

# SONY

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## Troubleshooting Guide

- mechanical -



**Xperia™ Z2a**  
**D6563**

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***Always firstly disconnect the Battery Embedded BtB connector to cut off power supply when the Back Panel is disassembled.***

***Always finally connect the Battery Embedded BtB connector before the Back Panel is reassembled.***

## 1 Problem Areas

### 1.1 Power

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

**Check:**

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

**Action:**

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

2. If NO activation of the Vibrator is detected, check that the battery is charging when connected to a charger.

**Follow Test Instruction - mechanical chapter 2.3.4 (Charging via USB and Easy Charger), Diagnostic Battery / Charging status.**

**Check:**

Inspect the on/off key.

**Action:**

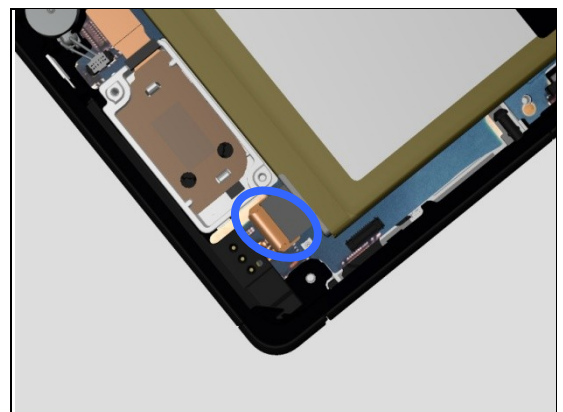
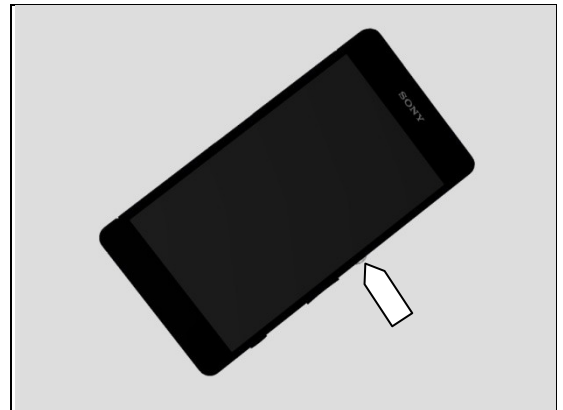
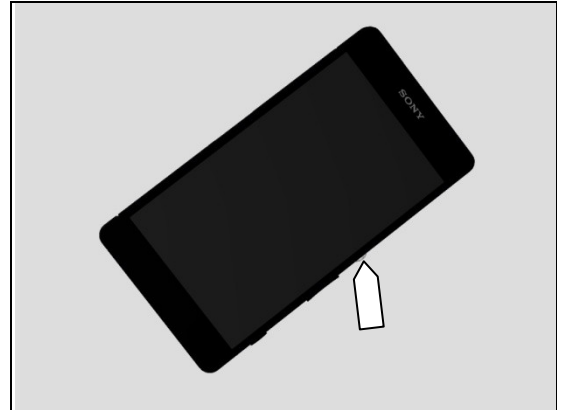
Refer to section 1.2.3 'On/Off Key'.

**Check:**

Inspect the BtB connector of the Battery Embedded to Main PBA.

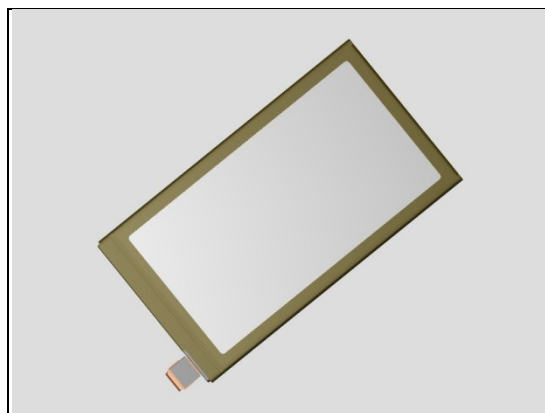
**Action:**

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



## Problem Areas: Power

3. If the BtB connector, the FPC or the Battery is damaged – replace the Battery Embedded.
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.



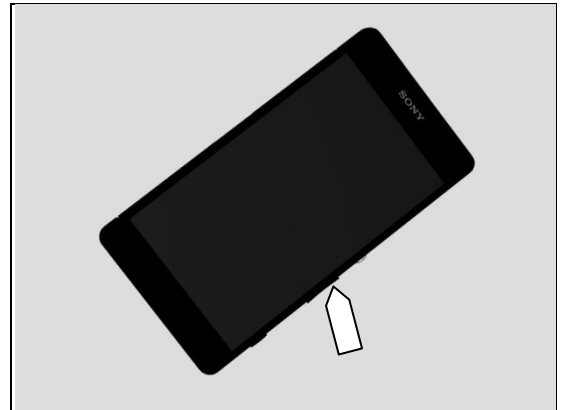
#### 1.2.2 Volume Key

**Check:**

Inspect the external area of the Key Volume.

**Action:**

If dirty – clean it.

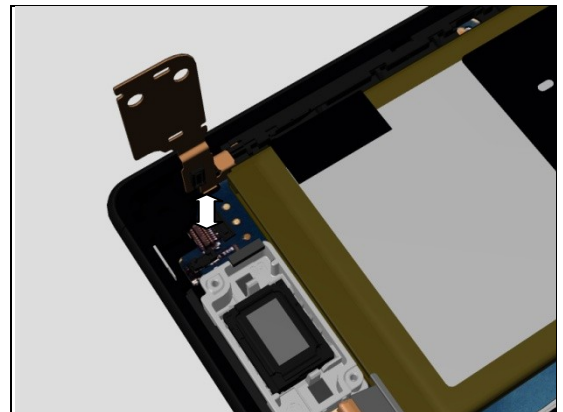


**Check:**

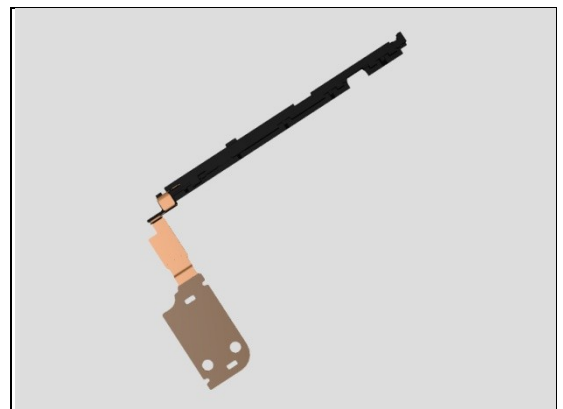
Inspect the BtB connector of FPC Key to Main PBA.

**Action:**

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



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



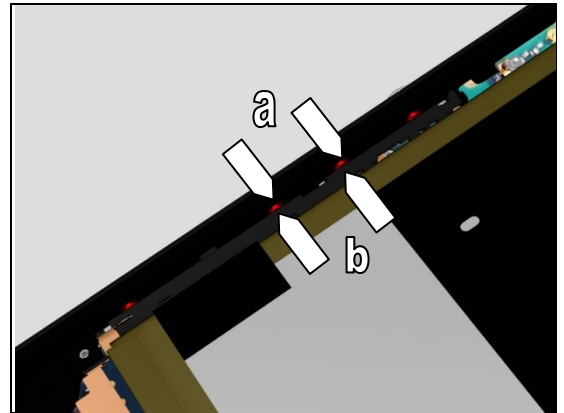
## Problem Areas: Keys

### Check:

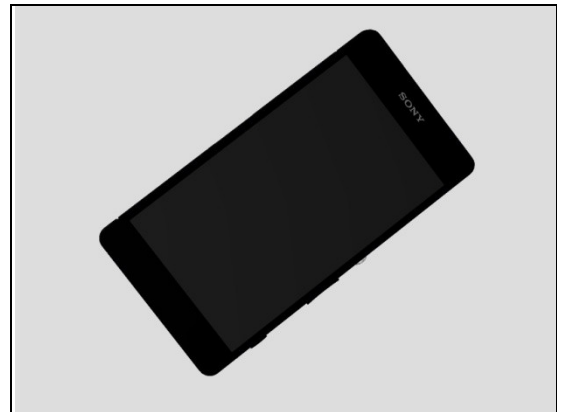
Inspect the rubber of the Volume Key (a) and Volume Key switch (b).

### Action:

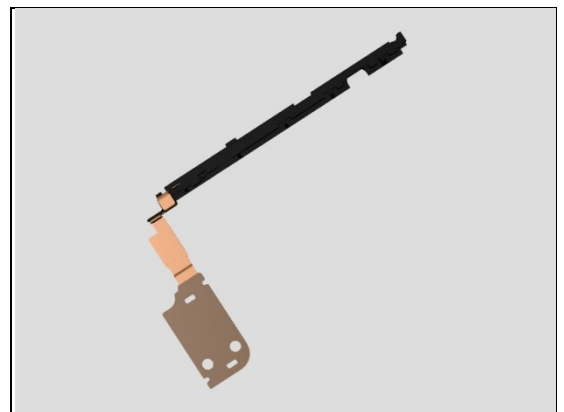
1. If dirty – clean them.



2. If the rubber of the Volume Key is damaged – replace the Cover Front.



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



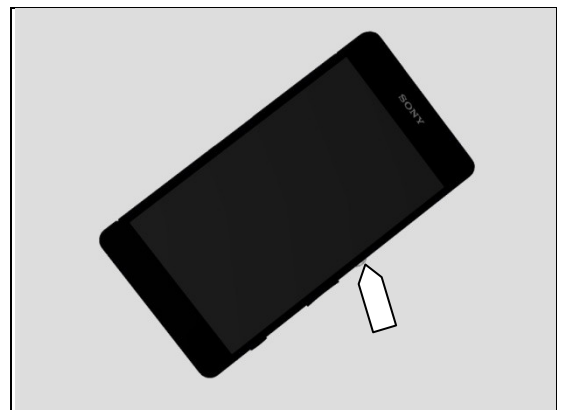
### 1.2.3 On/Off Key

### Check:

Inspect the external area of the On/Off Key.

### Action:

If dirty – clean it.





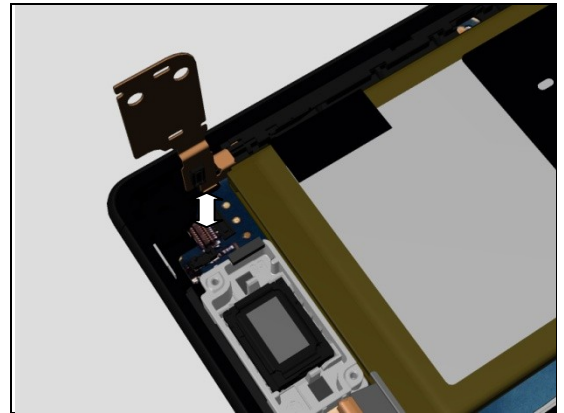
## Problem Areas: Keys

### Check:

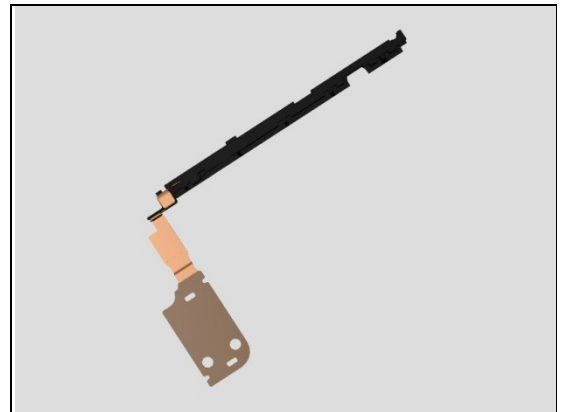
Inspect the BtB connector of FPC Key to Main PBA.

