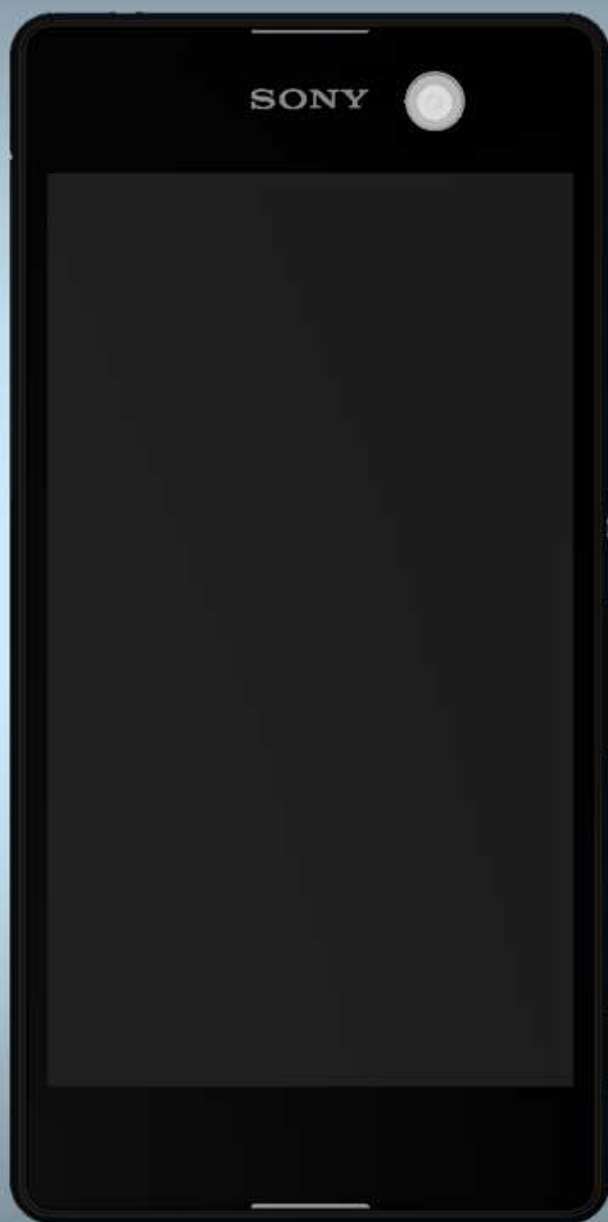


Troubleshooting Guide

- mechanical -



Xperia™ M5

E5603, E5606, E5633, E5643, E5653, E5663

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

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

Note: Proximity Calibration always must be performed when Second Mic Rubber, Display Cover Assy or Main PBA reassembly, or Second Mic Rubber or Display Cover Assy replacement, or Board Swap, or proximity malfunctions; 1289-2983 Sony Mobile Repair Application-mechanical.

Note: Accelerometer Calibration always must be performed when Sidekey FPC Assy, Display Cover Assy or Main PBA reassembly, or Sidekey FPC Assy or Display Cover Assy replacement, or Board Swap, or wrong Accelerometer readouts; 1289-2983 Sony Mobile Repair Application-mechanical.

Note: Light Sensor Calibration always must be performed when Board Swap; 1289-2983 Sony Mobile Repair Application-mechanical.

If there are no special indications of 'E5603, E5606, E5633, E5643, E5653 or E5663', E5603, E5606, E5633, E5643, E5653 and E5663' share the same trouble shooting guide as common sections, whose pictures are used with E5603.

1 Problem Areas

1.1 Power

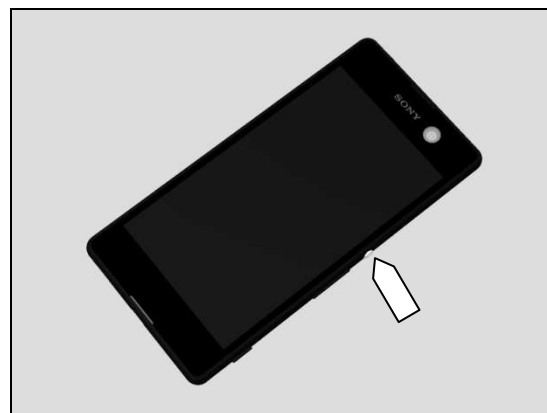
1.1.1 Will not power on or will switch off randomly

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 10 seconds and then power on the unit again.

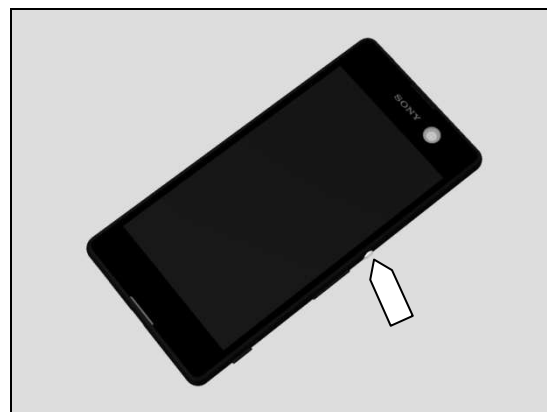


Check:

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 2.3.9 (Charging via Charger or Computer), Diagnostic Battery / Charging status.

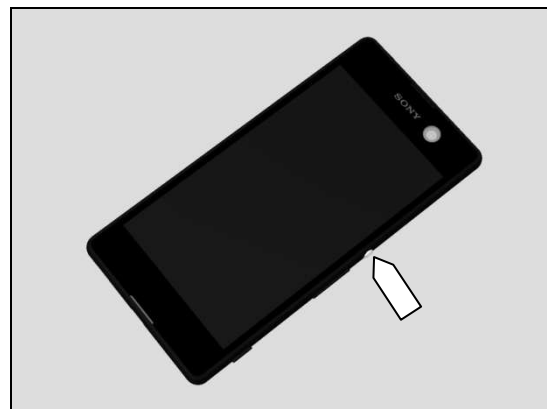


Check:

Inspect the on/off key.

Action:

Refer to section 1.2.3 'On/Off Key'.



