panel following Trouble Shooting Application 1257-2706!**

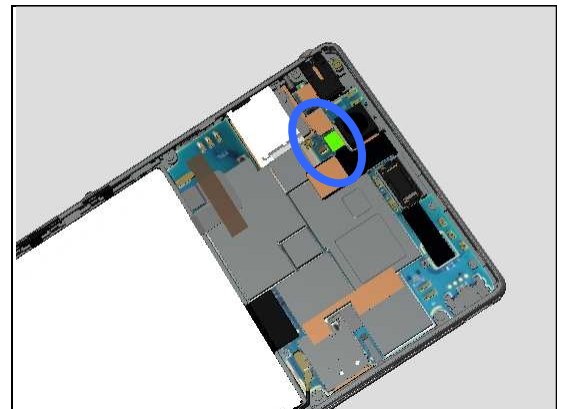


**Check:**

Inspect the BtB connector of Touch Panel to Main PBA.

**Action:**

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

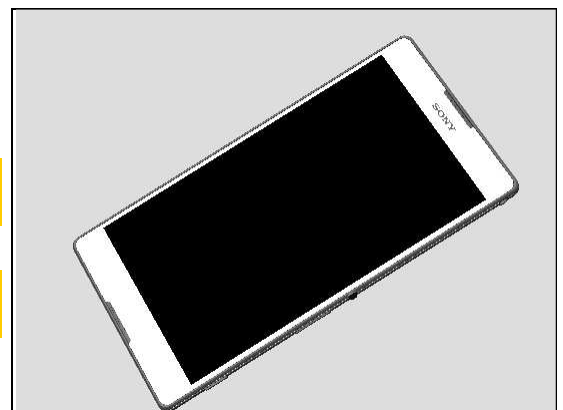


3. If the BtB connector of Touch Panel FPC or FPC is damaged – replace the Display Assy.

**Note: Calibration required after replacing Touch Panel following Trouble Shooting Application 1257-2706!**

4. Replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.4 Display

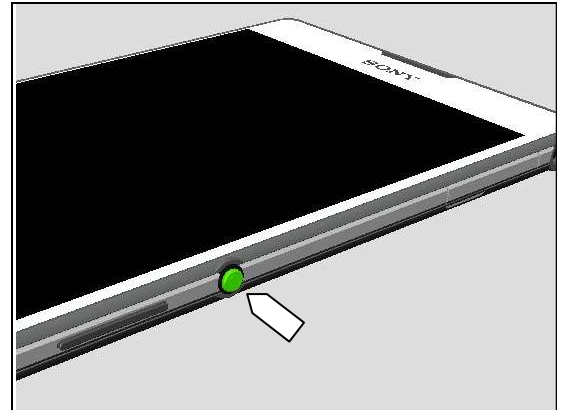
#### 1.4.1 Graphics & Illumination

**Check:**

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

**Action:**

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



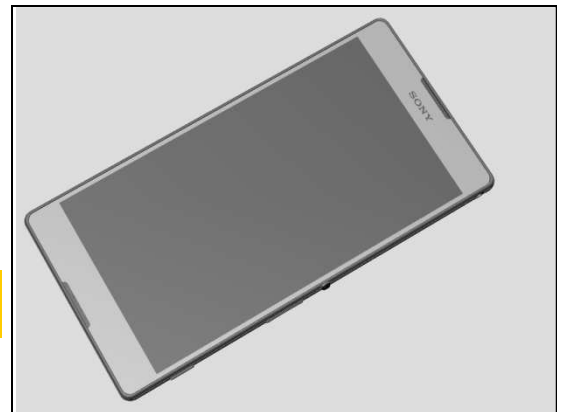
**Check:**

Inspect the Display from outside.

**Action:**

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

**Note: Calibration required after replacing Touch Panel following Trouble Shooting Application 1257-2706!**

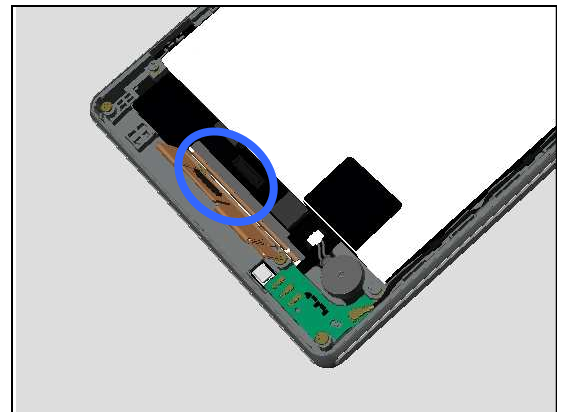


**Check:**

Inspect the both sides of BtB connector from Display FPC Side Key to FPC Relay.

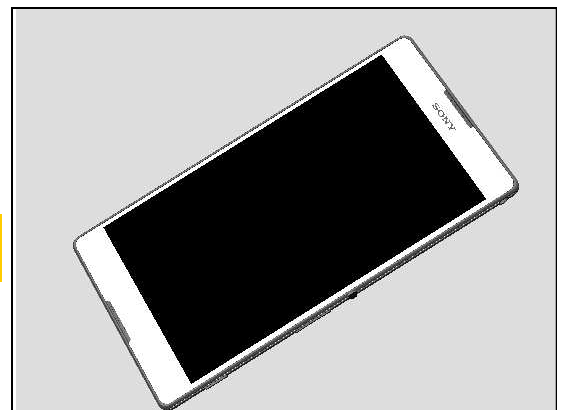
**Action:**

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



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

**Note: Calibration required after replacing Touch Panel following Trouble Shooting Application 1257-2706!**



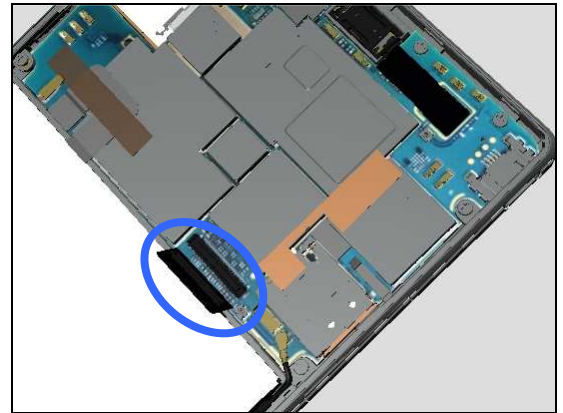
## Problem Areas: Display

### Check:

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

### Action:

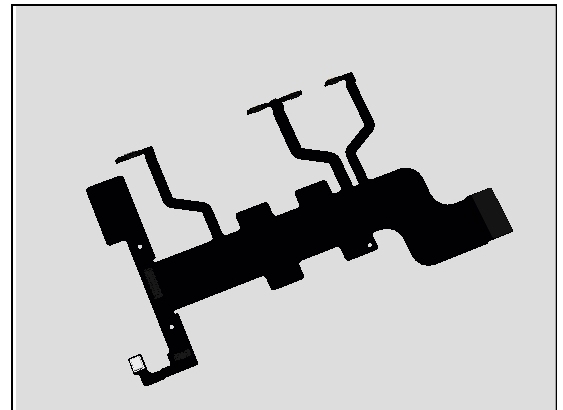
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



### Check:

Inspect the FPC Relay.

1. If FPC Relay is damaged – replace the FPC Relay.

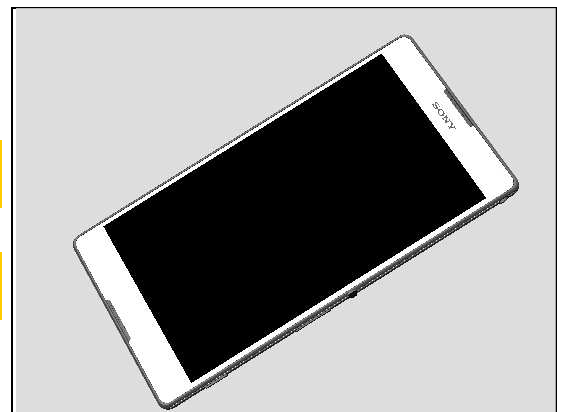


2. Replace the Display Assy.

**Note: Calibration required after replacing Touch Panel following Trouble Shooting Application 1257-2706!**

3. Replace the Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.5 LED/Illumination

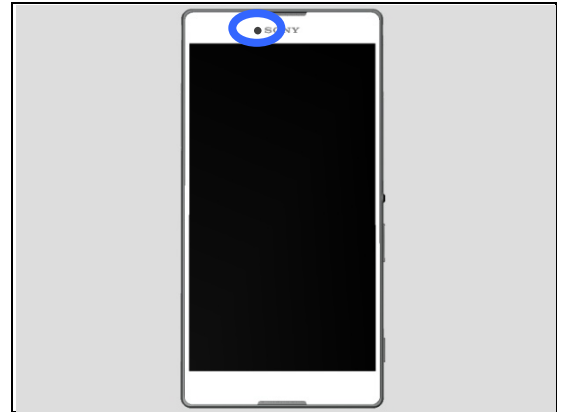
#### 1.5.1 LED/Illumination

**Check:**

Inspect external port of LED on the Front of phone.

**Action:**

1. If dirty – clean it.



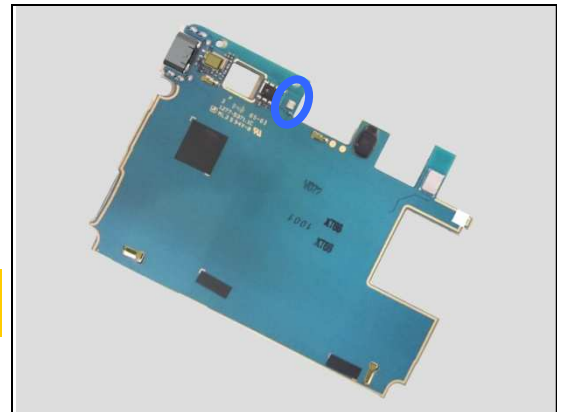
**Check:**

Inspect the LED located on Main PBA.