### Action:

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



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

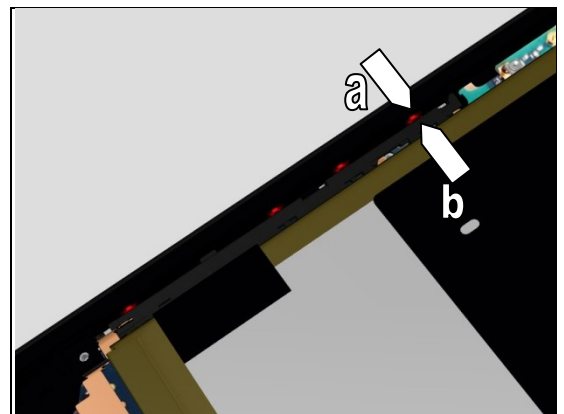


### Check:

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

### Action:

1. If dirty – clean them.



2. If the rubber of the On/Off Key is damaged – replace the Cover Front.



## Problem Areas: Keys

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

### 1.2.4 Camera Key

**Check:**

Inspect the external area of the Camera Key.

**Action:**

If dirty – clean it.

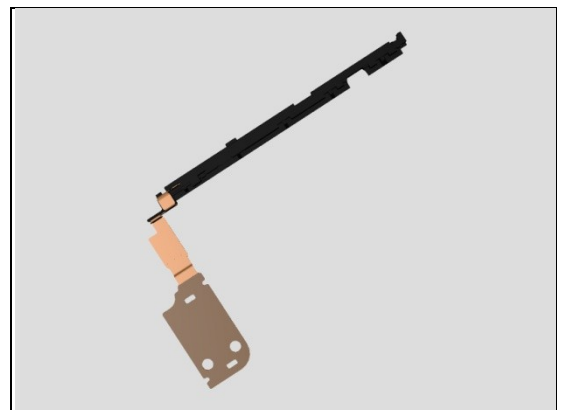
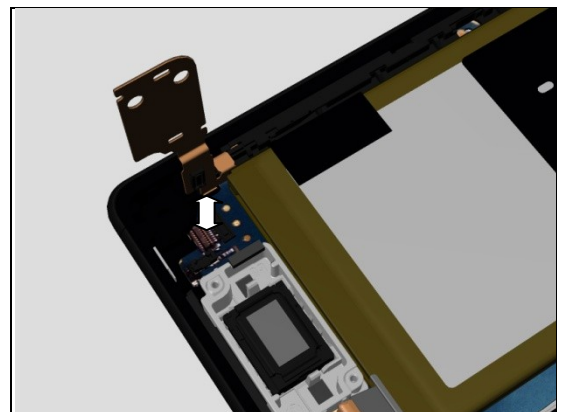
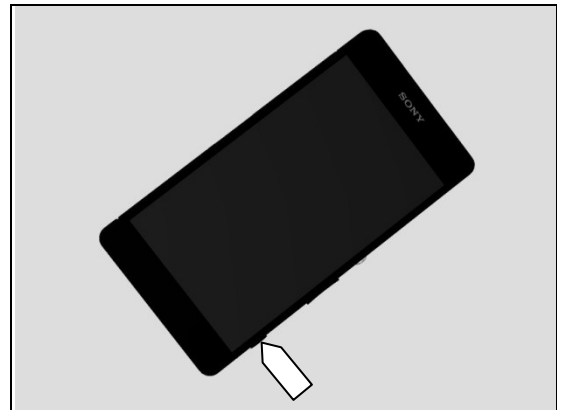
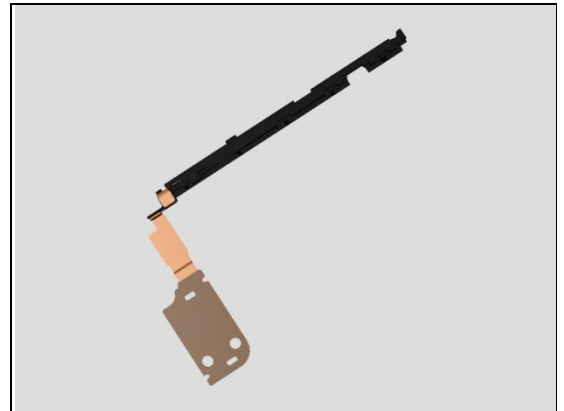
**Check:**

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



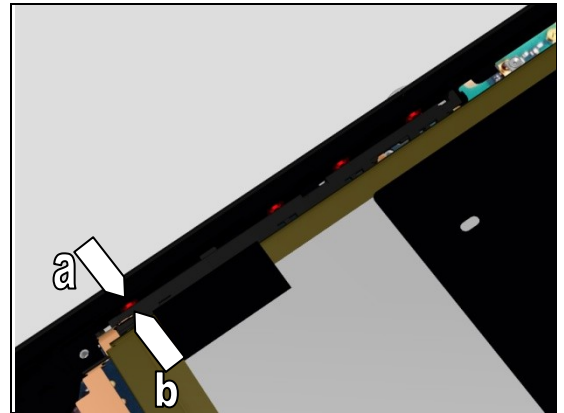
## Problem Areas: Keys

### Check:

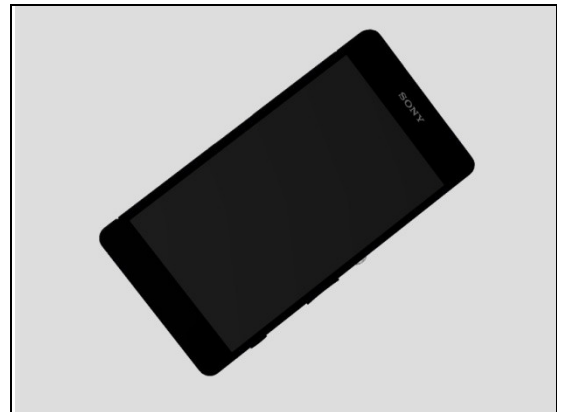
Inspect the rubber of the Camera Key (a) and Camera Key switch (b).

### Action:

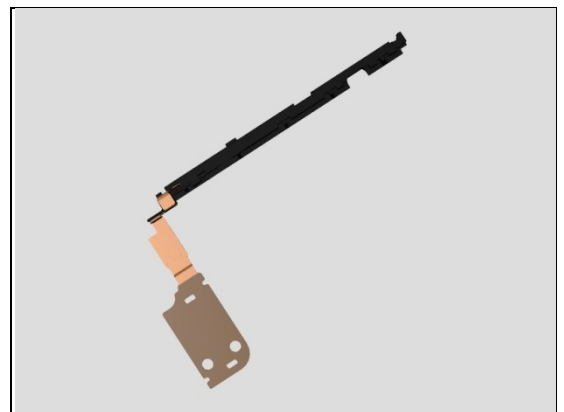
1. If dirty – clean them.



2. If the rubber of the Camera Key is damaged – replace the Cover Front.



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



## Problem Areas

### 1.3 Touch Screen

#### 1.3.1 Touch Screen malfunction

**Check:**

Inspect the touch screen of the Cover Front.

**Action:**

1. If dirty – clean it.



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



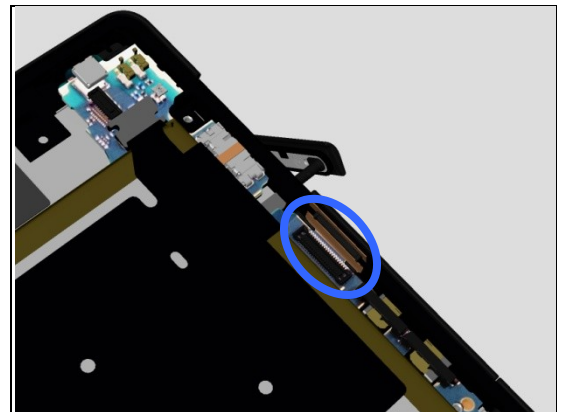
**Check:**

Inspect the BtB connector of Cover Front FPC 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 Cover Front FPC or FPC is damaged – replace the Cover Front.

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:**

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

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

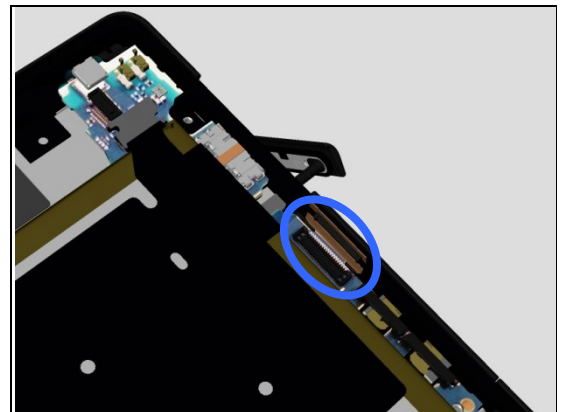
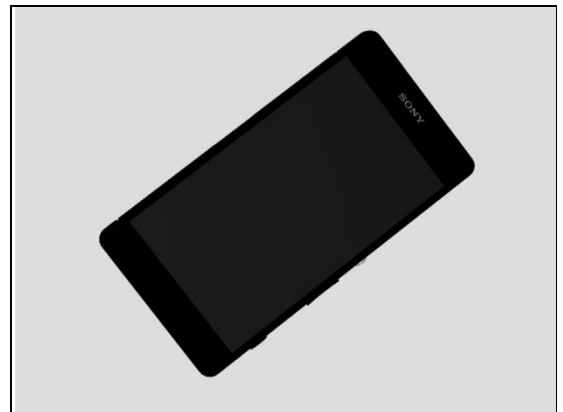
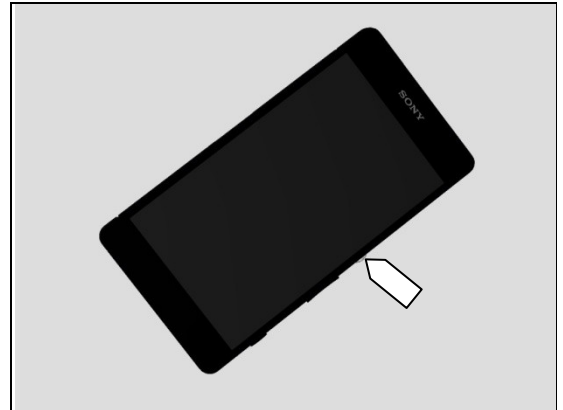
**Check:**

Inspect the BtB connector of Cover Front FPC 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 Cover Front FPC or FPC is damaged – replace the Cover Front.
4. Replace Main PBA.



## Problem Areas

### 1.5 LED/Illumination

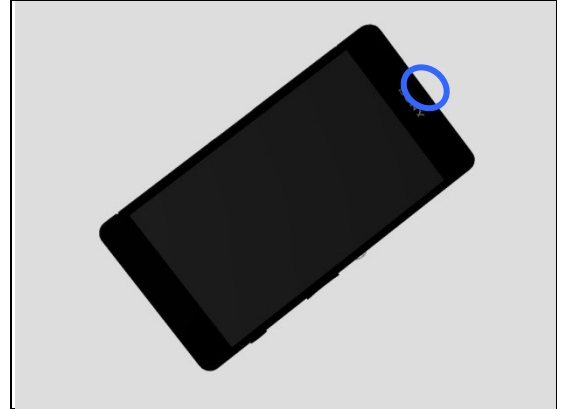
#### 1.5.1 LED/Illumination

**Check:**

Inspect external port of LED on the Cover Front.