Problem Areas: Power

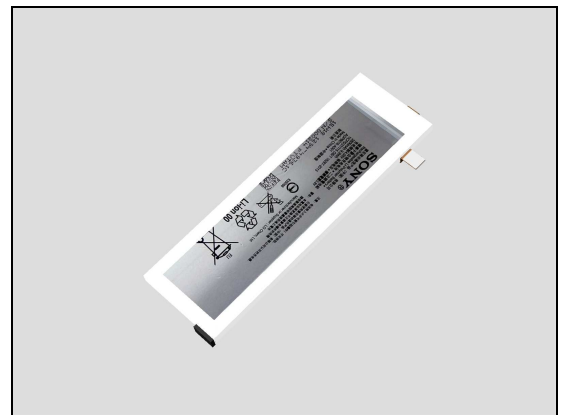
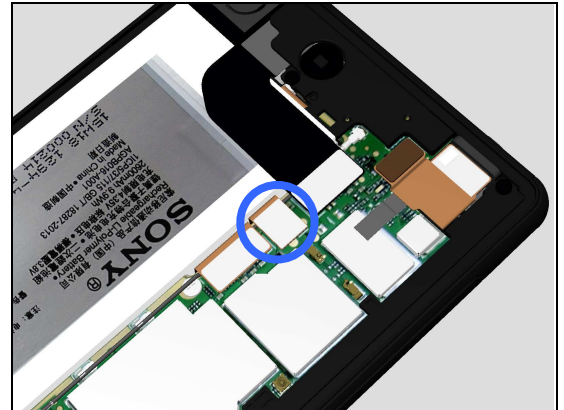
Check:

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

Action:

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

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



Problem Areas

1.2 Keys

1.2.1 Back, Menu, Home and Multitask Keys

Action:

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



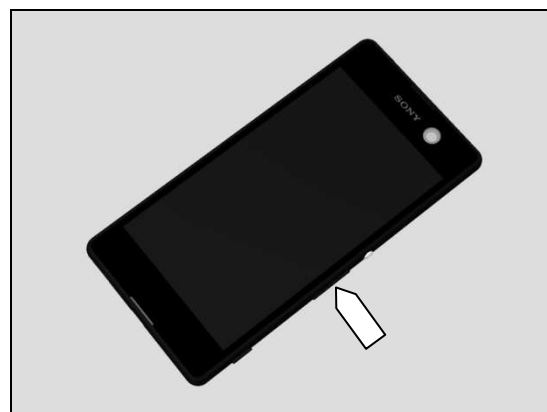
1.2.2 Volume Key

Check:

Inspect the external area of the Volume Key.

Action:

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

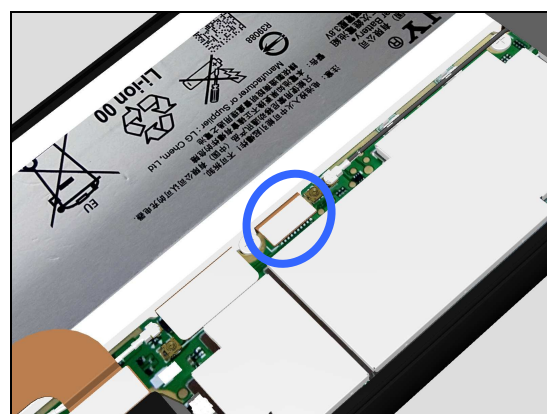


Check:

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

Action:

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



Problem Areas: Keys

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

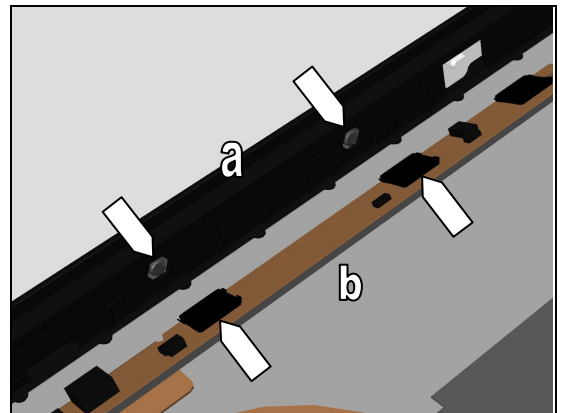


Check:

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

Action:

1. If dirty – clean them.



2. If the Volume Key rubber is damaged – replace the Display Cover Assy.



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



Problem Areas: Keys

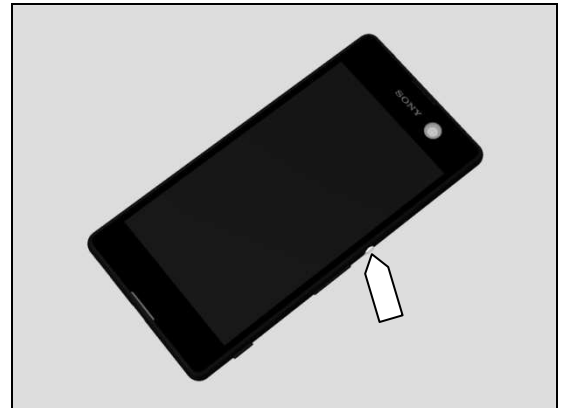
1.2.1 On/Off Key

Check:

Inspect the external area of the On/Off Key.

Action:

1. If dirty – clean it.



2. If damaged – replace the Display Cover Assy.



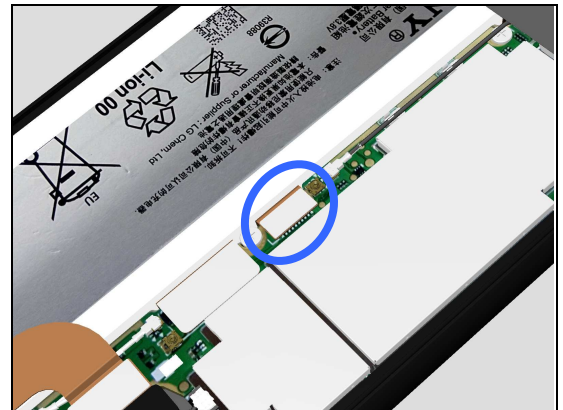
Check:

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

Action:

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

2. If dirty or oxidized – clean it.



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

4. Replace Main PBA.



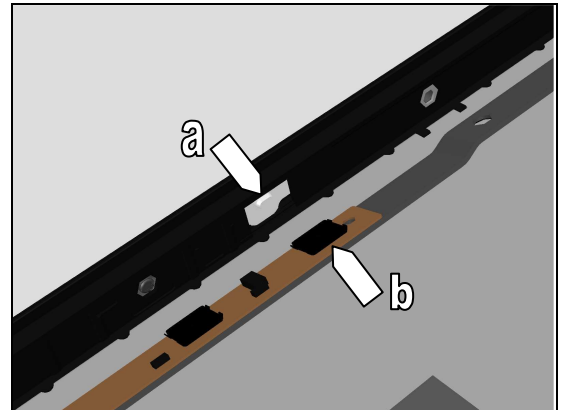
Problem Areas: Keys

Check:

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

Action:

1. If dirty – clean them.



2. If the On/Off Key rubber is damaged – replace the Display Cover Assy.



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



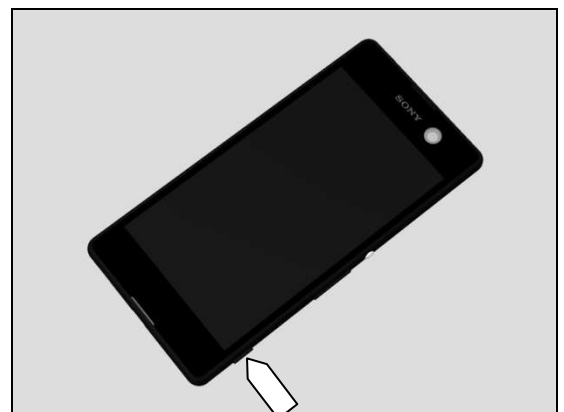
1.2.2 Camera Key

Check:

Inspect the external area of the Camera Key.