**Action:**

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

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.6 Speaker

#### 1.6.1 Loudspeaker

**Check:**

Inspect the Loudspeaker port on the Battery Cover Assy.

**Action:**

1. If the port is clogged – clean it.

2. If the port is damaged – replace the Battery Cover Assy.

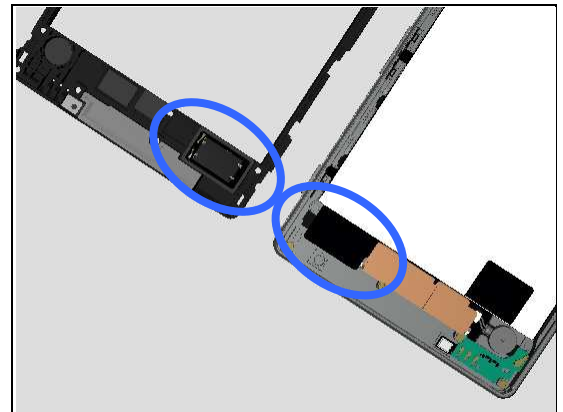


**Check:**

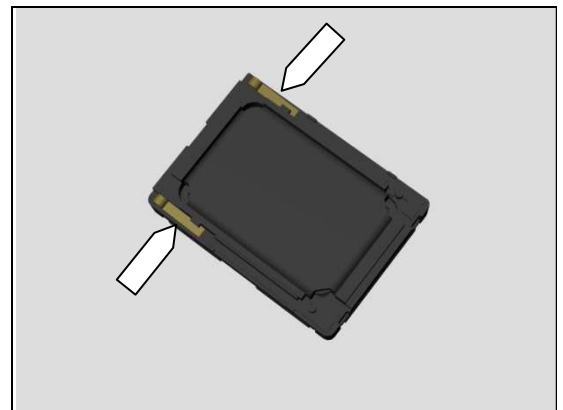
Inspect the contact pins of Loudspeaker and the contact pads on the FPC Relay.

**Action:**

1. If dirty – clean them.



2. If the contact pins of Loudspeaker or the Loudspeaker is damaged – replace the Loudspeaker.



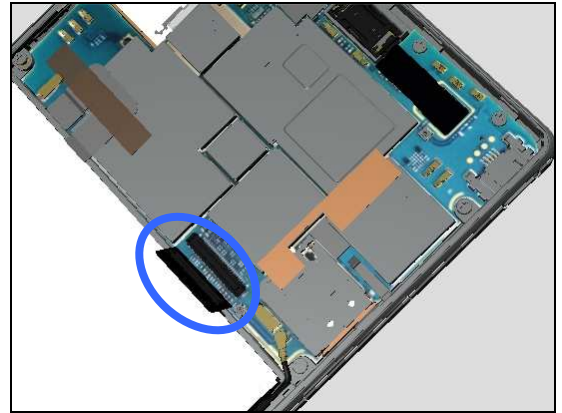
## Problem Areas: Speaker

### Check:

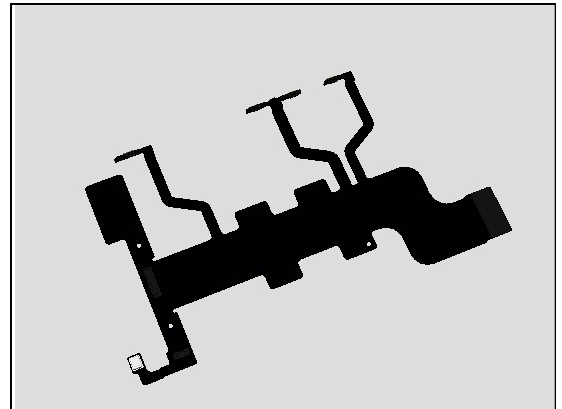
Inspect the BtB connector of FPC Relay Side Key to Main PBA.

### Action:

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

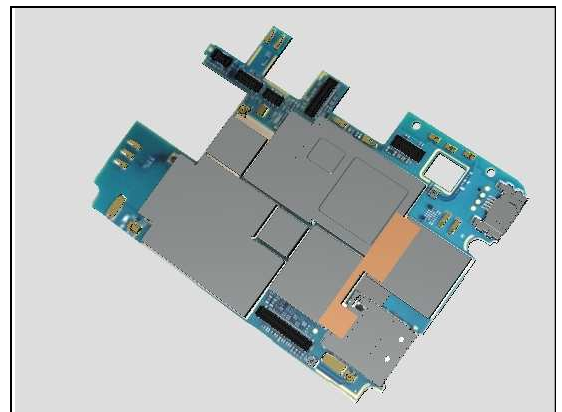


3. If contact pads of FPC Relay or the FPC Relay are damaged – replace the FPC Relay.



4. Replace the Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**





## Problem Areas

### 1.7 Earphone

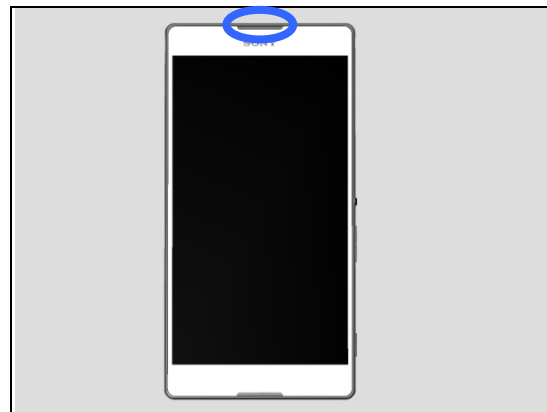
#### 1.7.1 Ear Speaker

**Check:**

Inspect the external port of Ear speaker located on the front of phone.

**Action:**

1. If clogged – clean it.

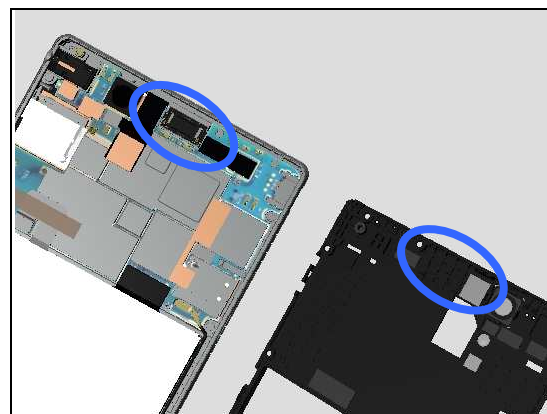


**Check:**

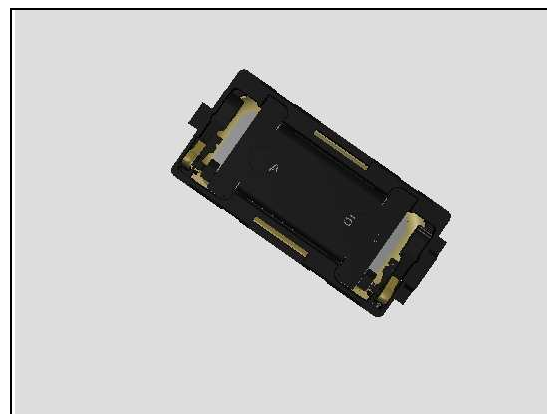
Inspect the contact pins of Earspeaker and the contact pads on the Rear Cover Assy.

**Action:**

1. If dirty – clean them.

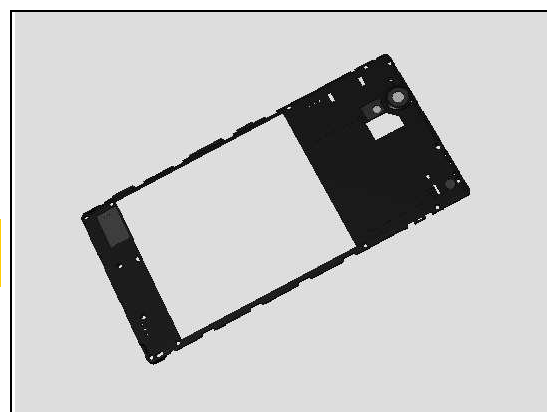


2. If the contact pins of the Ear Speaker or Earspeaker is damaged – replace the Earspeaker.



3. Replace Rear Cover Assy.
4. Replace the Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**





## Problem Areas

### 1.8 Microphone

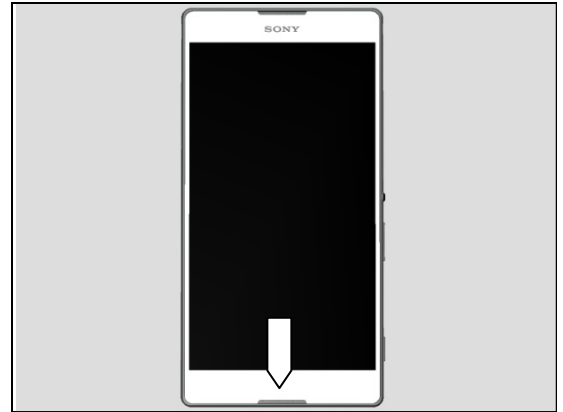
#### 1.8.1 Primary Microphone

**Check:**

Inspect the Microphone port on the Display Assy.