**Action:**

1. If dirty – clean it.

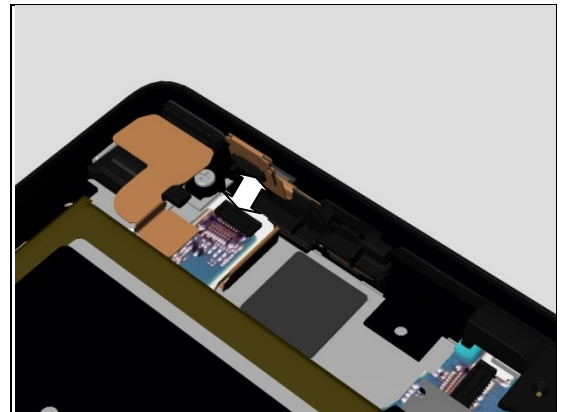


**Check:**

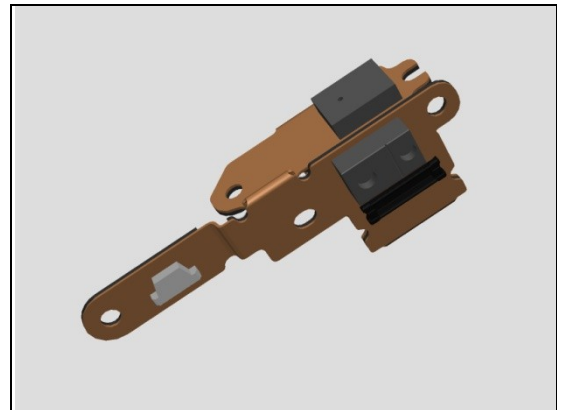
Inspect the BtB connector of FPC Top to Main PBA.

**Action:**

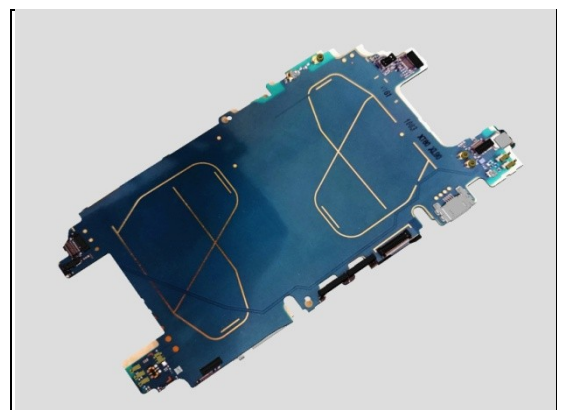
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



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



4. Replace Main PBA.



## Problem Areas

### 1.6 Speaker

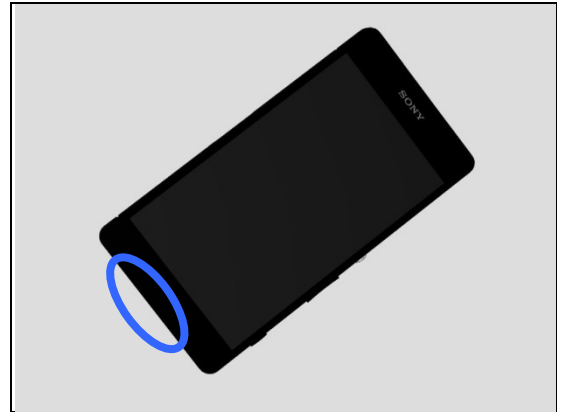
#### 1.6.1 Loudspeaker

**Check:**

Inspect the Loudspeaker's external port on the Cover Front.

**Action:**

1. If clogged – clean it.



2. If damaged – replace the Cover Front.

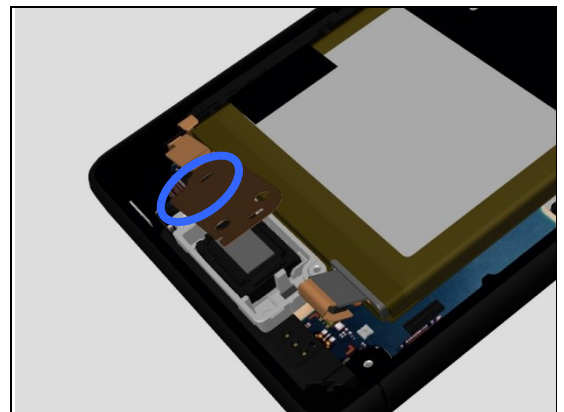


**Check:**

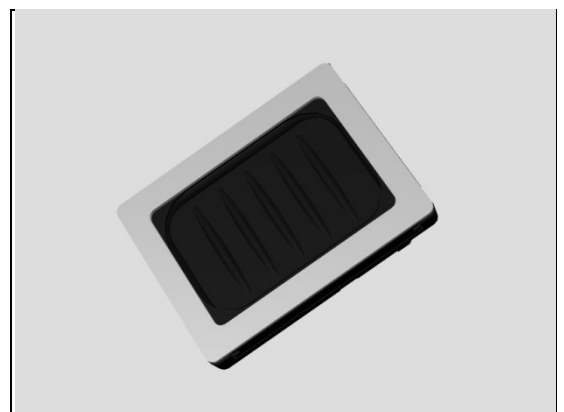
Inspect the contact pads on the FPC Key and the contact pins on the Bottom Speaker.

**Action:**

1. If dirty – clean them.



2. If the contact pins of the Bottom Speaker or the Bottom Speaker are damaged – replace it.



## Problem Areas: Speaker

3. If the contact pads on the FPC Key are damaged - replace the FPC Key.

**Check:**

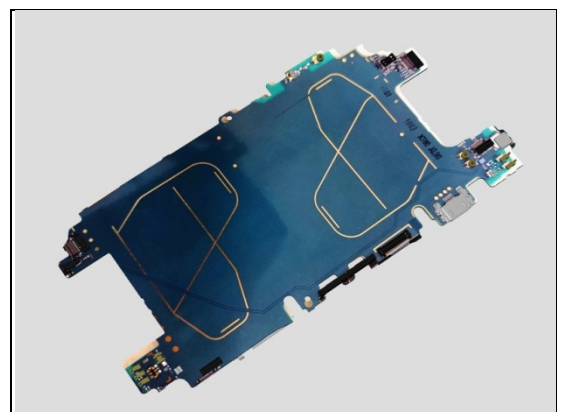
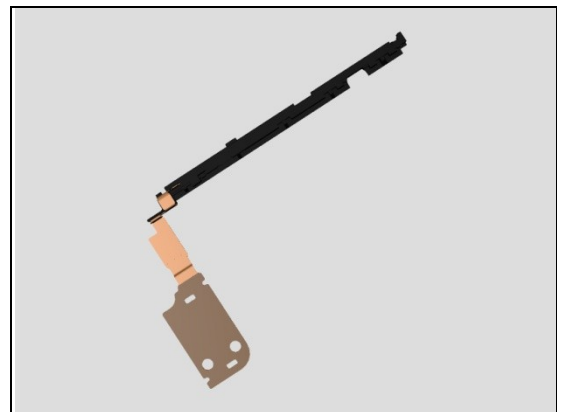
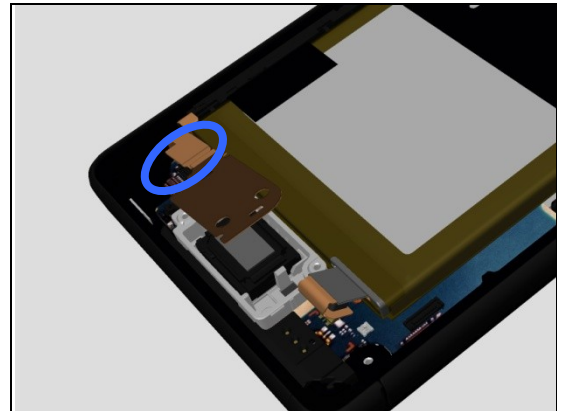
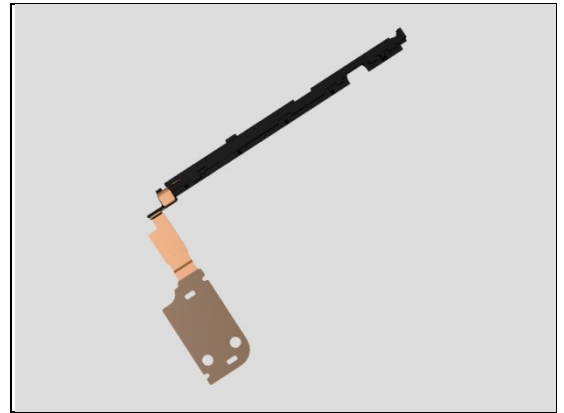
Inspect the BtB connector of FPC Key to Main PBA.

**Action:**

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

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

4. Replace Main PBA.





## Problem Areas

### 1.7 Earphone

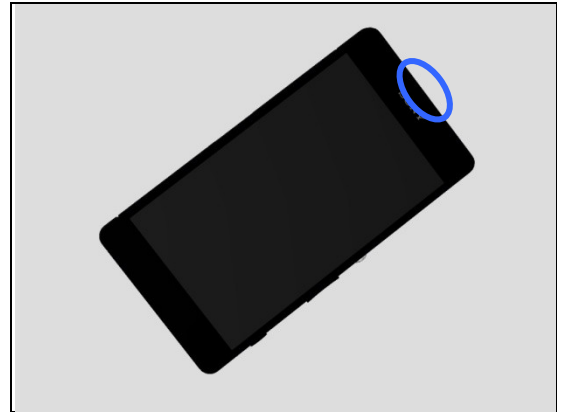
#### 1.7.1 Ear Speaker

**Check:**

Inspect the external port of Ear Speaker on the Cover Front.

**Action:**

1. If clogged – clean it.

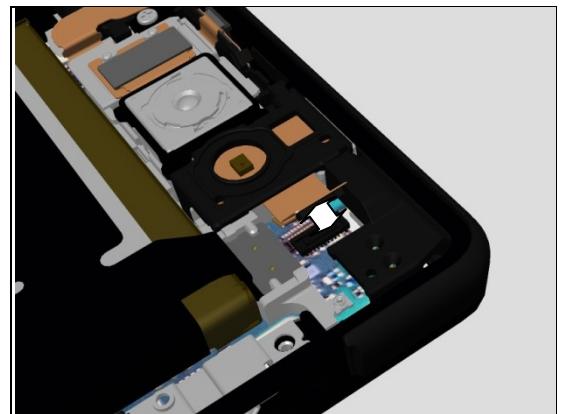


**Check:**

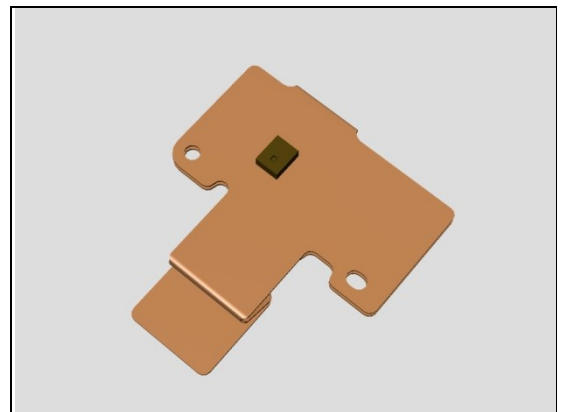
Inspect the BtB connector of FPC RCV to Main PBA.

**Action:**

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



3. If the BtB connector or FPC is damaged – replace the FPC RCV.

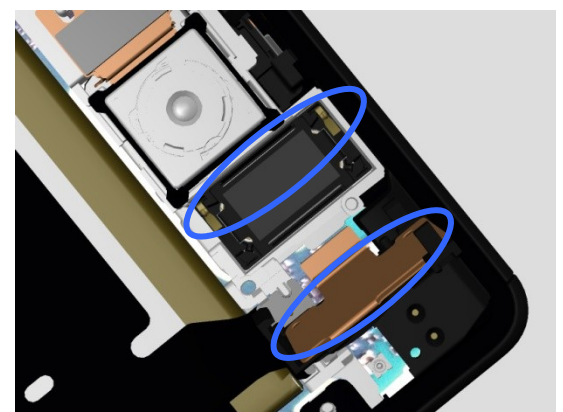


**Check:**

Inspect the contact pads on the FPC RCV and the contact pins on the Top Speaker.