Action:

1. If dirty – clean it.



Problem Areas: Keys

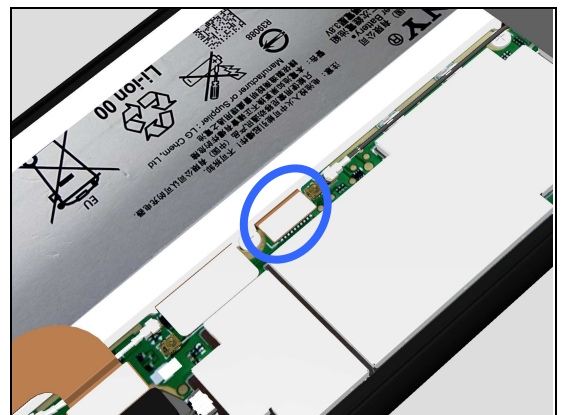
2. If damaged – replace the Display Cover Assy.

Check:

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

Action:

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



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

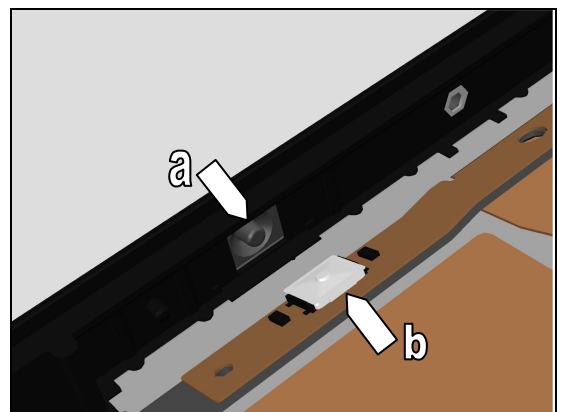


Check:

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

Action:

1. If dirty – clean them.



Problem Areas: Keys

2. If the Camera Key rubber is damaged – replace the Display Cover Assy.



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



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

Check:

Inspect the touch screen of the Display Cover Assy.

Action:

1. If dirty – clean it.



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



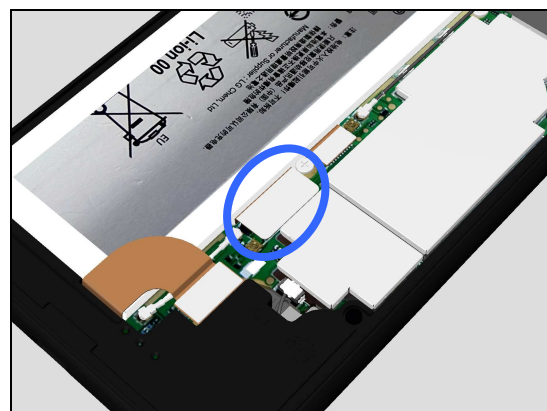
Check:

Inspect the BtB connector of LCM FPC to Main PBA.

Action:

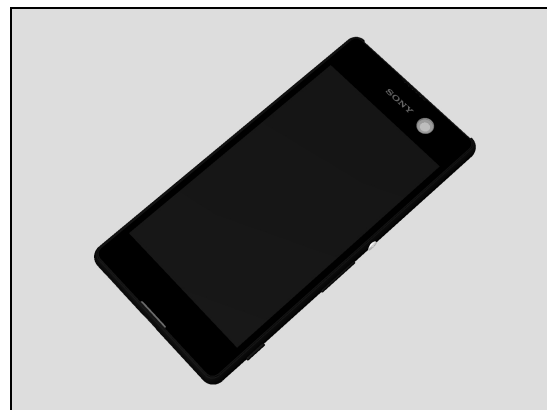
1. If not properly connected – disconnect and reconnect it.

2. If dirty or oxidized – clean it.



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

4. Replace Main PBA.



Problem Areas

1.4 Display

1.4.1 Graphics & Illumination

Check:

Check whether the phone vibrates after the on/off key has been pressed.

Action:

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

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

Check:

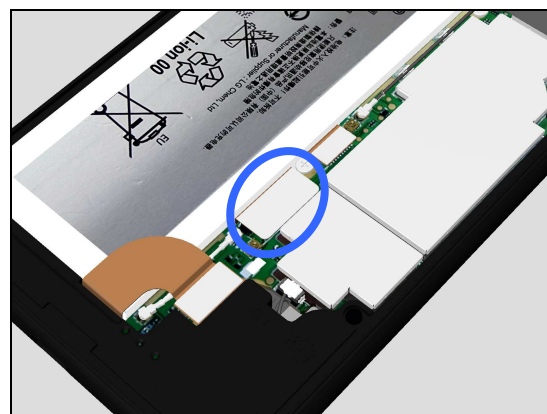
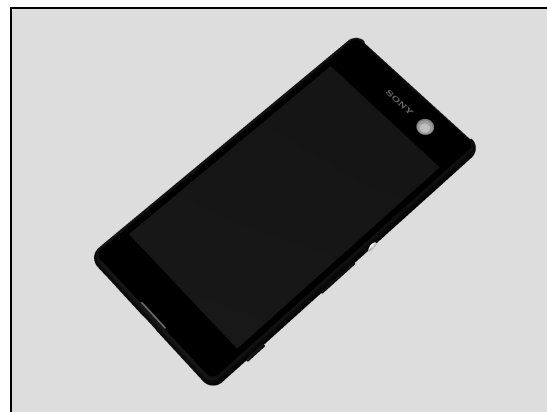
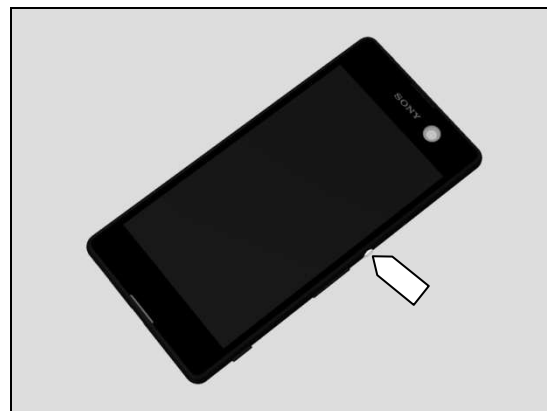
Inspect the BtB connector of LCM FPC to Main PBA.

Action:

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

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

4. Replace Main PBA.



Problem Areas

1.5 LED/Illumination

1.5.1 LED/Illumination

Check:

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

Action:

1. If dirty – clean it.

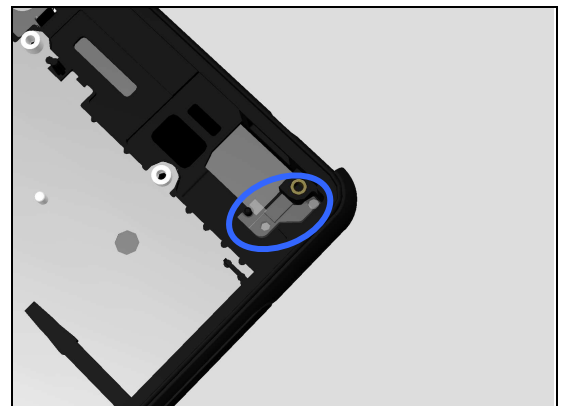


Check:

Inspect the Light Guide of Notification LED.