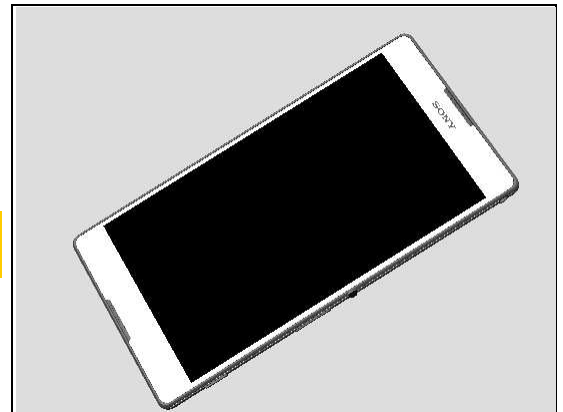
**Action:**

1. If clogged – clean it.



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

**Note:** Calibration required after replacing Touch Panel following Trouble Shooting Application 1257-2706!

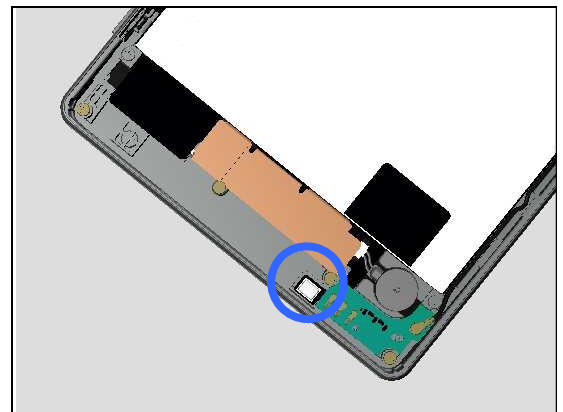


**Check:**

Inspect the Primary Microphone on FPC Relay.

**Action:**

1. If dirty or clogged – clean it.

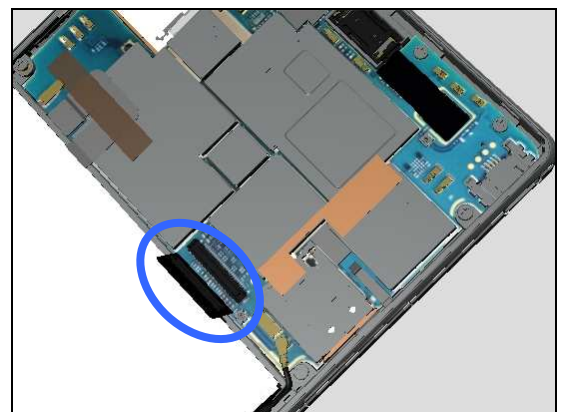


**Check:**

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

**Action:**

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



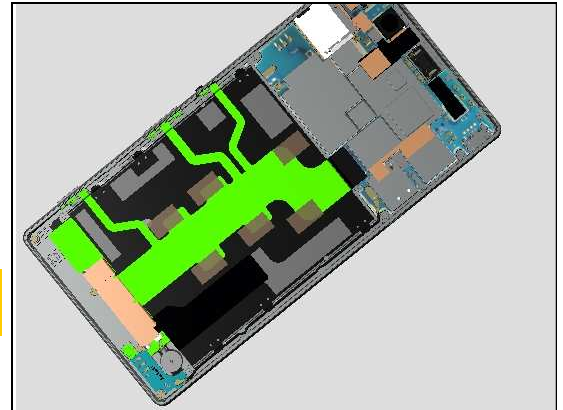
## Problem Areas: Microphone

### Check:

Inspect the FPC Relay.

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

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



### 1.8.2 Secondary Microphone

#### Check:

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

#### Action:

1. If clogged – clean it.



#### Check:

Inspect the Rear Cover Assy area as shown in picture.

#### Action:

1. If dirty – clean it.



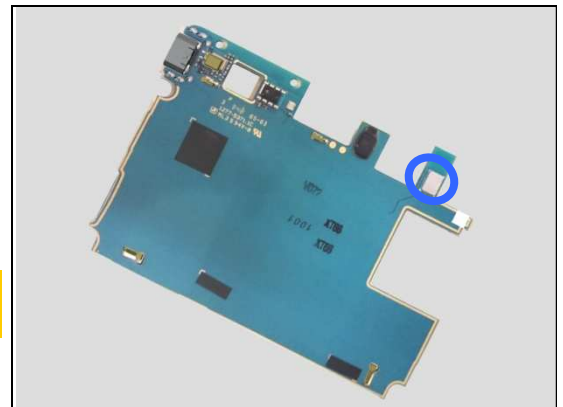
#### Check:

Inspect the Microphone on Main PBA.

#### Action:

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

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.9 Vibrator

#### 1.9.1 Vibrator not generating alerts

**Check:**

Inspect the Vibrator.

**Action:**

1. If not properly assembled – reassemble it.
2. If dirty or oxidized – clean it.

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

**Check:**

Inspect the BtB connector of Vibrator to FPC Relay.

**Action:**

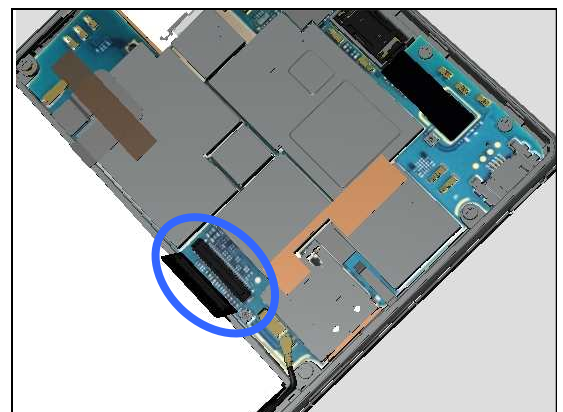
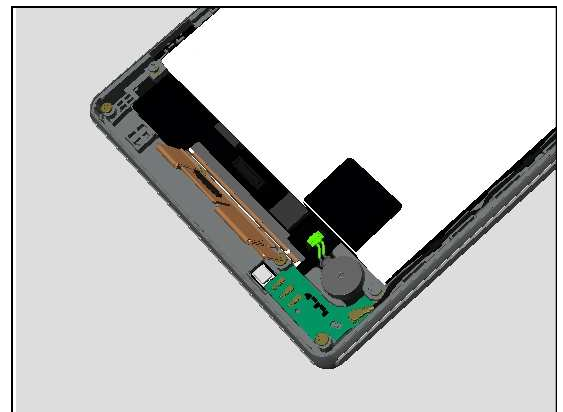
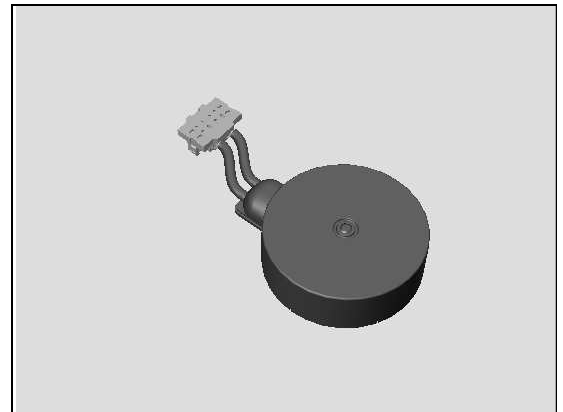
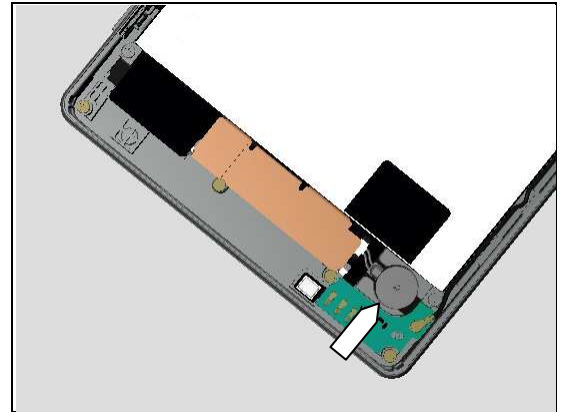
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.

**Check:**

Inspect the both sides of BtB connectors from FPC Relay to Main PBA.

**Action:**

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



## Problem Areas: Vibrator

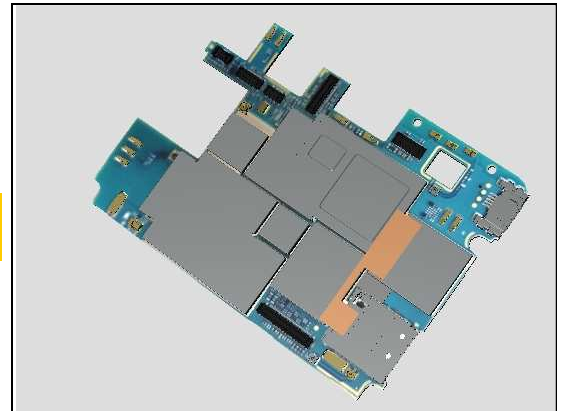
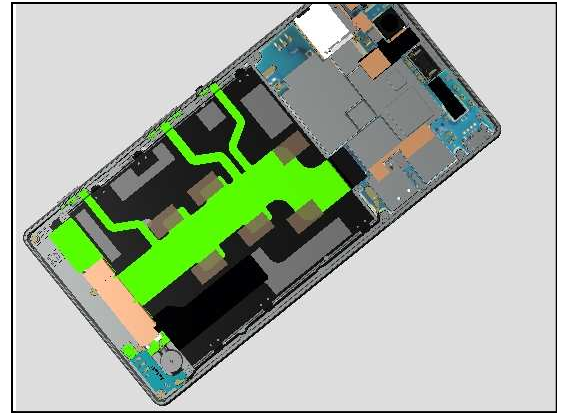
### Check:

Inspect the FPC Relay.

1. If FPC Relay is damaged – replace the FPC Relay.

2. Replace the Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.10 Camera

#### 1.10.1 Main Camera

**Check:**

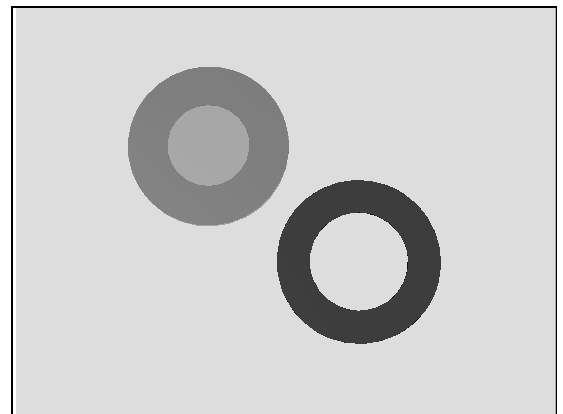
Inspect the external area of camera window.