**Action:**

1. If dirty – clean them.

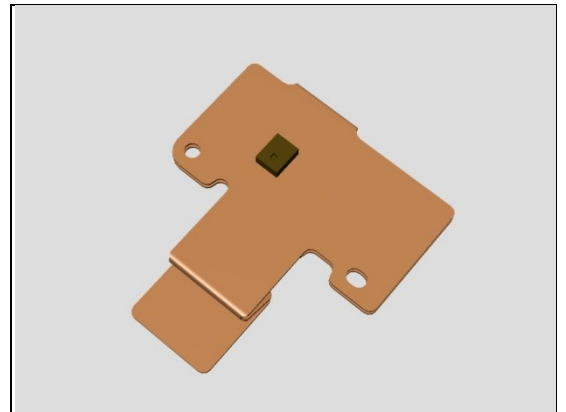


## Problem Areas: Earphone

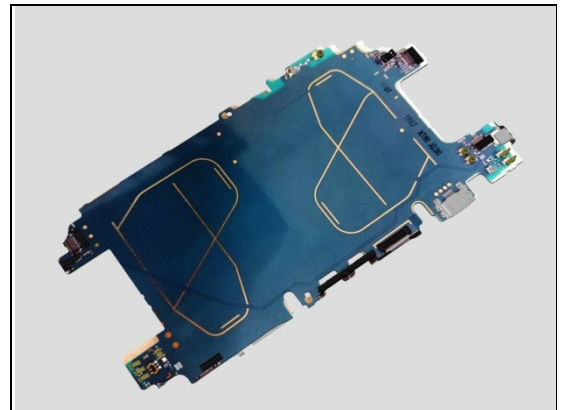
2. If the contact pins or the Top Speaker are damaged – replace it.



3. If the contact pads on the FPC RCV are damaged - replace the FPC RCV.



4. Replace Main PBA.



## Problem Areas

### 1.8 Microphone

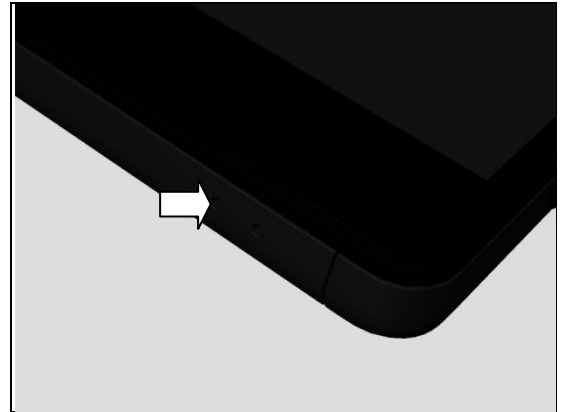
#### 1.8.1 Primary Microphone

**Check:**

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

**Action:**

1. If clogged – clean it.

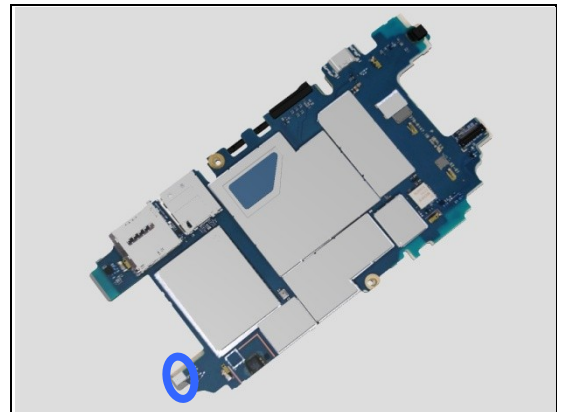


**Check:**

Inspect the secondary microphone on the Main PBA.

**Action:**

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



#### 1.8.1 Secondary Microphone

**Check:**

Inspect the external port of secondary microphone on the Cover Front.

**Action:**

1. If clogged – clean it.

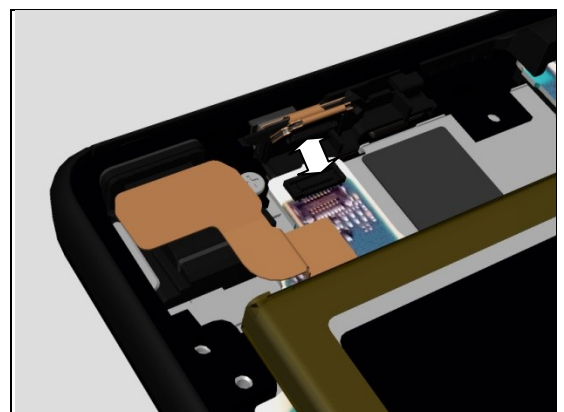


**Check:**

Inspect the BtB connector of FPC Top to Main PBA.

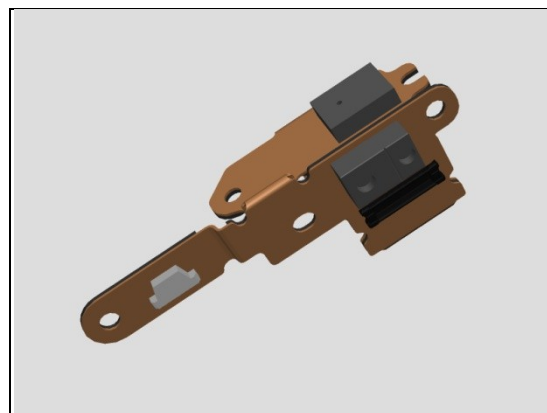
**Action:**

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

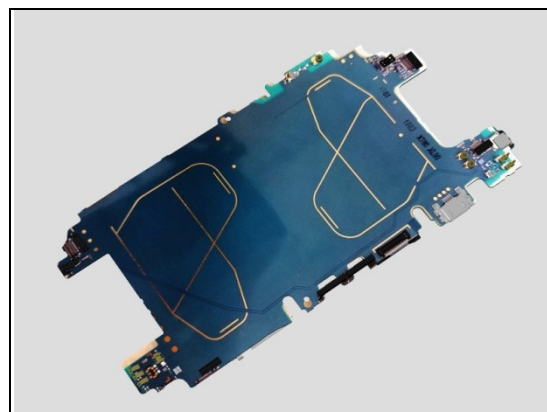


## Problem Areas: Microphone

3. If the BtB connector or FPC is damaged – replace the FPC Top.



4. Replace Main PBA.



## Problem Areas

### 1.9 Vibrator

#### 1.9.1 Vibrator not generating alerts

**Check:**

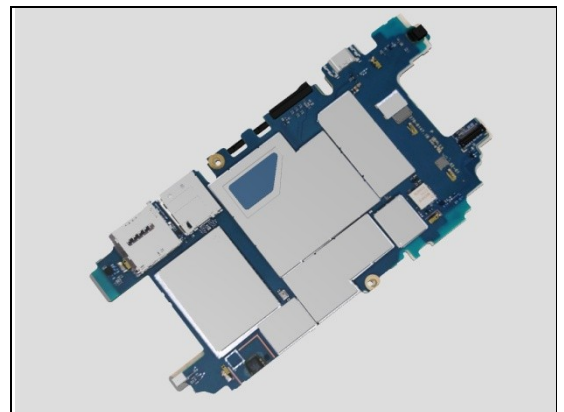
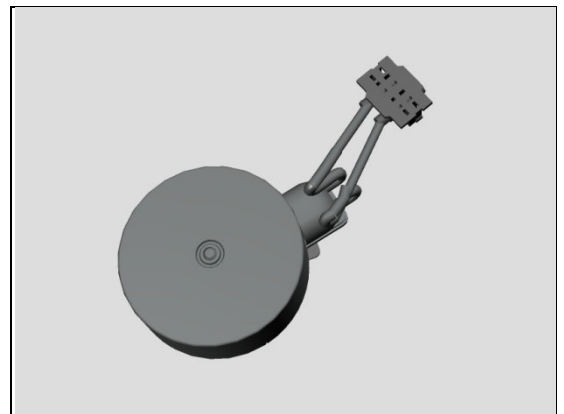
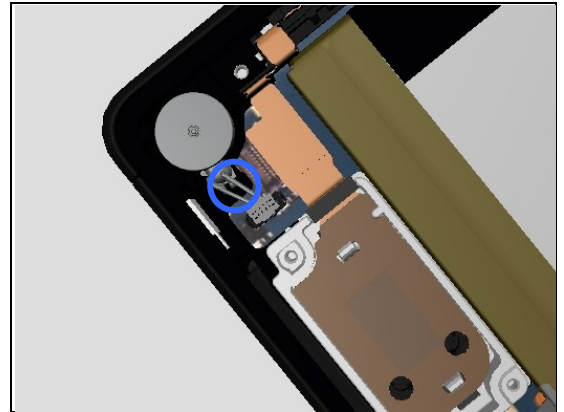
Inspect the BtB connector of Vibrator to Main PBA.

**Action:**

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

3. If the connector or cables of vibrator or vibrator is damaged – replace the Vibrator.

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 Back Panel.



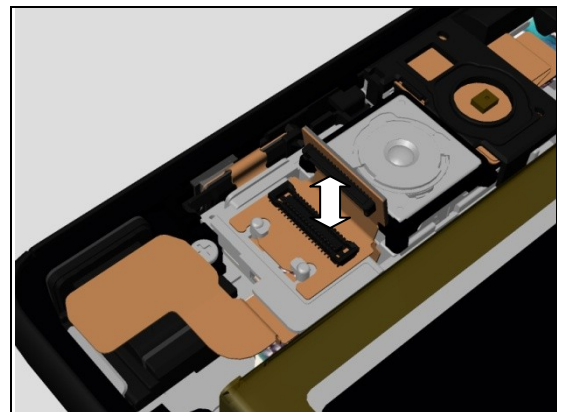
**Check:**

Inspect the BtB connector of Camera to FPC CAM Relay.

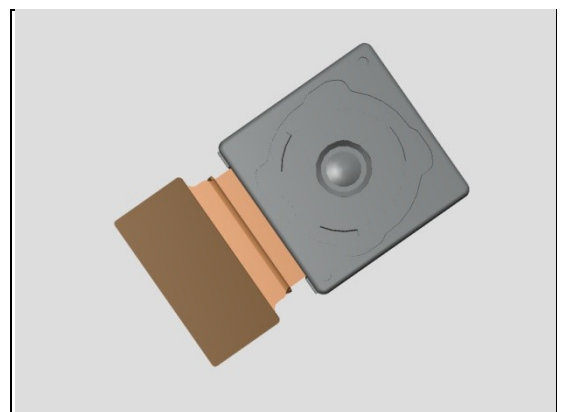
**Action:**

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

2. If dirty or oxidized – clean it.



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



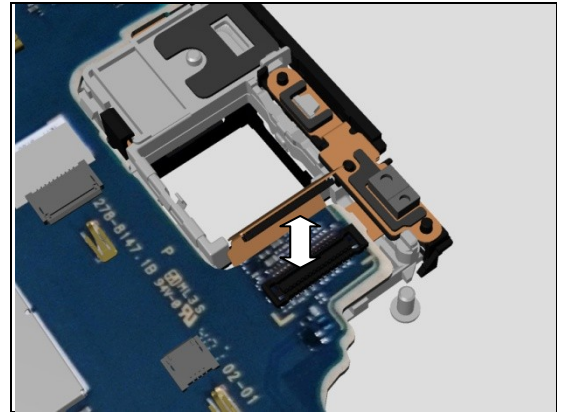
## Problem Areas: Camera

### Check:

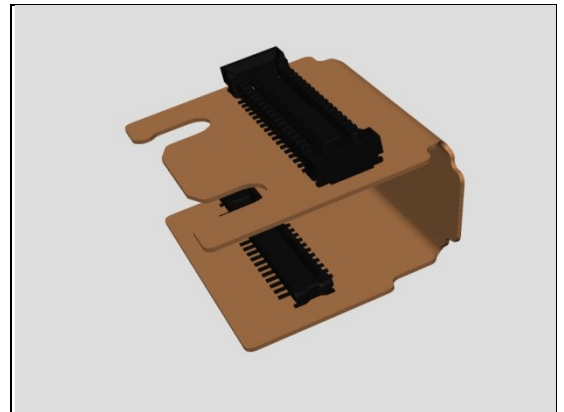
Inspect the BtB connector of FPC CAM Relay to Main PBA.