Action:

1. If dirty – clean it.

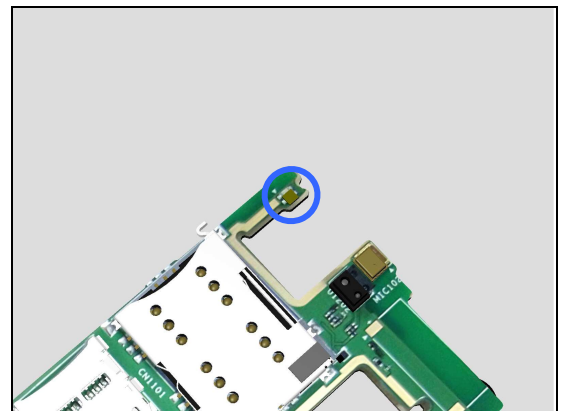


Check:

Inspect the LED on Main PBA.

Action:

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



Problem Areas

1.6 Speaker

1.6.1 Loudspeaker

Check:

Inspect the Loudspeaker external port on the Display Cover Assy.

Action:

1. If clogged – clean it.

2. If damaged – replace the Display Cover Assy.

Check:

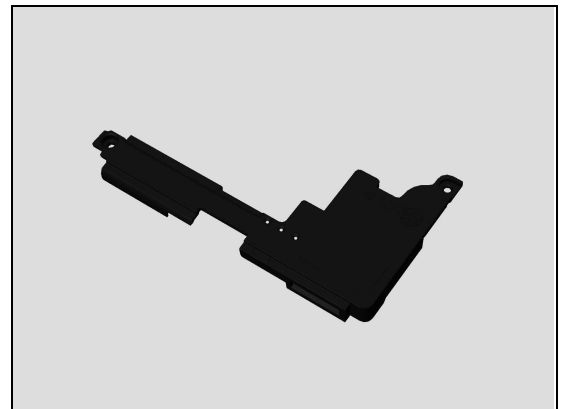
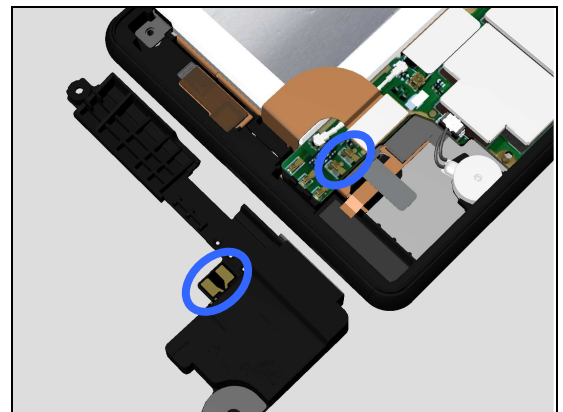
Inspect the contact pads on the Holder Speaker Main Ant Assy and the contact pins on the Main PBA.

Action:

1. If dirty – clean them.

2. If contact pads or loudspeaker are damaged – replace the Holder Speaker Main Ant Assy.

3. If contact pins are damaged – Replace Main PBA.



Problem Areas

1.7 Earphone

1.7.1 Earspeaker

Check:

Inspect the external port of Earspeaker on the Display Cover Assy.

Action:

1. If clogged – clean it.

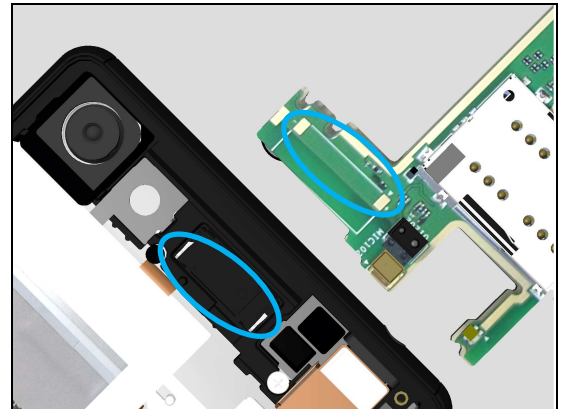


Check:

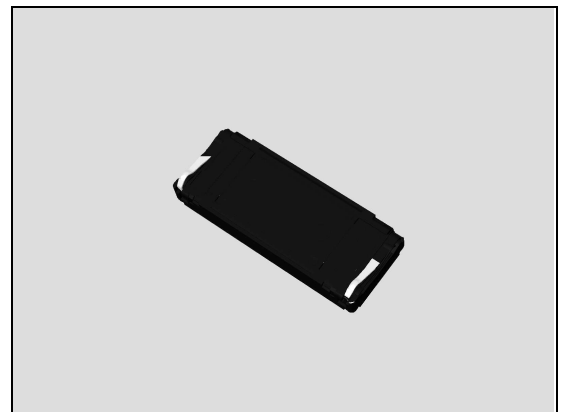
Inspect the contact pads on the Main PBA and the contact pins on the Earspeaker.

Action:

1. If dirty – clean them.



2. If the contact pins of the Earspeaker or the Earspeaker are damaged – replace it.
3. Replace Main PBA.



Problem Areas

1.8 Microphone

1.8.1 Primary Microphone

Check:

Inspect the Primary Microphone's external port on the Display Cover Assy.

Action:

1. If clogged – clean it.

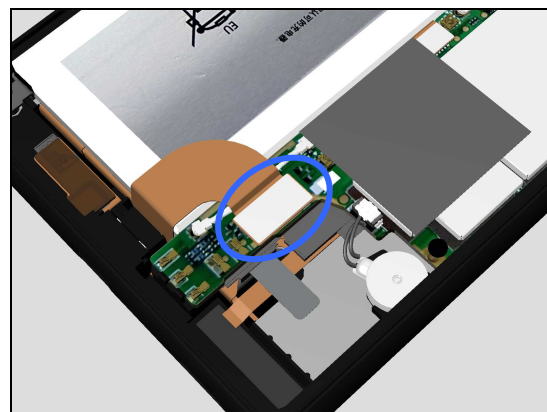


Check:

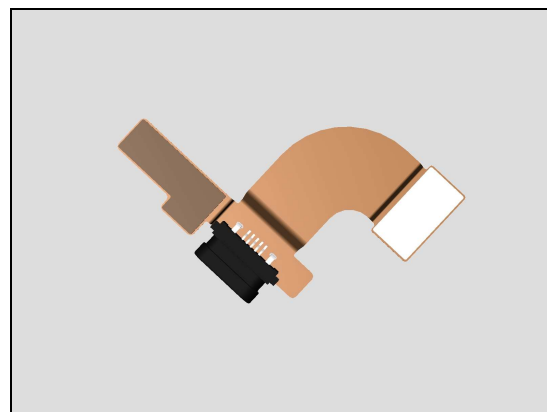
Inspect the BtB connector of USB FPC Assy to Main PBA.