**Action:**

1. If dirty – clean it.



2. If scratched or damaged – replace the Window Camera and Camera Lens Adhesive.

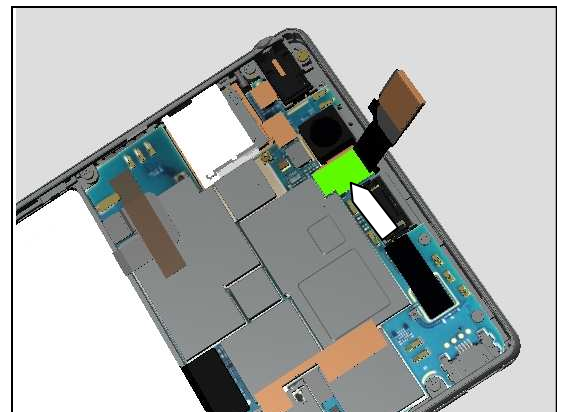


**Check:**

Inspect the BtB connector of Camera 13 MPixel CMOS to Main PBA.

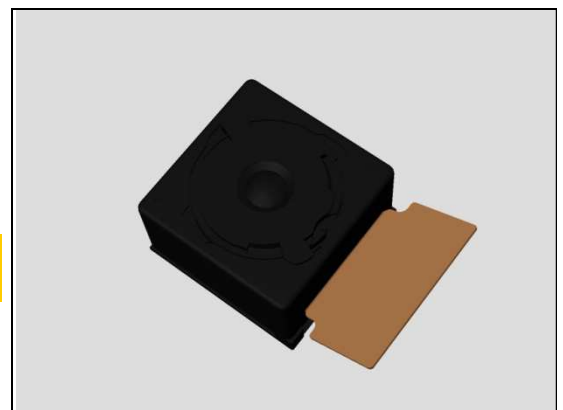
**Action:**

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



3. If the BtB connector or the Camera 13 MPixel CMOS is damaged – replace the Camera 13 MPixel CMOS.
4. Replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas: Camera

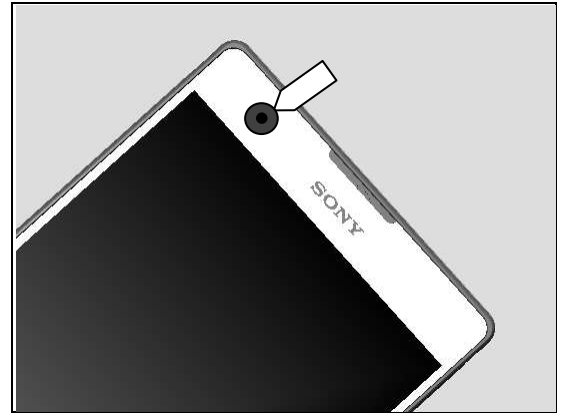
### 1.10.2 Video Call Camera defects

**Check:**

Inspect the external area of the Camera Chat.

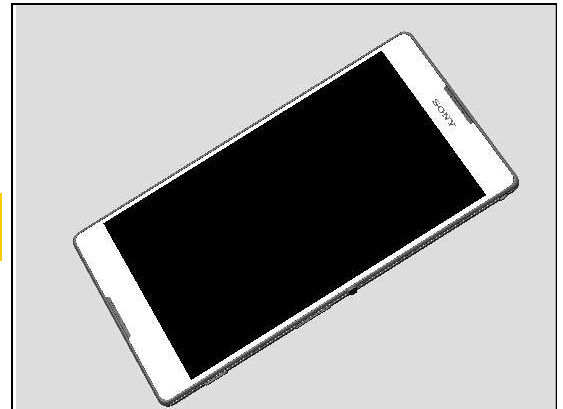
**Action:**

1. If dirty – clean it.



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

**Note: Calibration required after replacing Touch Panel following Trouble Shooting Application 1257-2706!**

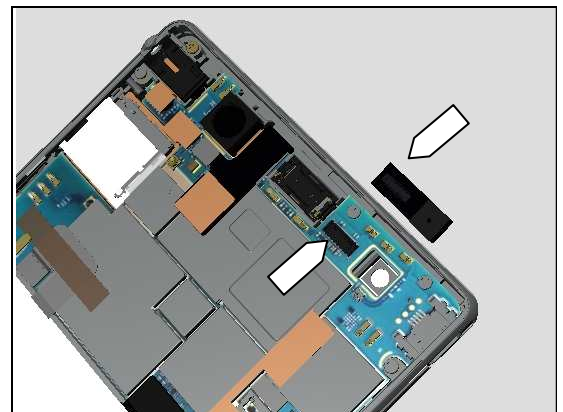


**Check:**

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

**Action:**

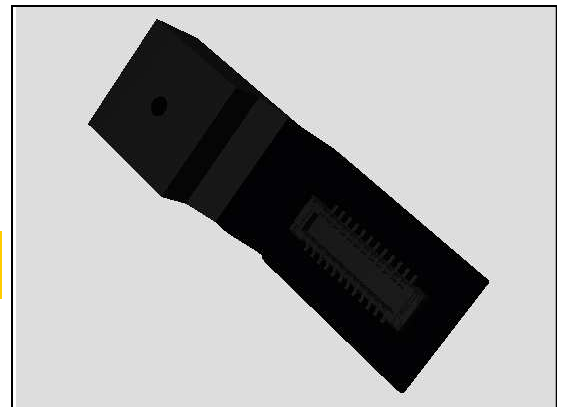
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



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

4. Replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**





## Problem Areas

### 1.11 Flash LED

#### 1.11.1 Flash LED not flashing

**Check:**

Inspect the external area of the Flash Lens

**Action:**

1. If dirty – clean it.

2. If scratched or damaged – replace the Flash Lens and Flash Lens Adhesive.

**Check:**

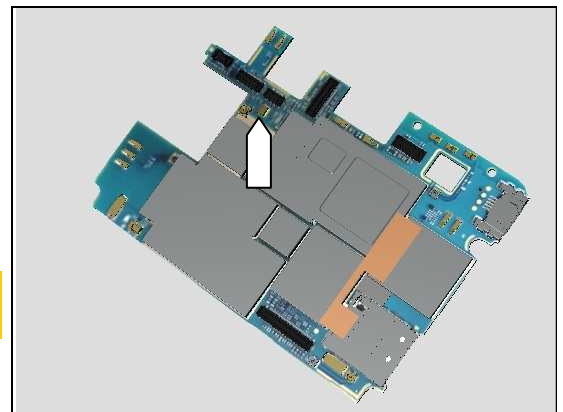
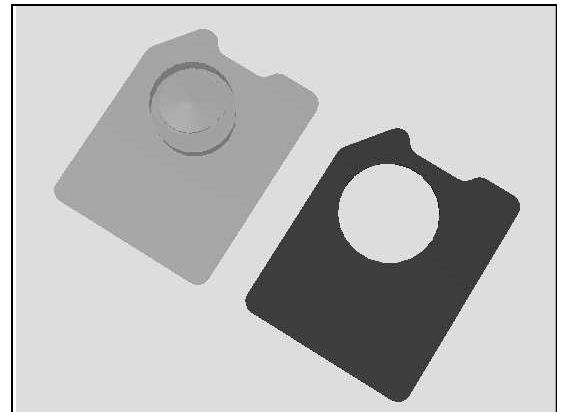
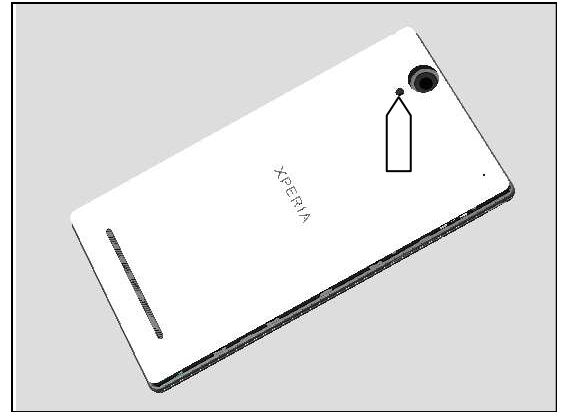
Inspect the flash LED on the Main PBA.

**Action:**

1. If dirty – clean it.

2. Replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.12 Bluetooth and WLAN

#### 1.12.1 Bluetooth or WLAN connection failure

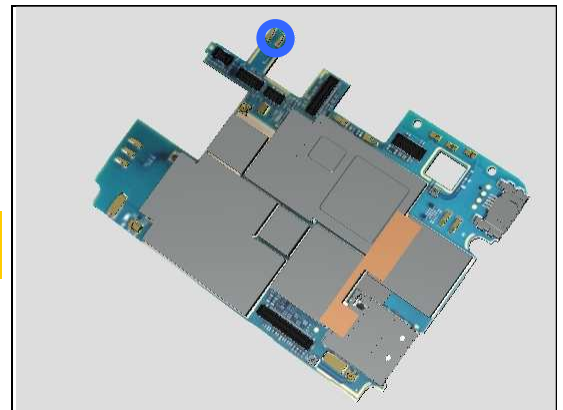
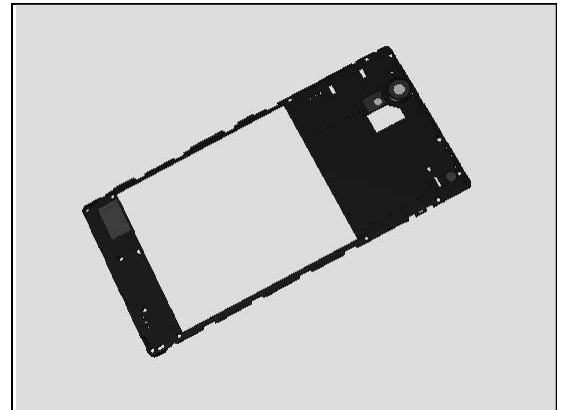
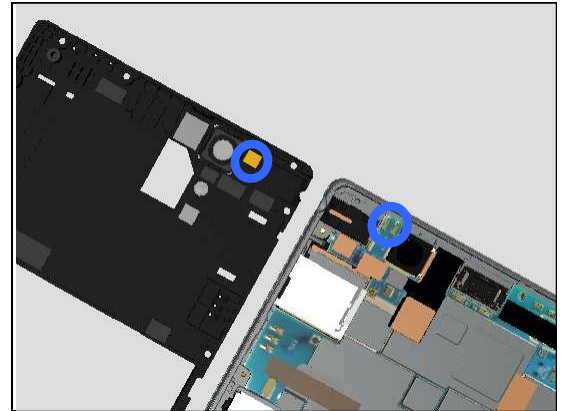
**Check:**

Inspect the Rear Cover Assy contact pads and the contact pins on Main PBA.