### Action:

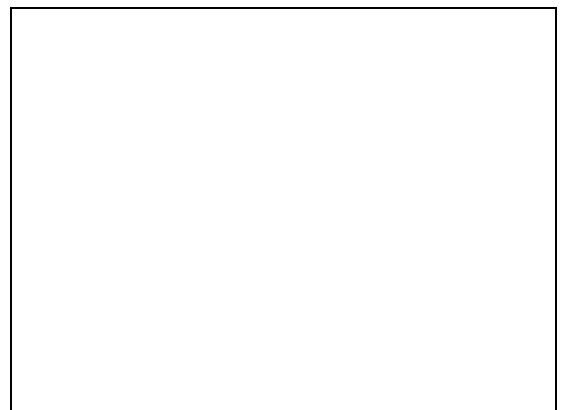
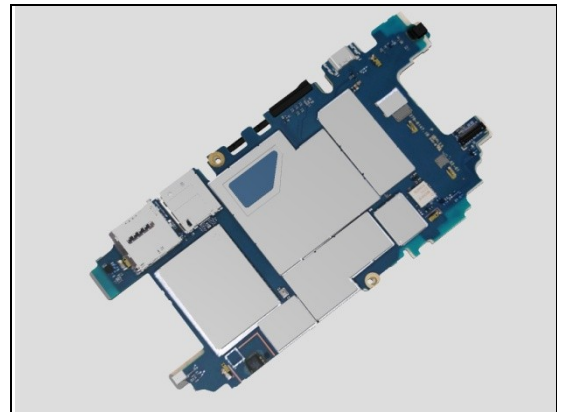
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the BtB connector or the FPC CAM Relay is damaged – replace the FPC CAM Relay.



4. Replace Main PBA.



## Problem Areas: Camera

### 1.10.2 Video Call Camera defects

**Check:**

Inspect the external area of the video camera window.

**Action:**

1. If dirty – clean it.

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

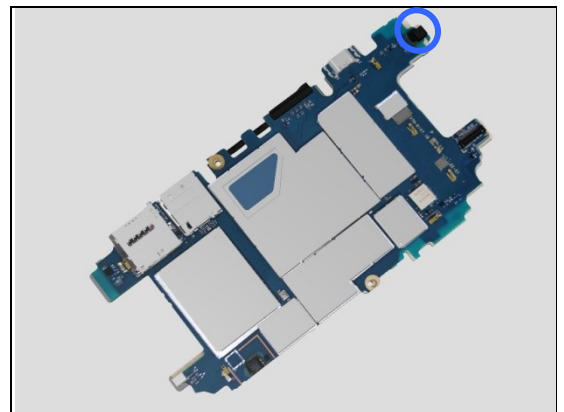
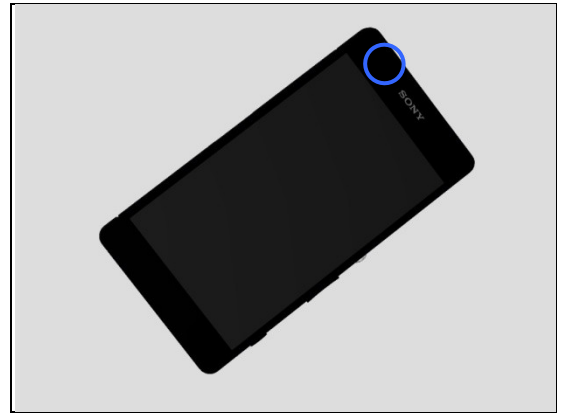
**Check:**

Inspect the Camera Chat to the Main PBA.

**Action:**

1. If clogged – clean it.

2. Replace Main PBA.





## Problem Areas

### 1.11 Flash LED

#### 1.11.1 Flash LED not flashing

**Check:**

Inspect the external area of the flash LED Light.

**Action:**

1. If dirty – clean it.



2. If scratched or damaged – replace the Back Panel.



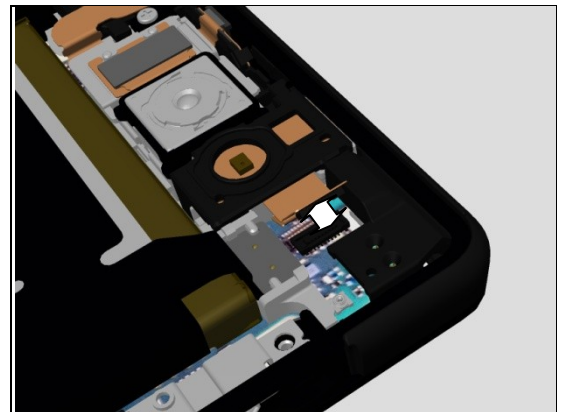
**Check:**

Inspect the BtB connector of FPC RCV to Main PBA.

**Action:**

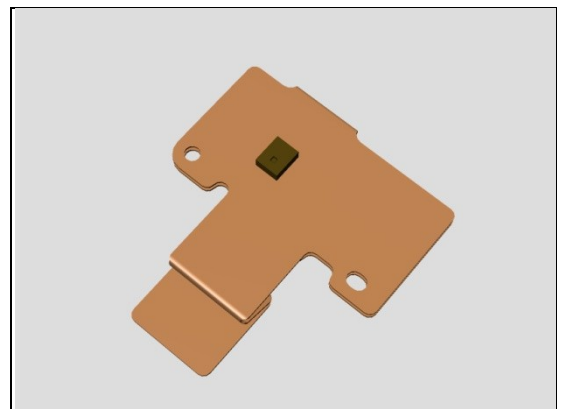
1. If not properly connected – disconnect and reconnect it.

2. If dirty or oxidized – clean it.



3. If the BtB connector or FPC is damaged – replace the FPC RCV.

4. Replace Main PBA.



## Problem Areas

### 1.12 Bluetooth and WLAN

#### 1.12.1 Bluetooth or WLAN connection failure

**Check:**

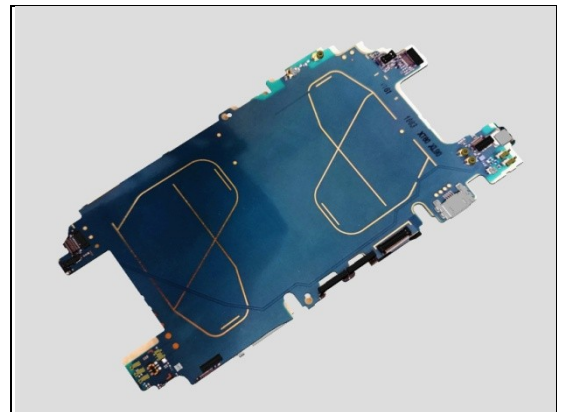
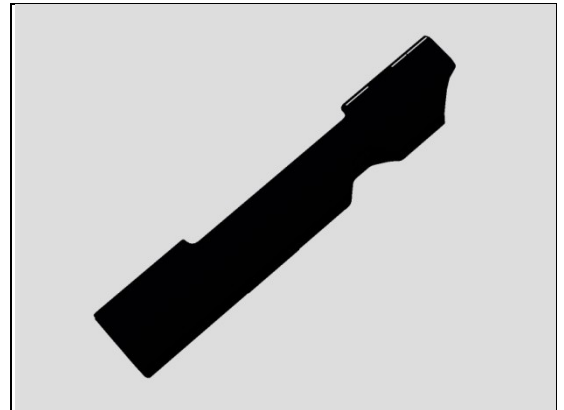
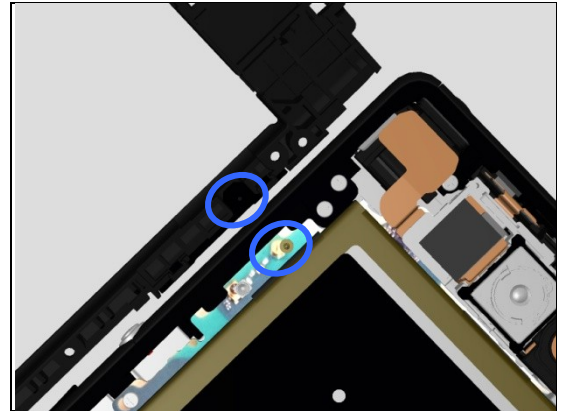
Inspect the WLAN Antenna contact pad and the contact pins on main PBA.

**Action:**

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

2. If the contact pad on WLAN Antenna is damaged – replace the WLAN Antenna.

3. If the contact pin on main PBA is damaged – replace Main PBA.



## Problem Areas

### 1.13 NFC

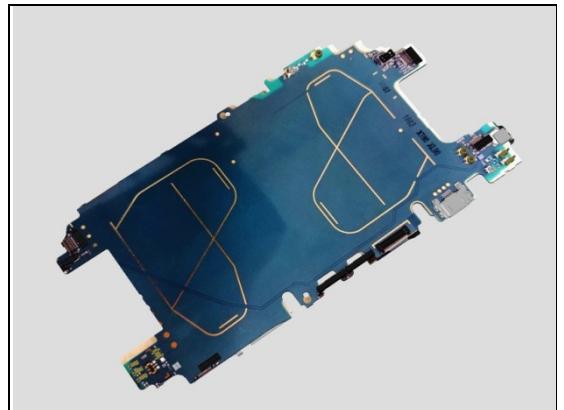
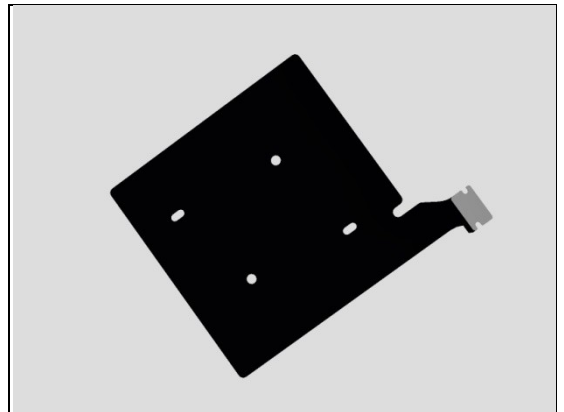
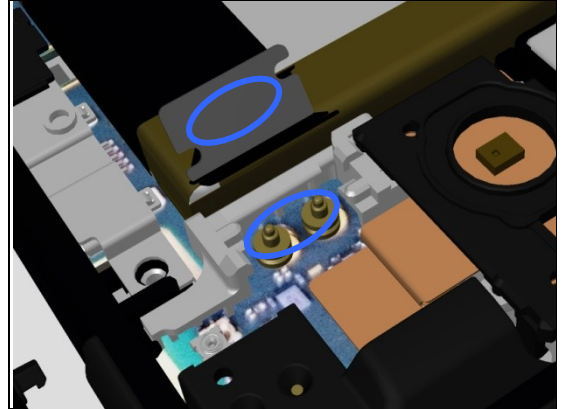
#### 1.13.1 NFC malfunctions

**Check:**

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

**Action:**

1. If dirty or oxidized – clean the pads and pins.
2. If the NFC antenna contact pad is damaged – replace the NFC antenna.
3. If the contact pins on main PBA is damaged – replace Main PBA.