Action:

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



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

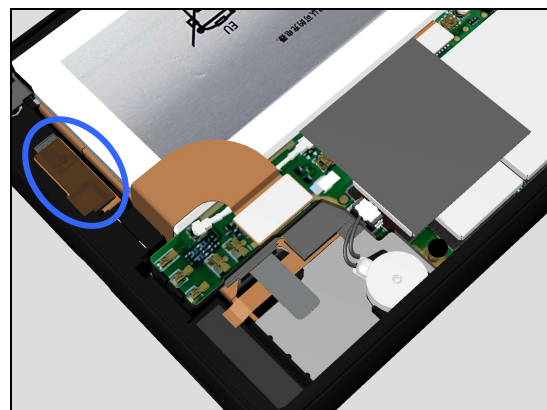


Check:

Inspect the USB FPC Assy is attached well onto Main Mic Rubber.

Action:

1. If not properly attached – re-attach the USB FPC Assy.



Problem Areas: Microphone

2. If cannot attached well – replace the Main Mic Rubber.

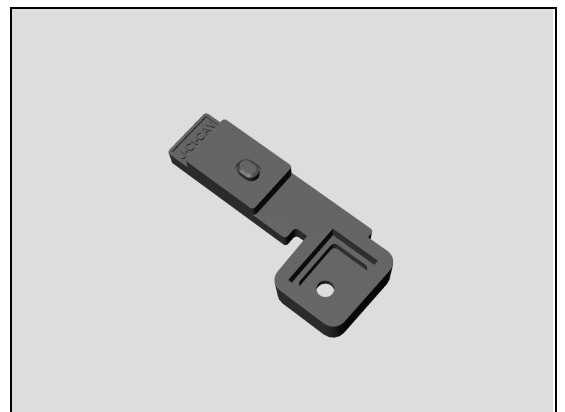
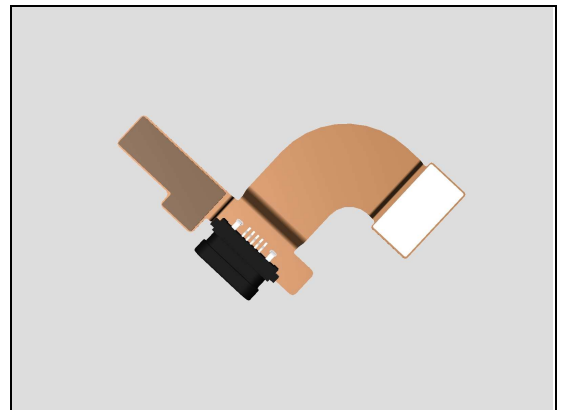
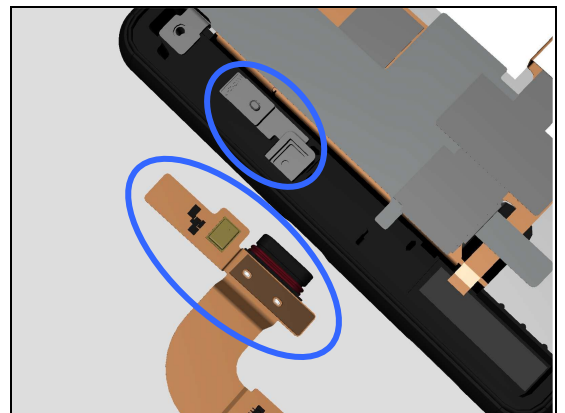
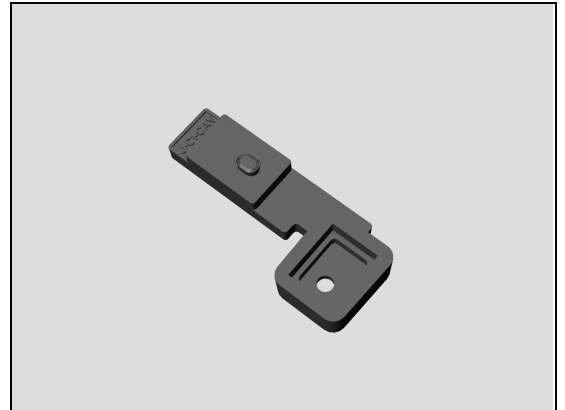
Check:

Inspect the Main Mic, USB FPC Assy and Main Mic Rubber.

Action:

1. If Main Mic and USB FPC Assy are damaged – replace the USB FPC Assy.

2. If Main Mic Rubber is not proper attached onto Display Cover Assy or damaged – replace the Main Mic Rubber.



Problem Areas: Microphone

1.8.1 Secondary Microphone

Check:

Inspect the external port of secondary microphone on the Panel Deco Top.

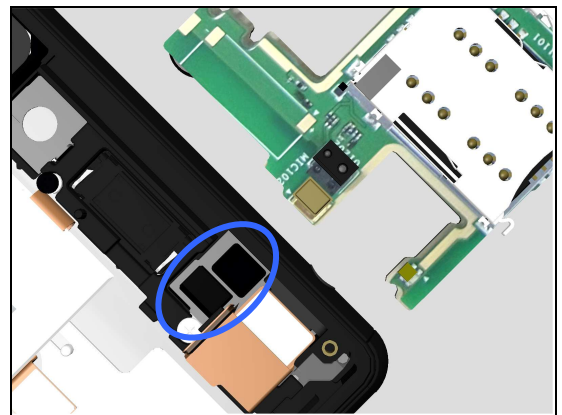
Action:

1. If clogged – clean it.



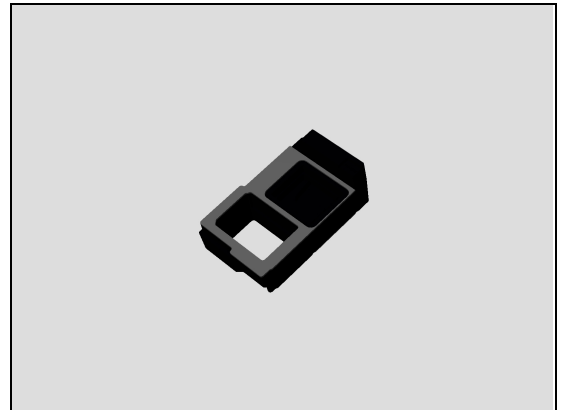
Check:

Inspect the Second Mic Rubber.