**Action:**

1. If dirty or oxidized – clean the pads and pins.
2. If the antenna is damaged – replace the Rear Cover Assy.
3. If the contact pin on Main PBA is damaged – replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**





## Problem Areas

### 1.13 NFC

#### 1.13.1 NFC malfunctions

**Check:**

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

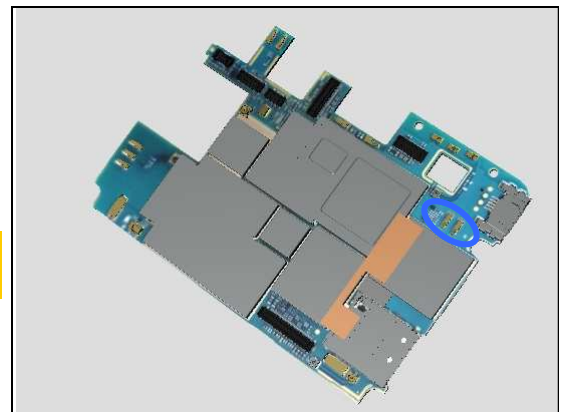
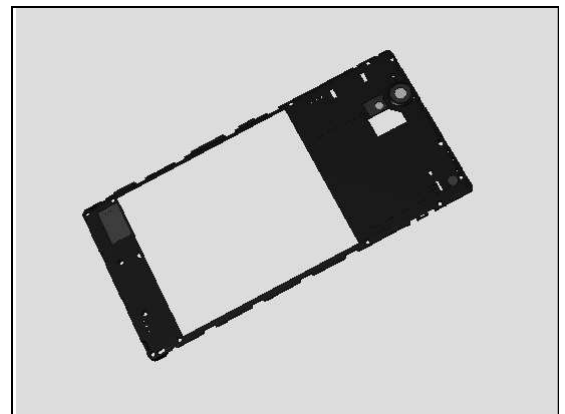
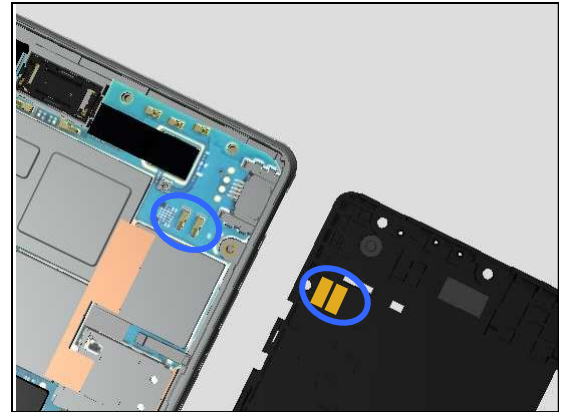
**Action:**

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

2. If the Antenna NFC contact pads are damaged – replace the Rear Cover Assy.

3. If the Main PBA contact pins are damaged - Replace the Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.14 GPS

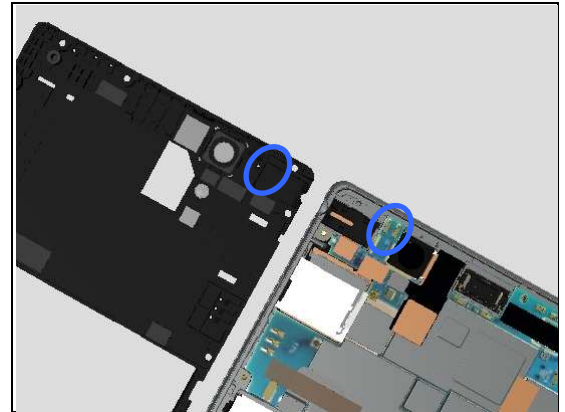
#### 1.14.1 GPS malfunctions

**Check:**

Inspect the antenna on Rear Cover Assy and the contact pins on Main PBA.

**Action:**

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

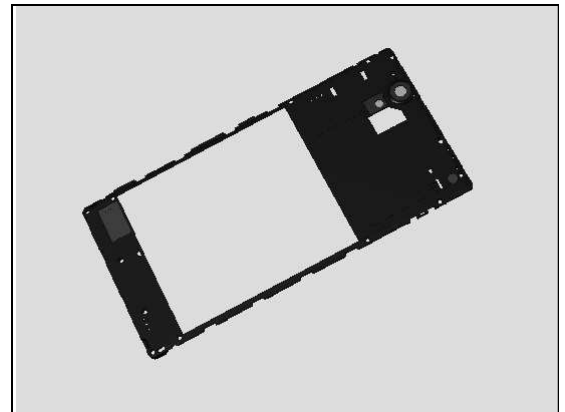


**Check:**

Replace the Main PBA with a known working one and test the GPS.

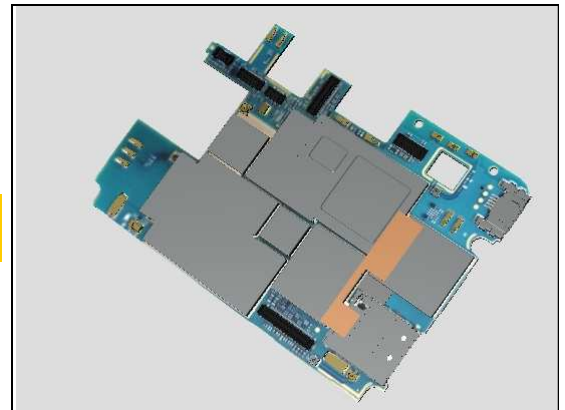
**Action:**

1. If the GPS is still not working – Replace the Rear Cover Assy.



2. Replace the Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

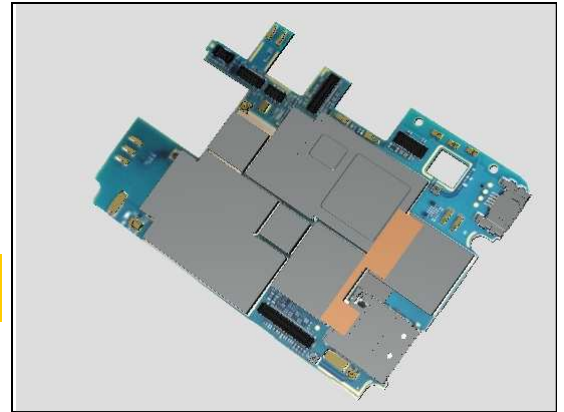
### 1.15 Compass

#### 1.15.1 Compass fails

**Action:**

Replace Main PBA.

**Please refer to Test and Calibration Application 1257-2706, for calibrations!**



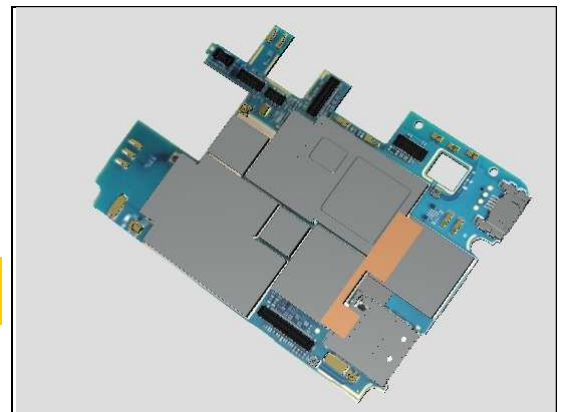
### 1.16 Accelerometer

#### 1.16.1 Accelerometer test fails

**Action:**

Replace Main PBA.

**Please refer to Test and Calibration Application 1257-2706, for calibrations!**



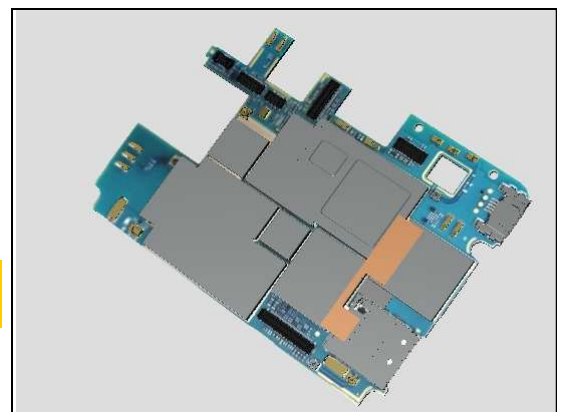
### 1.17 Gyroscope

#### 1.17.1 Gyroscope test fails

**Action:**

Replace Main PBA.

**Please refer to Test and Calibration Application 1257-2706, for calibrations!**



## Problem Areas

### 1.18 Ambient Light Sensor

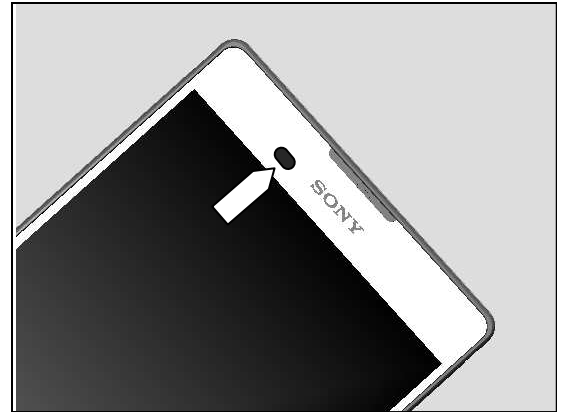
#### 1.18.1 Ambient Light Sensor malfunctions

**Check:**

Inspect the external window area of light sensor located on the front of phone.