## Problem Areas

### 1.14 GPS

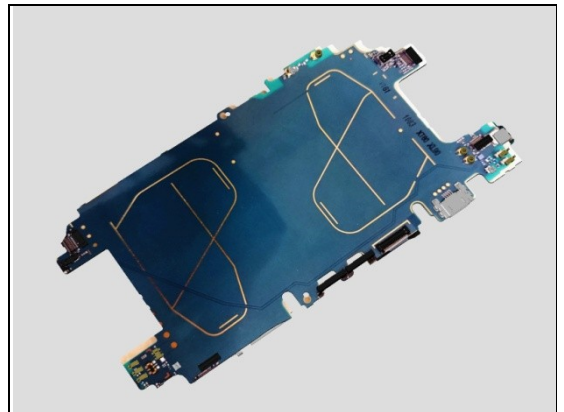
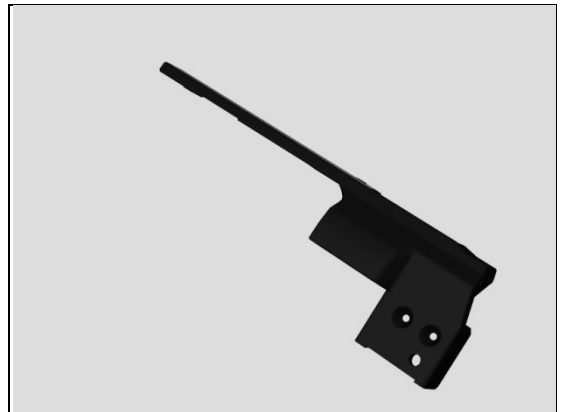
#### 1.14.1 GPS malfunctions

**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 Sub Antenna contact pad is damaged – replace the Sub Antenna.
3. If the contact pins on main PBA are damaged – replace Main PBA.

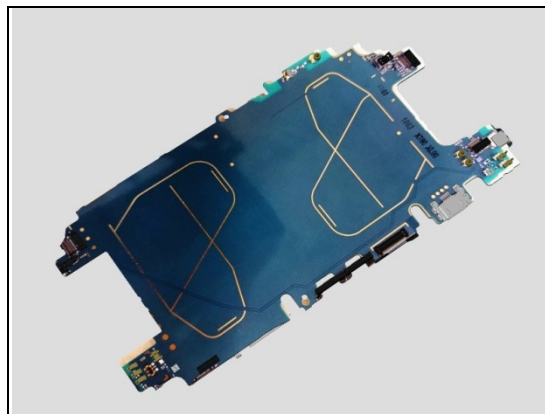


## Problem Areas

### 1.15 Compass

#### 1.15.1 Compass fails

Replace Main PBA.



## Problem Areas

### 1.16 Accelerometer

#### 1.16.1 Accelerometer test fails

**Action:**

1. Follow the 1289-2983 Sony Mobile Repair Application – mechanical to run the Accelerometer Calibration.
2. Replace Main PBA.

## Problem Areas

### 1.17 Gyroscope

#### 1.17.1 Gyroscope test fails

**Action:**

1. Follow the 1289-2983 Sony Mobile Repair Application – mechanical to run the Gyroscope Calibration.
2. Replace Main PBA.

## Problem Areas

### 1.18 Ambient Light Sensor

#### 1.18.1 Light Sensor malfunctions

**Check:**

Inspect the external window area of light sensor on the Cover Front.

**Action:**

1. If dirty – clean it.

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

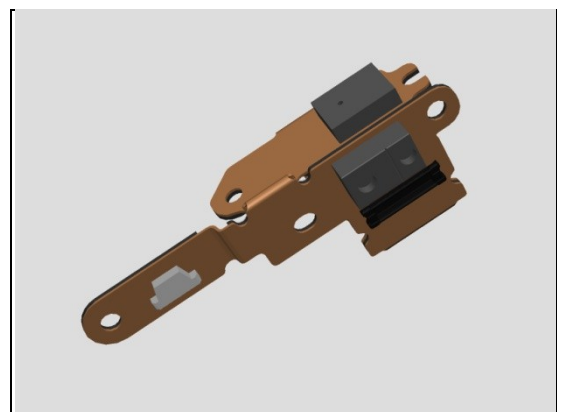
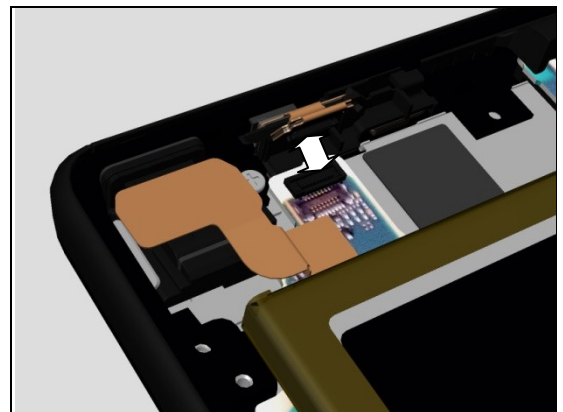
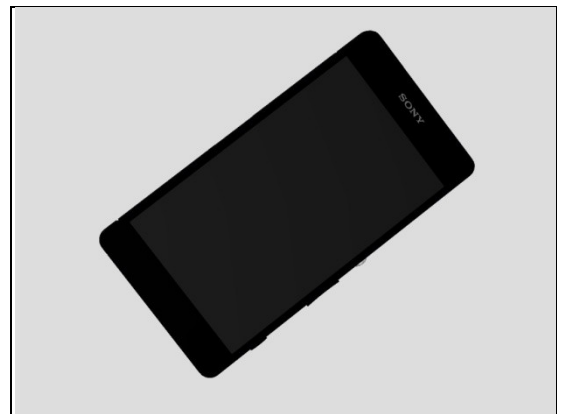
**Check:**

Inspect the BtB connector of FPC Top to Main PBA.

**Action:**

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

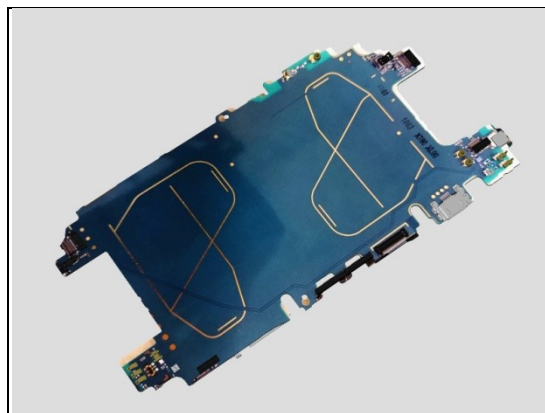
3. If the BtB connector of FPC Top or FPC is damaged – replace the FPC Top.





## **Problem Areas: Ambient Light Sensor**

4. Replace Main PBA.



## Problem Areas

### 1.19 Proximity Switch

#### 1.19.1 Proximity switch malfunctions

**Check:**

Inspect the external window area of proximity switch.

**Action:**

1. If dirty – clean it.



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

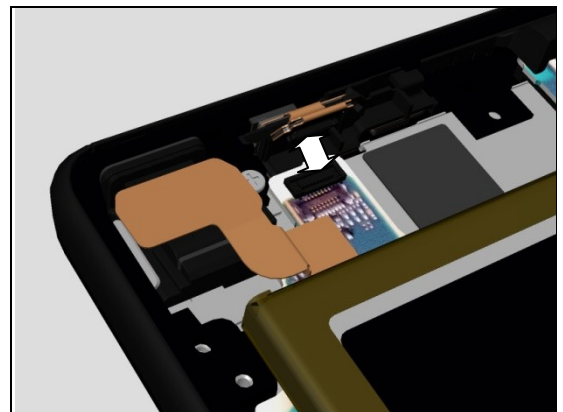


**Check:**

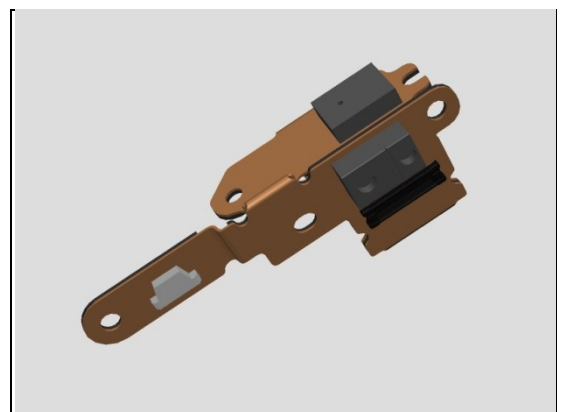
Inspect the BtB connector of FPC Top to Main PBA.

**Action:**

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

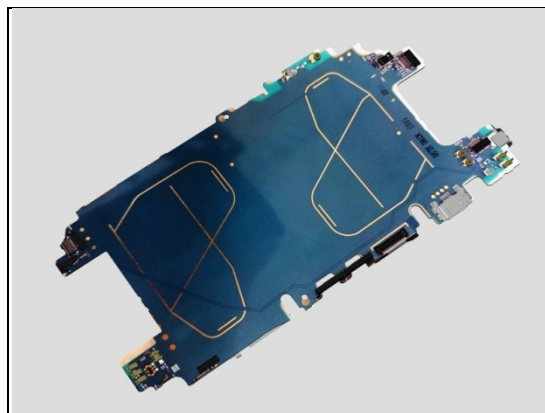


3. If the BtB connector of FPC Top or FPC is damaged – replace the FPC Top.



## **Problem Areas: Proximity Switch**

4. Replace Main PBA.



## Problem Areas

### 1.20 Pressure Sensor

#### 1.20.1 Pressure Sensor test fails

Replace Main PBA.

## Problem Areas

### 1.21 Water Resistance

#### 1.21.1 Water Resistance fails

**Check:**

Inspect the Cap SIM.

**Action:**

1. If dirty – clean it.
2. If not properly assembled – disassemble and reassemble.

3. If the Cap SIM is damaged – replace it.

**Run the Water Resistance Test again!**



**Check:**

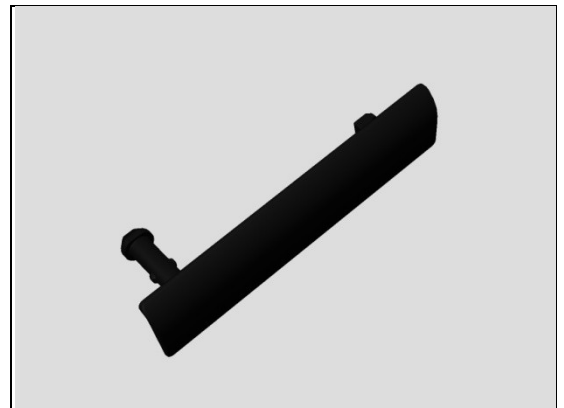
Inspect the Cap USB.

**Action:**

1. If dirty – clean it.
2. If not properly assembled – disassemble and reassemble.

3. If the Cap USB is damaged – replace it.

**Run the Water Resistance Test again!**



## Problem Areas: Water Resistance

**Check:**

Inspect the Audio Jack hole.



**Action:**

If damaged – replace the Cover Front.