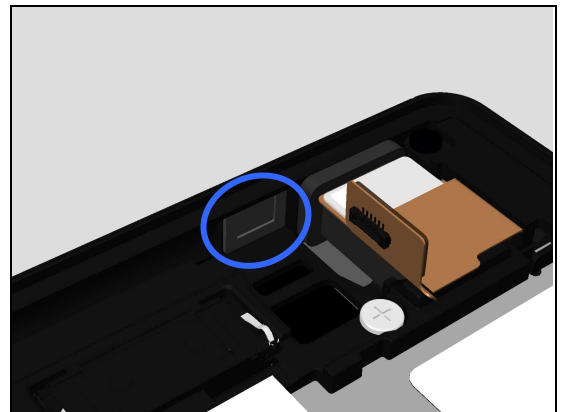
Action:

1. If Second Mic Rubber is not properly attached or damaged – replace the Second Mic Rubber.



Check:

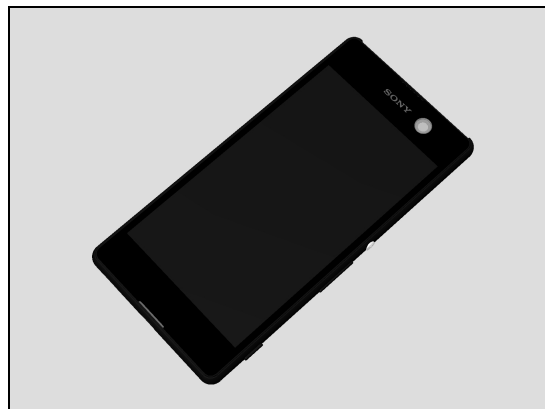
Inspect the Second Mic WR Sheet on the Display Cover Assy.



Problem Areas: Microphone

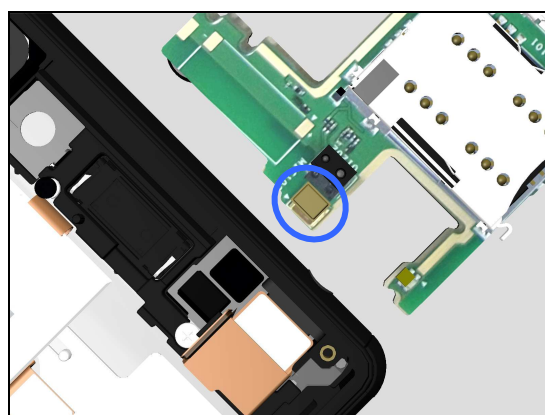
Action:

1. If damaged – replace the Display Cover Assy.



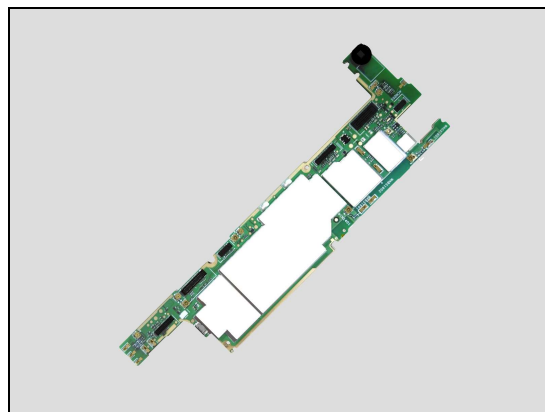
Check:

- Inspect the Second Mic on the Main PBA



Action:

1. If damaged – Replace Main PBA.



Problem Areas

1.9 Vibrator

1.9.1 Vibrator not generating alerts

Check:

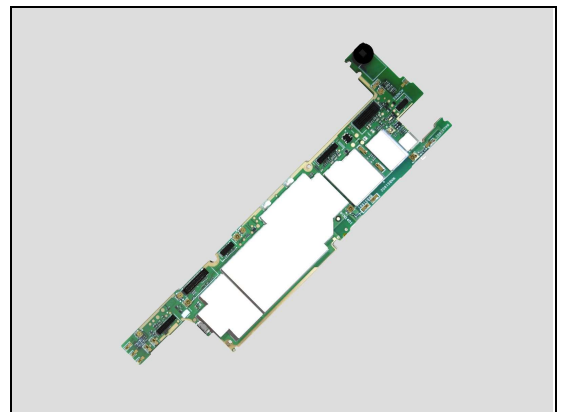
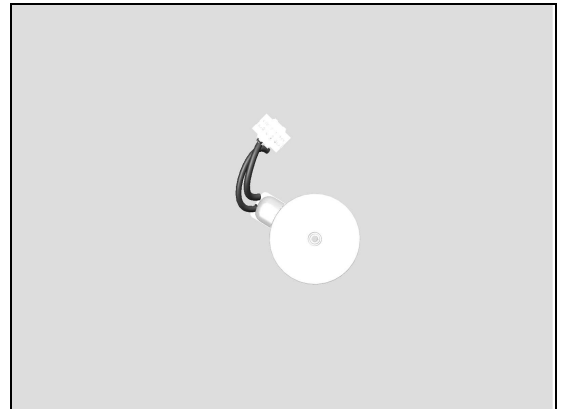
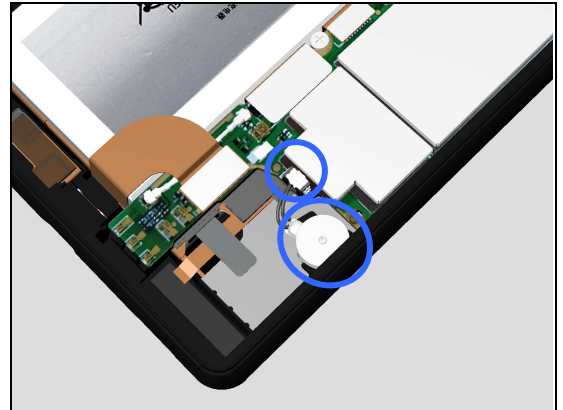
Inspect the Vibrator connector and assembly of Vibrator

Action:

1. If the Vibrator is not assembled well – reassemble it
2. If the connector is not properly connected – disconnect and reconnect it.
3. If the connector is dirty or oxidized – clean it.

4. If the connector or wires of vibrator or vibrator itself is damaged – replace the Vibrator.

3. If the connector on the Main PBA is damaged – replace the 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 Main Camera to Main PBA.

Action:

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

2. If dirty or oxidized – clean it.

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

4. Replace Main PBA.



Problem Areas: Camera

1.10.2 Video Call Camera defects

Check:

Inspect the external area of the chat camera window.

Action:

1. If dirty – clean it.

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

Check:

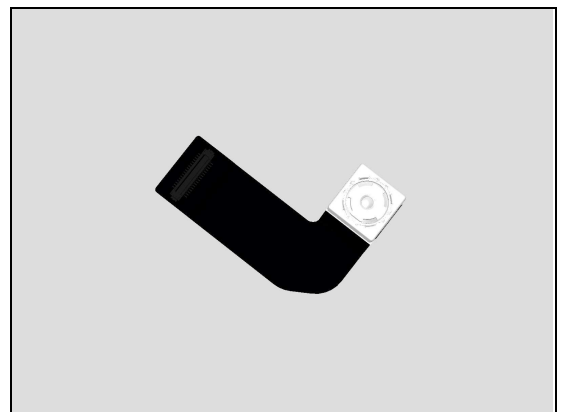
Inspect the BtB connector of Chat Camera to Main PBA.