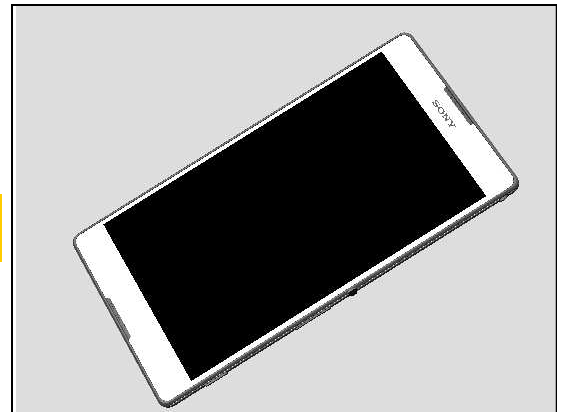
**Action:**

1. If dirty – clean it.



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

**Note: Calibration required after replacing Touch Panel following Trouble Shooting Application 1257-2706!**



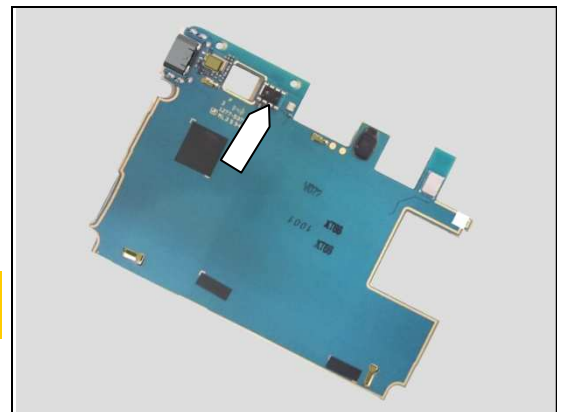
**Check:**

Inspect the Ambient Light Sensor on Main PBA.

**Action:**

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

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.19 Proximity Switch

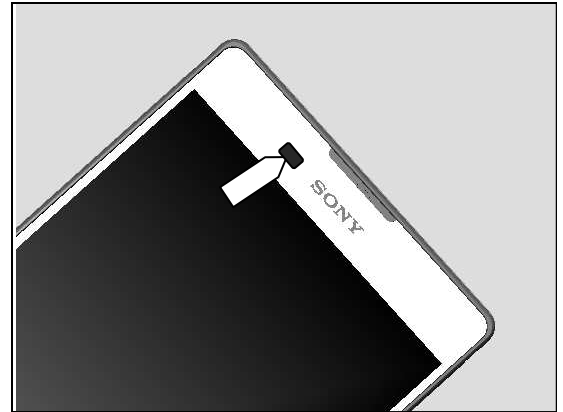
#### 1.19.1 Proximity switch malfunctions

**Check:**

Inspect the external window area of Proximity sensor located on the front of the phone.

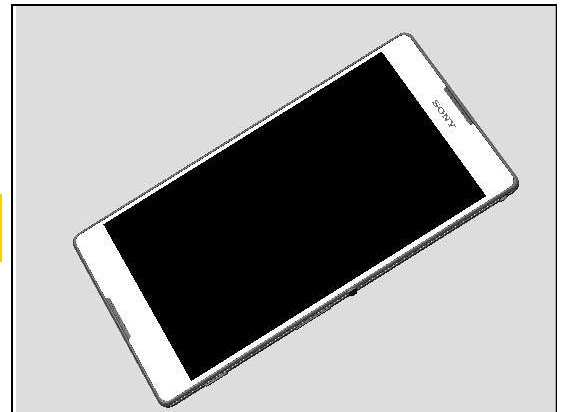
**Action:**

1. If dirty – clean it.



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

**Note: Calibration required after replacing Touch Panel following Trouble Shooting Application 1257-2706!**



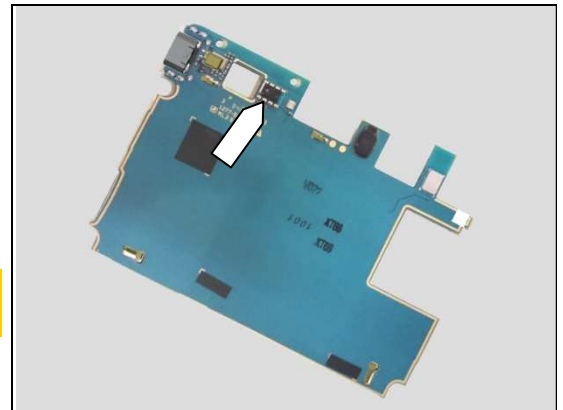
**Check:**

Inspect the Proximity sensor on Main PBA.

**Action:**

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

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

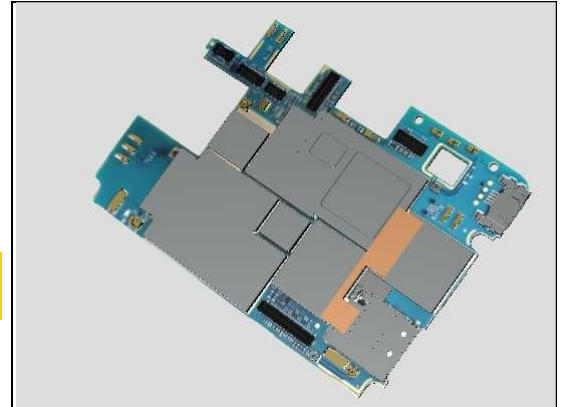
### 1.20 Real Time Clock

#### 1.20.1 Real time clock test fails

**Action:**

Replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



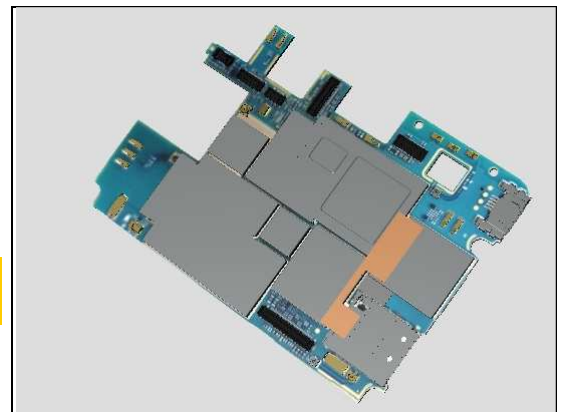
### 1.21 Total call time

#### 1.21.1 Total call time fails

**Action:**

Replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.22 External

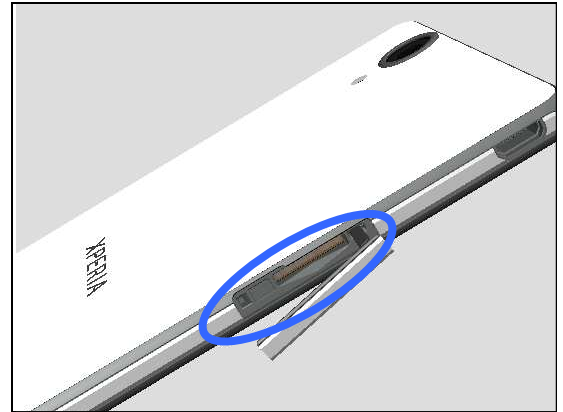
#### 1.22.1 Memory Card not detected

**Check:**

Inspect that if a memory card is properly inserted.

**Action:**

If not properly inserted – insert the memory card correctly.



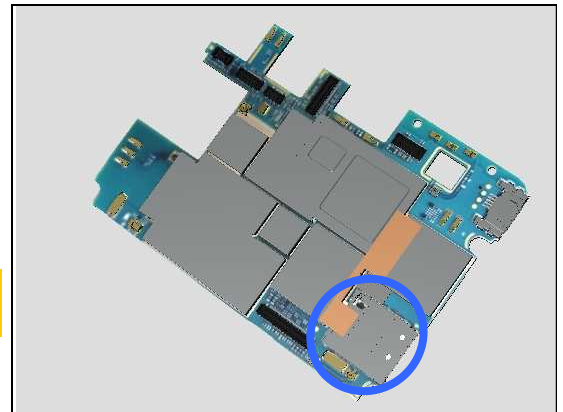
**Check:**

Inspect the memory card holder on Main PBA.

**Action:**

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

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

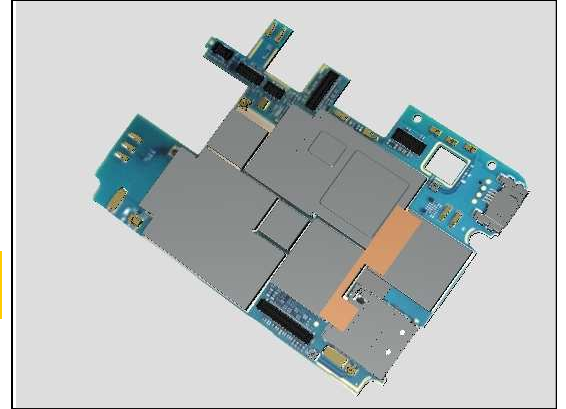
### 1.23 Security

#### 1.23.1 Security fails

**Action:**

Replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**





## Problem Areas

### 1.24 FM Radio

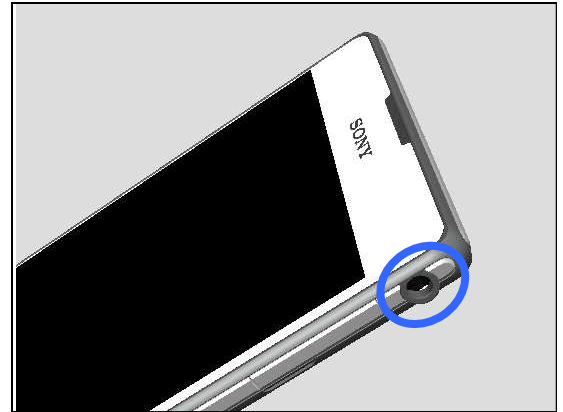
#### 1.24.1 No/Poor FM Radio reception

**Check:**

Inspect the external port of the Audio Jack.