**Run the Water Resistance Test again!**



**Check:**

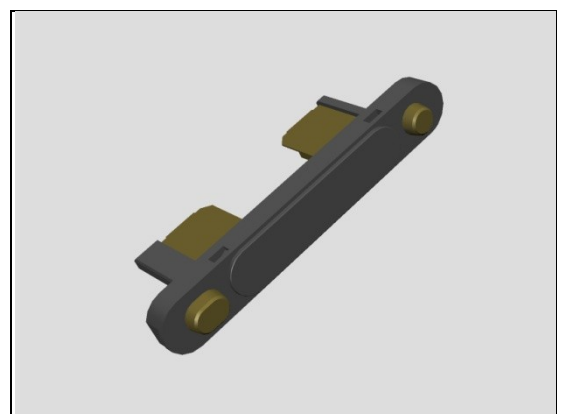
Inspect the Magnetic Charger Connector.



**Action:**

If not properly assembled or damaged – replace it.

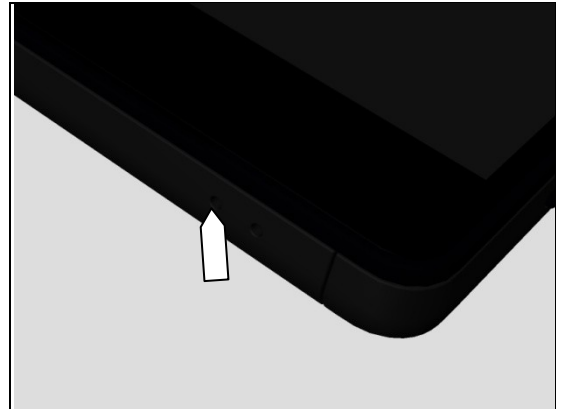
**Run the Water Resistance Test again!**



## Problem Areas: Water Resistance

**Check:**

Inspect the primary microphone port.



**Action:**

If damaged – replace the Cover Front.

**Run the Water Resistance Test again!**



**Check:**

Inspect the secondary microphone port.



**Action:**

If damaged – replace the Cover Front.

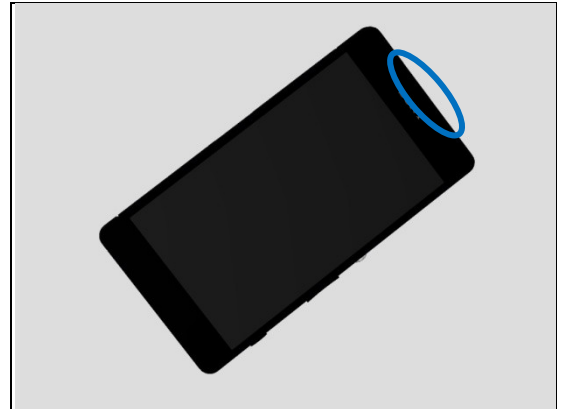
**Run the Water Resistance Test again!**



## Problem Areas: Water Resistance

**Check:**

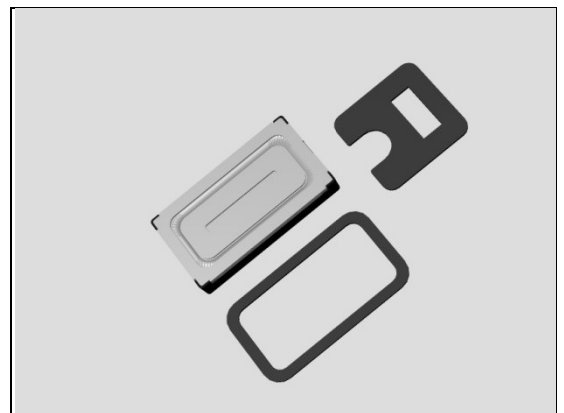
Inspect the Top Speaker.



**Action:**

If damaged – replace the Top Speaker, Adhesive Receiver.  
Adhesive Holder Receiver.

**Run the Water Resistance Test again!**

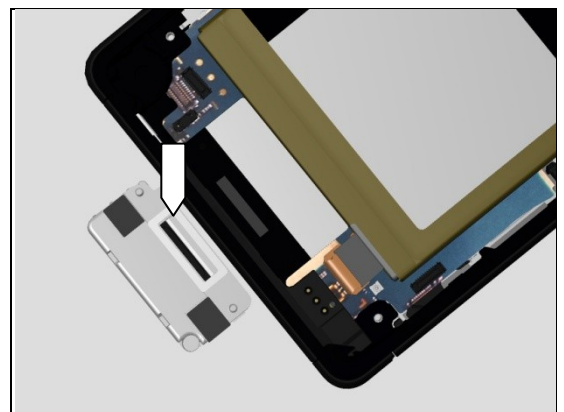


**Check:**

Inspect Adhesive Holder Speaker on the Holder Speaker.

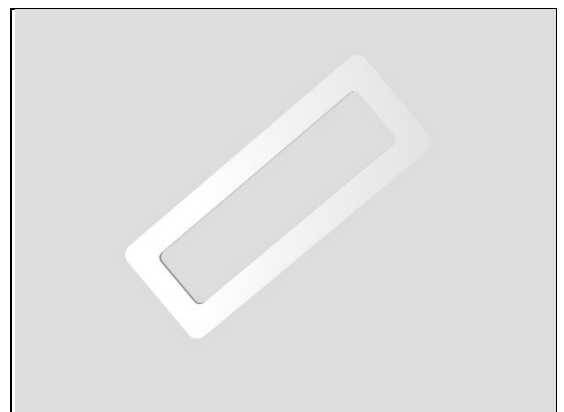
**Action:**

1. If dirty – clean it.



2. If the Adhesive Holder Speaker is damaged – replace the  
Adhesive Holder Speaker.

**Run the Water Resistance Test again!**

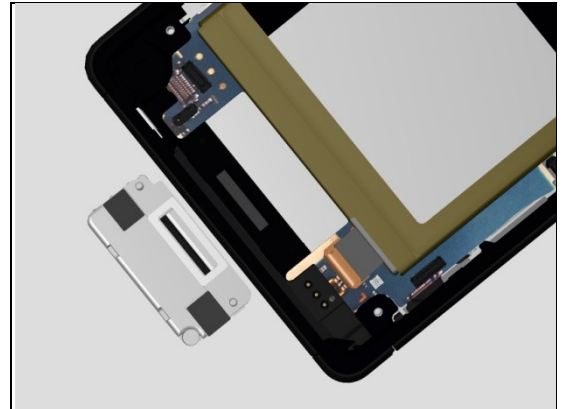




## Problem Areas: Water Resistance

### Check:

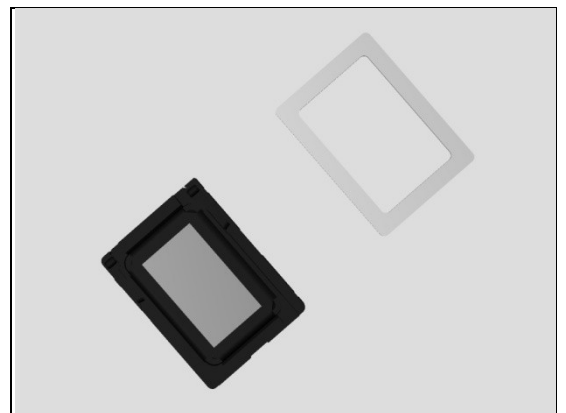
Inspect Bottom Speaker.



### Action:

1. If the Bottom Speaker is damaged – replace the Bottom Speaker and the Adhesive Speaker.

**Run the Water Resistance Test again!**



### Check:

Inspect the edge of Cover Front for damage and gap.



### Action:

1. If the edge of Cover Front has gap – replace it.  
2. If the Cover Front is damaged – replace it.

**Run the Water Resistance Test again!**



## Problem Areas: Water Resistance

### Check:

Inspect the edge of Back Panel for damage and gap.

### Action:

1. If the edge of Back Panel has gap – reassembly it.
2. If damaged – replace it.

**Run the Water Resistance Test again!**



## Problem Areas

### 1.22 Real Time Clock

#### 1.22.1 Real time clock test fails

**Action:**

Replace Main PBA.

## Problem Areas

### 1.23 Total call time

#### 1.23.1 Total call time fails

**Action:**

Replace Main PBA.

## Problem Areas

### 1.24 External Memory

#### 1.24.1 Memory Card not detected

**Check:**

Inspect that if a memory card is properly inserted.

**Action:**

If not properly inserted – insert the memory card correctly.

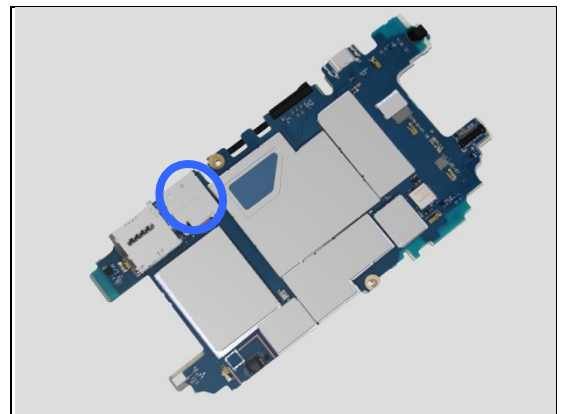


**Check:**

Inspect the memory card holder on Main PBA.

**Action:**

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



## Problem Areas

### 1.25 Security

#### 1.25.1 Security fails

**Action:**

Replace Main PBA.

## Problem Areas

### 1.26 FM Radio

#### 1.26.1 No/Poor FM Radio reception

**Check:**

Inspect the external port of the Cover Front.

**Action:**

1. If dirty or oxidized – clean it.

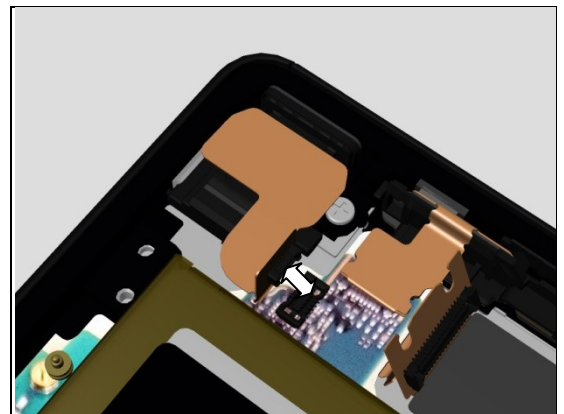


**Check:**

Inspect the BtB connector of Audio Jack to Main PBA.

**Action:**

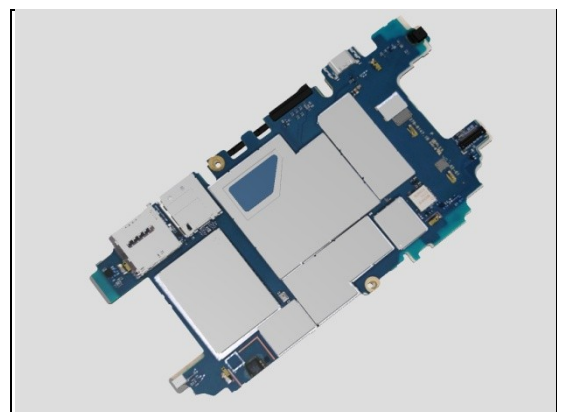
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the BtB connector or Audio Jack is damaged – replace the Cover Front.



4. Replace Main PBA.



## **Problem Areas**

### **1.27 Battery Health test**

#### **1.27.1 Battery Health test fails**

N/A.



## **Problem Areas**

### **1.28 Flip Slider Counter**

#### **1.28.1 Flip Slider Counter fails**

N/A. Not slider phone.

## Problem Areas

### 1.29 Verify Certificates

#### 1.29.1 Verify Certificates fails

**Action:**

N/A.