Action:

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

3. If the Chat Camera is damaged – replace the Chat Camera.

4. Replace Main PBA.



Problem Areas

1.11 Flash LED

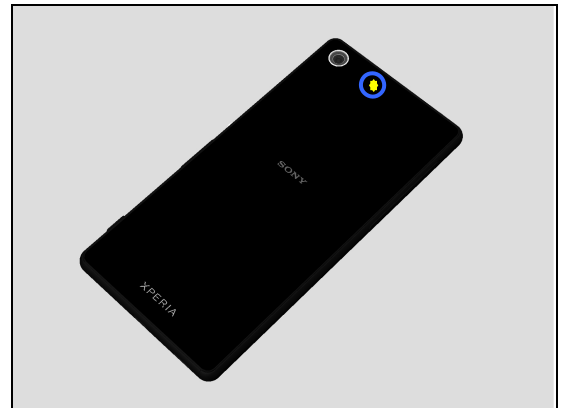
1.11.1 Flash LED not flashing

Check:

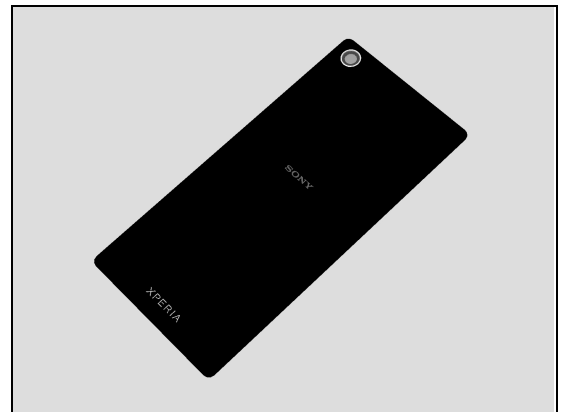
Inspect the external area of the flash LED.

Action:

1. If dirty – clean it.



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

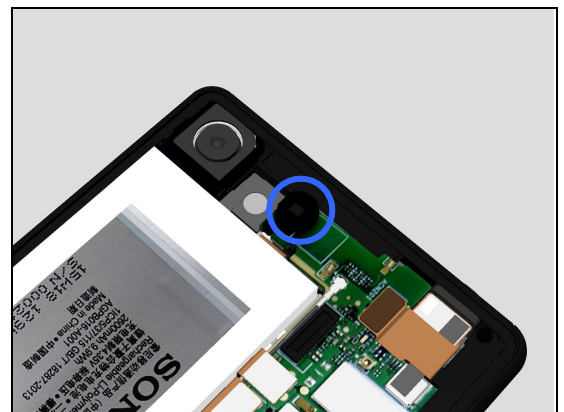


Check:

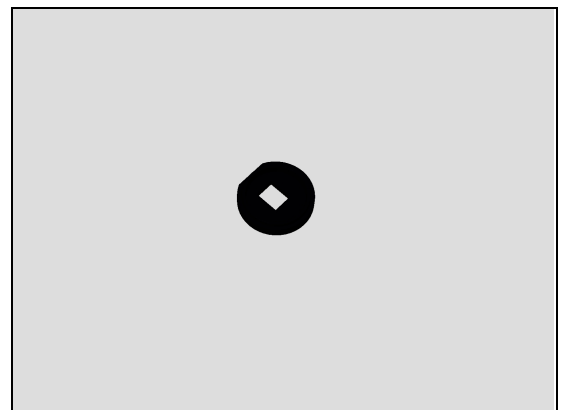
Inspect the Flash Lens Rubber and Flash LED on Main PBA.

Action:

1. If dirty – clean it.



2. If Flash Lens Rubber is damaged – replace it.
3. If Flash LED is damaged – Replace Main PBA.



Problem Areas

1.12 Bluetooth and WLAN

1.12.1 Bluetooth or WLAN connection failure

Check:

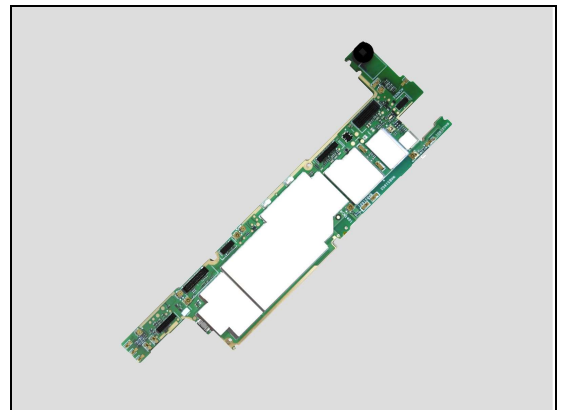
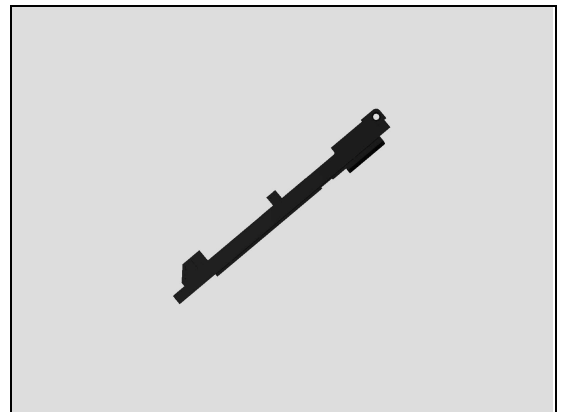
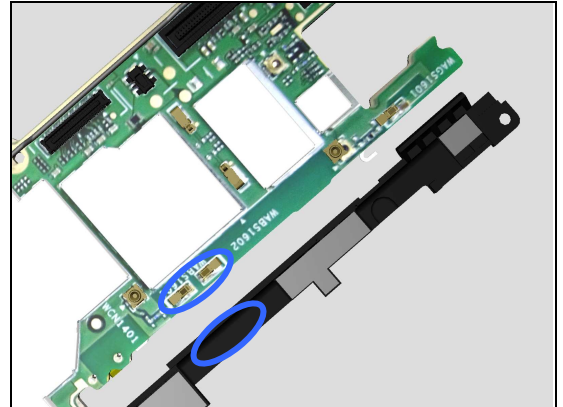
Inspect the contact pads on Holder GPS/WiFi Ant Assy and the contact pins on main PBA.