**Action:**

1. If dirty or oxidized – clean it.

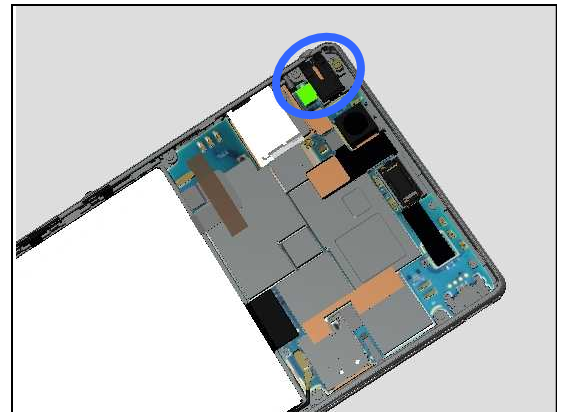


**Check:**

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

**Action:**

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



3. If the BtB connector or FPC of FPC Audio Jack is damaged – replace the FPC Audio Jack.
4. Replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## **Problem Areas**

### **1.25 Battery Health test**

#### **1.25.1 Battery Health test fails**

N/A.

## Problem Areas

### 1.26 TV-Out Test

#### 1.26.1 TV-Out test fails

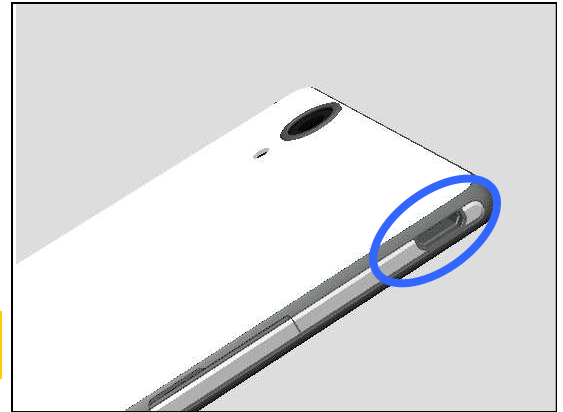
**Check:**

Inspect the USB connector.

**Action:**

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

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.27 Network & Signal

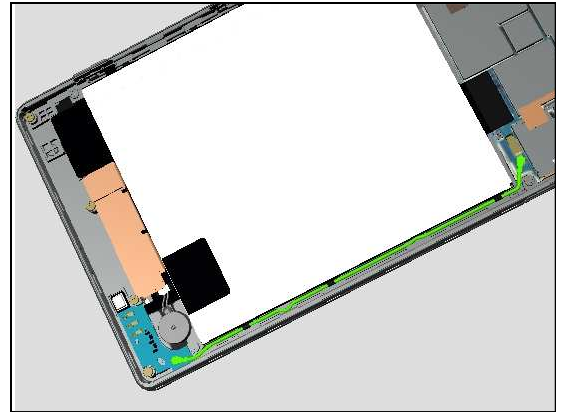
#### 1.27.1 No/Poor signal (Except XM50t)

**Check:**

Inspect the connector from Cable antenna\_cable to PBA Main Antenna and Main PBA are connected correctly.

**Action:**

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

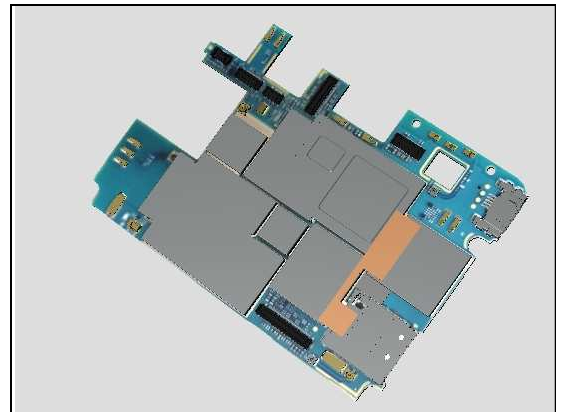


**Check:**

Replace the Main PBA with a known working one and test the network.

**Action:**

1. If the network is still not working – replace the Cable antenna\_cable.



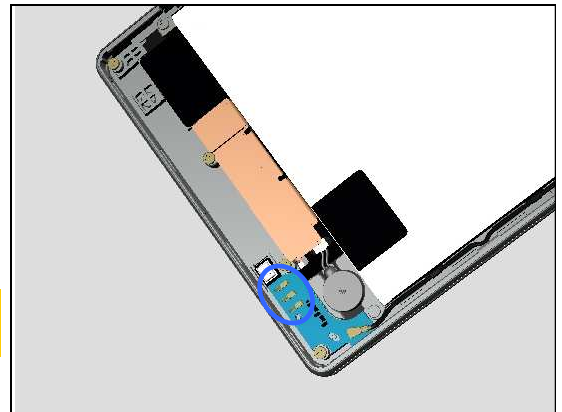
**Check:**

Inspect the antenna contacts on PBA Main Antenna.

**Action:**

1. If dirty or oxidized – clean the pads and pins.
2. Replace PBA Main Antenna.
3. Replace the Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## **Problem Areas: Signal & Network**

### **1.27.2 No/Poor signal (XM50t- To be update on W1413)**

## Problem Areas

### 1.28 SIM

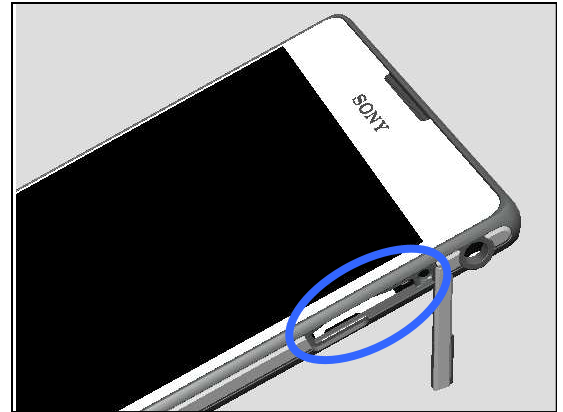
#### 1.28.1 SIM not detected (D5322, XM50h)

**Check:**

Inspect the external port of the SIM card holder and check if each SIM card can be properly inserted.

**Action:**

If dirty or clogged – clean the external port.

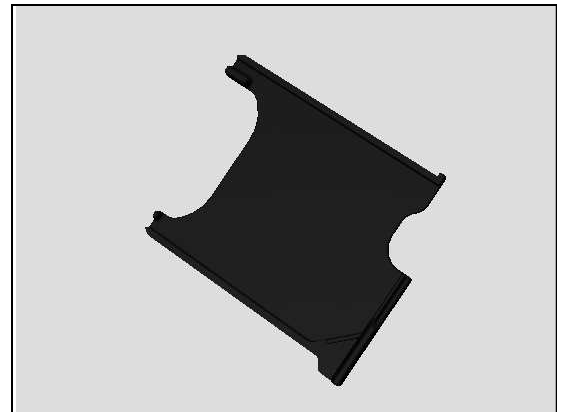


**Check:**

Inspect the SIM Trays.

**Action:**

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

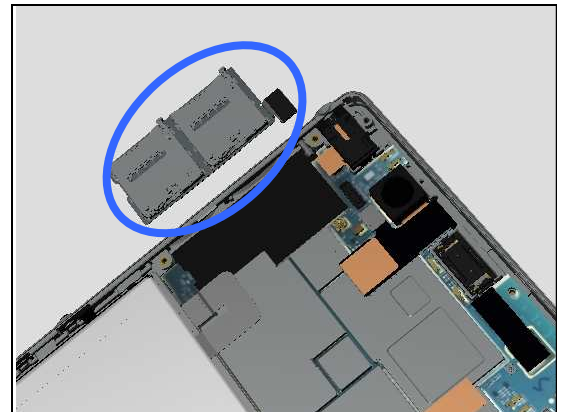


**Check:**

Check the BtB connector of FPC SIM.

**Action:**

1. If dirty or clogged – clean the holder.
2. Disconnect and reconnect the BtB connector.



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

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas: SIM

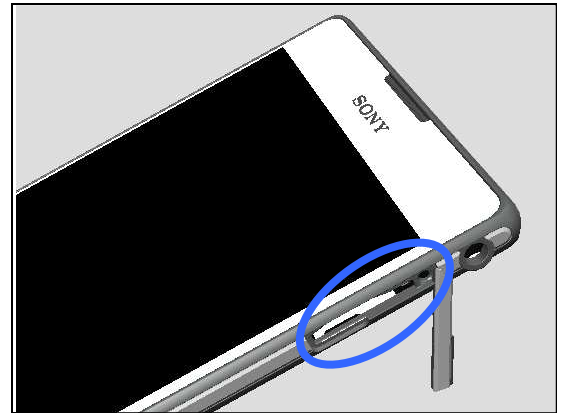
### 1.28.2 SIM not detected (D5303, D5306, XM50t)

**Check:**

Inspect the external port of the SIM card holder and check if a SIM card can be properly inserted.

**Action:**

If dirty or clogged – clean the external port.