## **Problem Areas**

### **1.30 IrDA Test**

#### **1.30.1 IrDA test fails**

N/A. No IrDA functionality in the phone.

## Problem Areas

### 1.31 TV-Out Test

#### 1.31.1 TV-Out test fails

**Check:**

Inspect the USB connector.

**Action:**

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



## Problem Areas

### 1.32 Network & Signal

#### 1.32.1 No/Poor signal

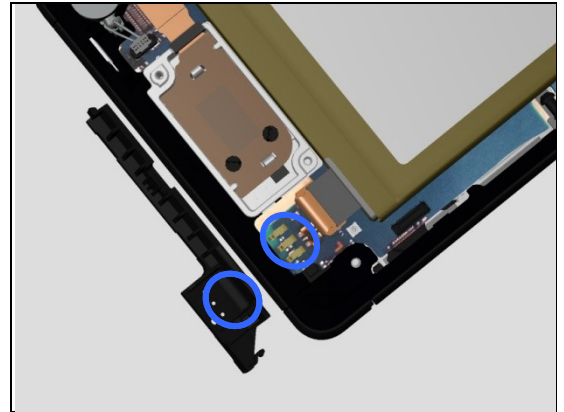
**Check:**

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

**Action:**

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

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



**Check:**

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

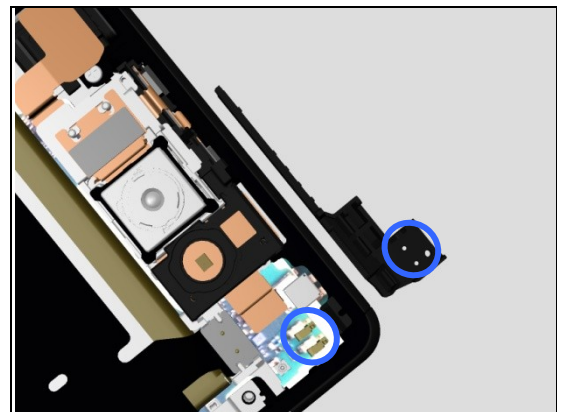
**Action:**

1. If dirty or oxidized – clean the pads and pins contact pins on Main PBA.

**Action:**

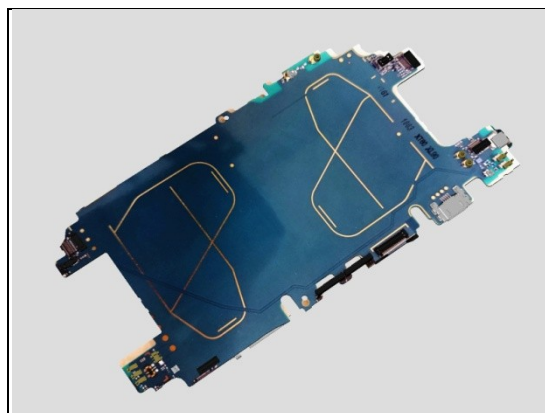
1. If dirty or oxidized – clean the pads and pins.

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



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

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



## Problem Areas

### 1.33 SIM

#### 1.33.1 SIM not detected

**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.

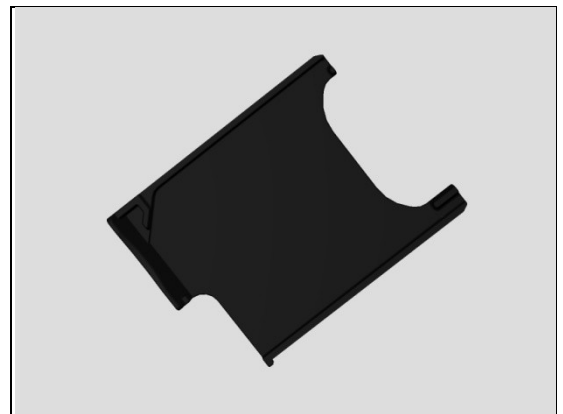


**Check:**

Inspect the SIM Tray.

**Action:**

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

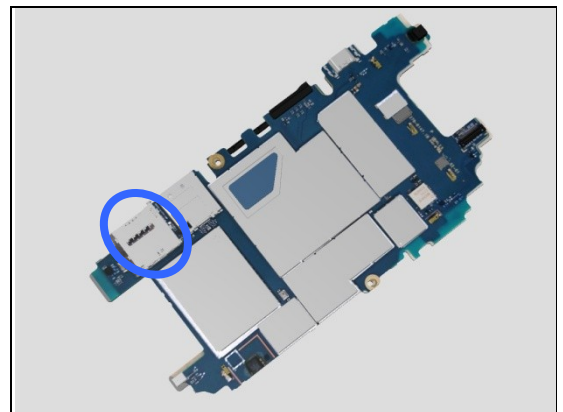


**Check:**

Inspect the SIM card holder on Main PBA.

**Action:**

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



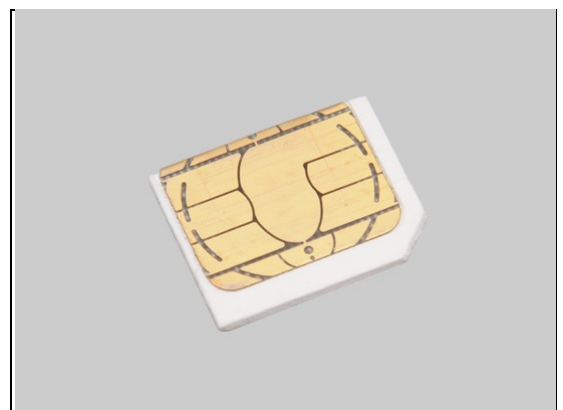
#### 1.33.2 Incorrect UIM or SIM indicated

**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. Replace Main PBA.



## Problem Areas

### 1.34 Charging

#### 1.34.1 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.

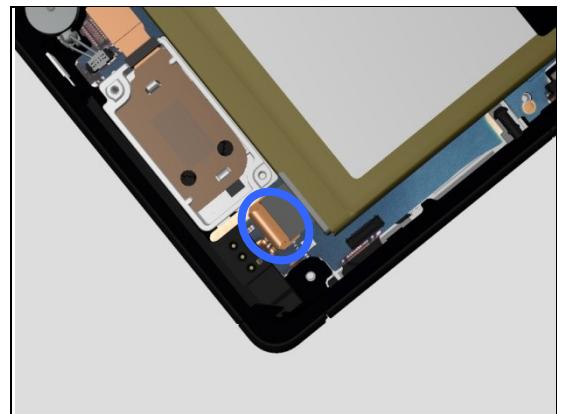


**Check:**

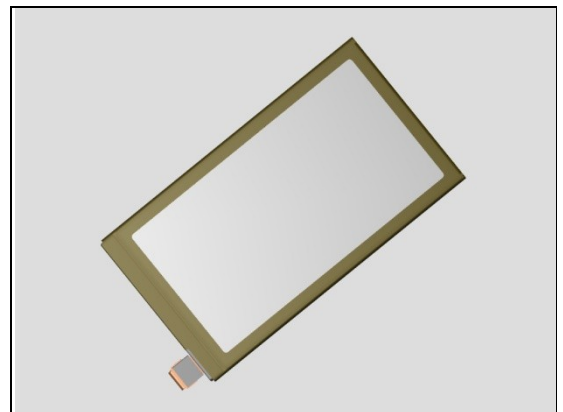
Inspect the BtB connector of the Battery Embedded to Main PBA.

**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 Battery is damaged – replace the Battery Embedded.
4. Replace Main PBA.



#### 1.34.2 Battery will not charge by charge pad

**Check:**

Inspect the external port of the Magnetic Charger Connector.

**Action:**

If dirty or oxidized – clean it.





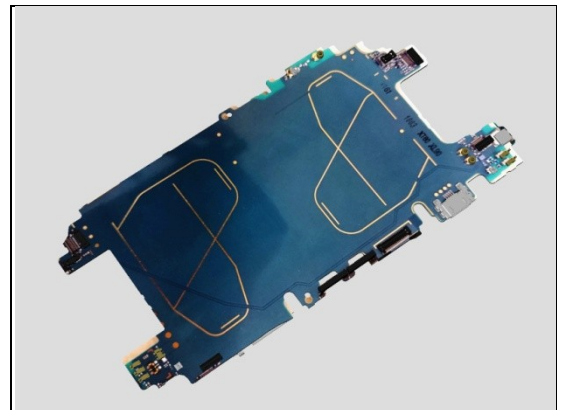
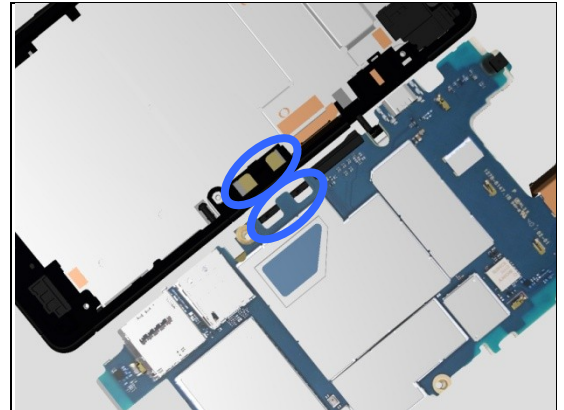
## Problem Areas: Charging

**Check:**

Inspect the contact pins on Main PBA and pads on Magnetic Charger Connector.

**Action:**

1. If dirty or oxidized – clean the pins and pads.
2. If the contact pads of Magnetic Charger Connector are damaged – replace the Magnetic Charger Connector.
3. Replace Main PBA.



## Problem Areas

### 1.35 Audio Jack test

#### 1.35.1 Connection to headset fails

**Check:**

Inspect the external port of the Audio Jack.

**Action:**

1. If dirty or oxidized – clean it.

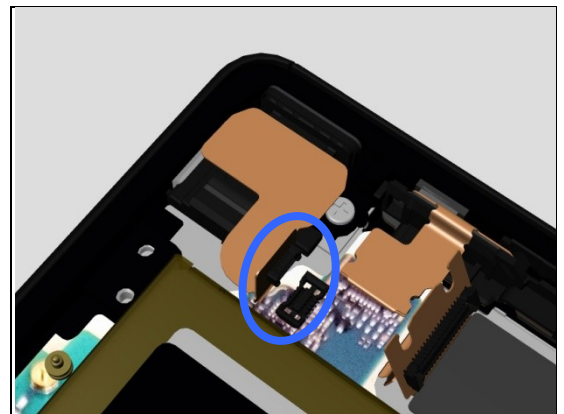


**Check:**

Inspect the BtB connector of Audio Jack to Main PBA.

**Action:**

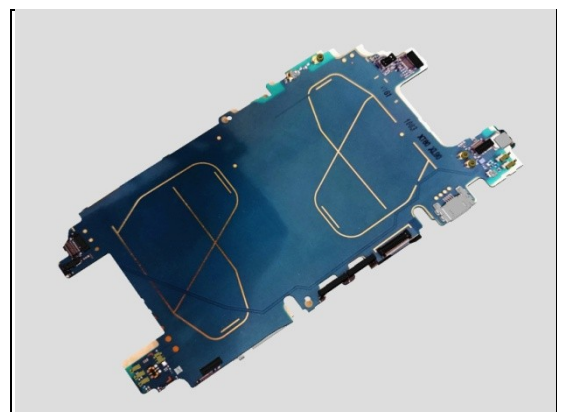
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



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



4. Replace Main.



## Problem Areas

### 1.36 Data Communication

#### 1.36.1 Data transfer via System Connector fails

**Check:**

Inspect the USB connector.

**Action:**

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



## 2 Revision History

Rev.	Date	Changes / Comments
1	2014-Jun-25	Initial release