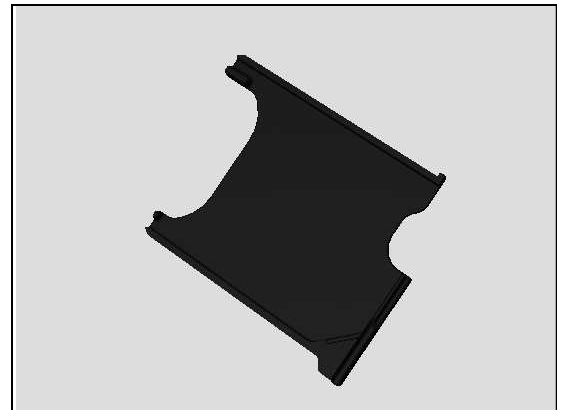


**Check:**

Inspect the SIM Tray.

**Action:**

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

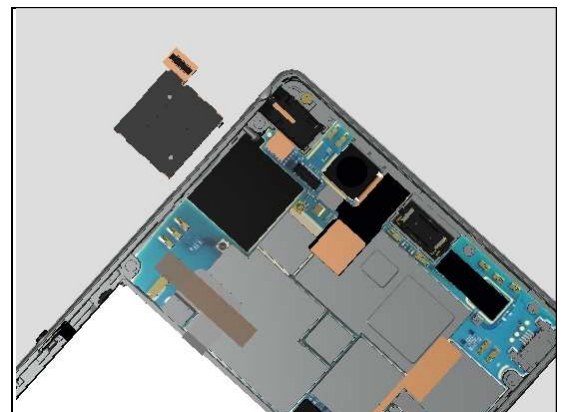


**Check:**

Check the BtB connector of FPC SIM.

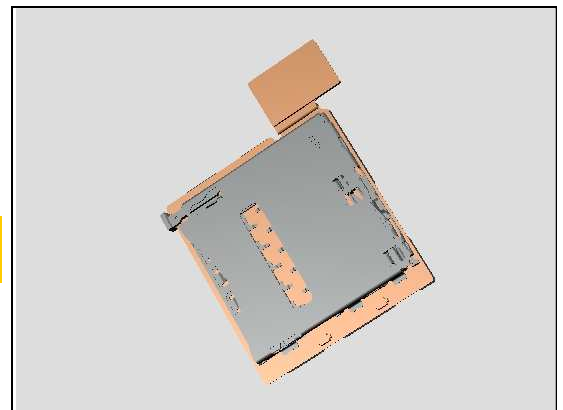
**Action:**

1. If dirty or clogged – clean the holder.
2. Disconnect and reconnect the BtB connector.



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

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas SIM

### 1.28.3 Incorrect UIM or SIM indicated

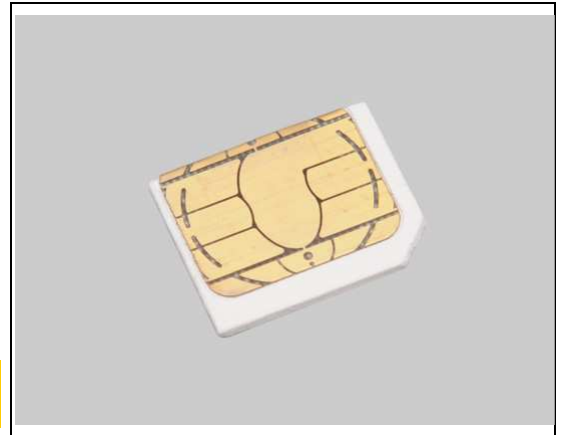
**Check:**

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

**Action:**

1. Use a proper operator UIM/SIM or test UIM/SIM.
2. Customize in Emma to the correct SI according label.
3. Replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**





## Problem Areas

### 1.29 Charging

#### 1.29.1 Battery will not charge by USB connector

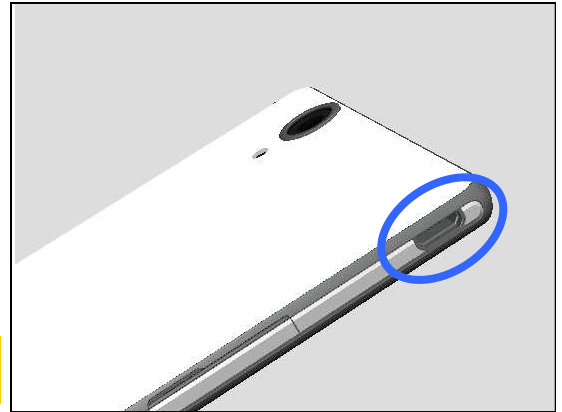
**Check:**

Inspect the USB connector.

**Action:**

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

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**

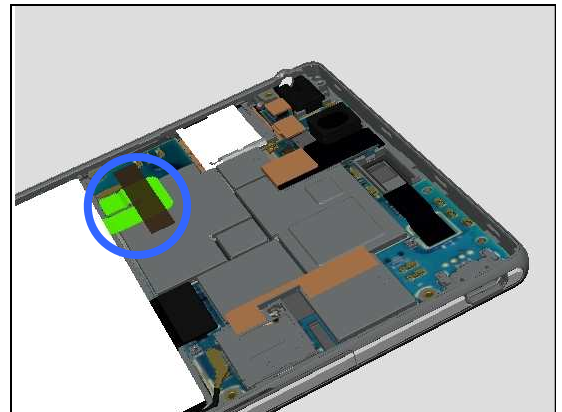


**Check:**

Inspect the BtB Connector of the Battery to Main PBA.

**Action:**

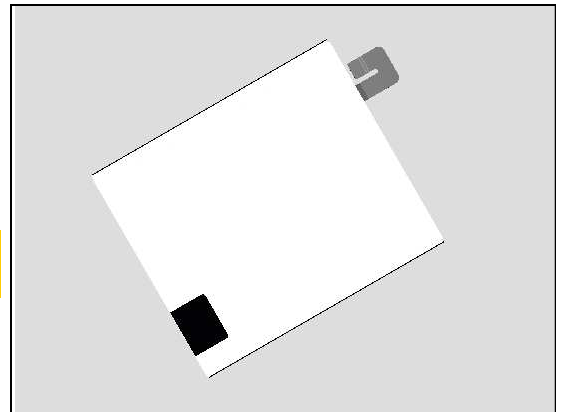
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the both sides of the BtB connector.



3. If the BtB connector on Battery is damaged – replace the Battery.

4. Replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.30 HandsFree by Wire

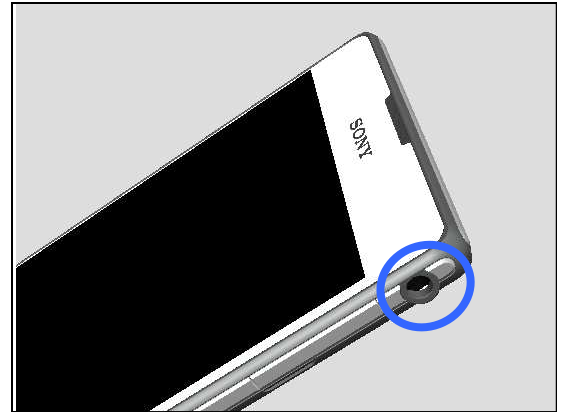
#### 1.30.1 Connection to portable Handsfree fails

**Check:**

Inspect the external port of the Audio Jack.

**Action:**

1. If dirty or oxidized – clean it.

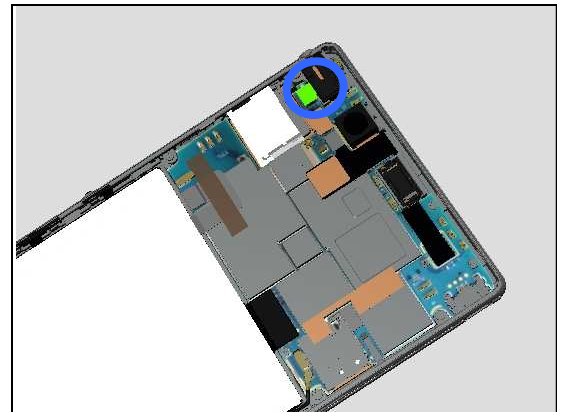


**Check:**

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

**Action:**

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

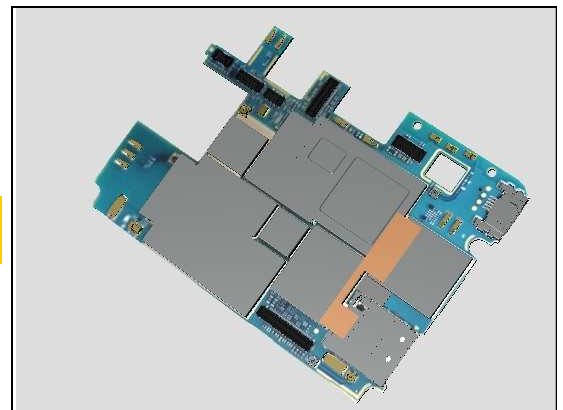


3. If the BtB connector of FPC Audio Jack or FPC is damaged – replace the FPC Audio Jack.



4. Replace Main PBA.

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## Problem Areas

### 1.31 Data Communication

#### 1.31.1 Data transfer via System Connector fails

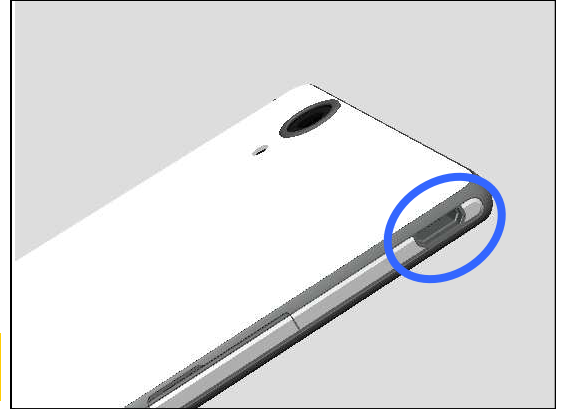
**Check:**

Inspect the USB connector.

**Action:**

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

**Note: Calibration required after replacing Main PBA following Trouble Shooting Application 1257-2706!**



## 2 Revision History

Rev.	Date	Changes / Comments
1	2014-Mar-07	Initial released