Action:

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

2. If the contact pads on Holder GPS/WiFi Ant Assy are damaged – replace the Holder GPS/WiFi Ant Assy.

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



Problem Areas

1.13 NFC

1.13.1 NFC malfunctions

Check:

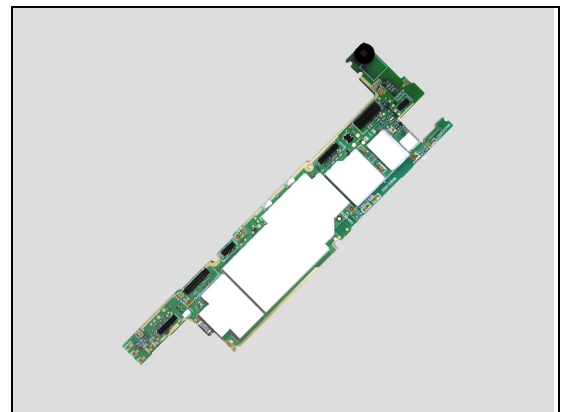
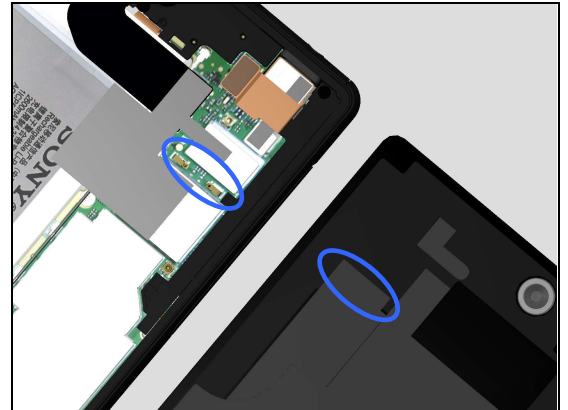
Inspect the NFC antenna contact pads on Back Panel and the contact pins on Main PBA.

Action:

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

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

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



Problem Areas

1.14 GPS

1.14.1 GPS malfunctions

Check:

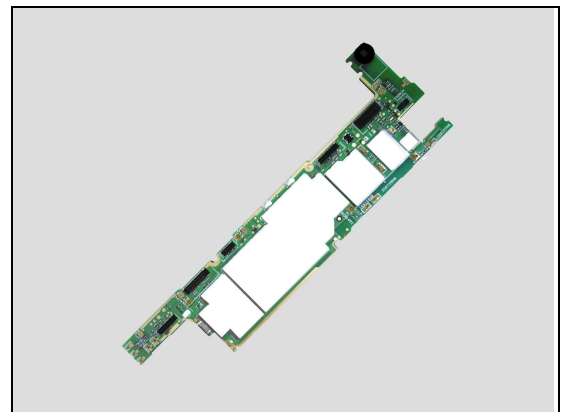
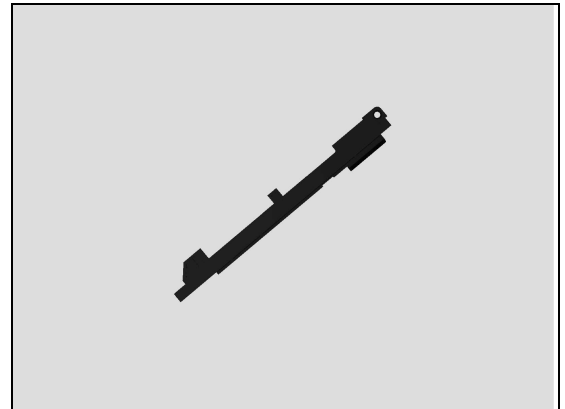
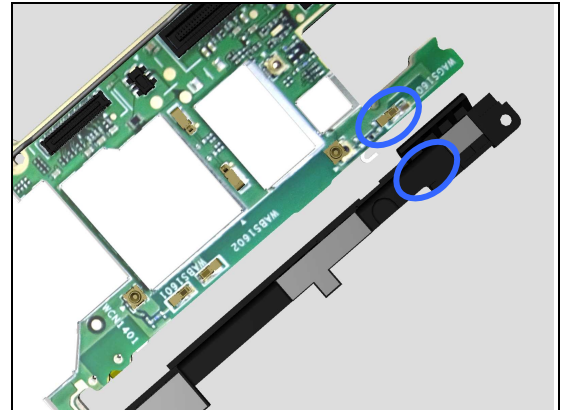
Inspect the contact pads on Holder GPS/WiFi Ant Assy and the contact pins on main PBA.

Action:

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

2. If the contact pads on Holder GPS/WiFi Ant Assy are damaged – replace the Holder GPS/WiFi Ant Assy.

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



Problem Areas

1.15 Compass

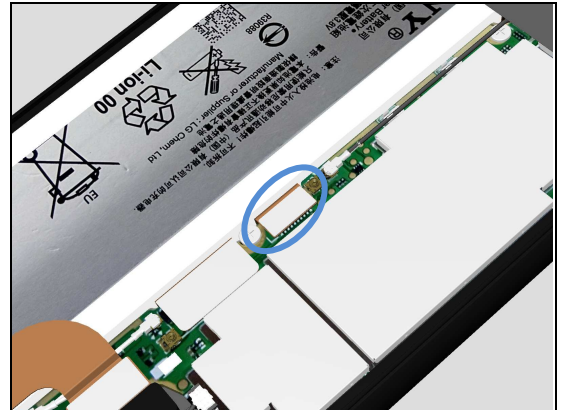
1.15.1 Compass fails

Check:

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

Action:

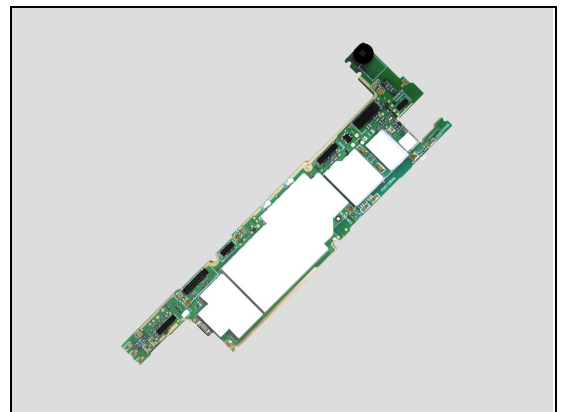
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



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

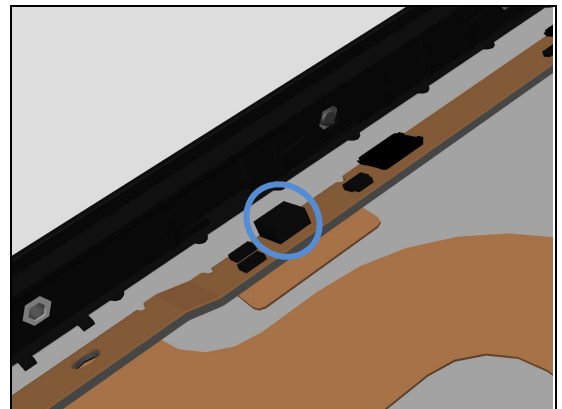


4. Replace Main PBA.



Check:

Inspect the compass chipset on Sidekey FPC Assy.



Problem Areas: Compass

Action:

1. If the compass chipset is damaged – replace the Sidekey FPC Assy.



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

N/A.

Problem Areas

1.18 Ambient Light Sensor

1.18.1 Light Sensor malfunctions

Check:

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

Action:

1. If dirty – clean it.

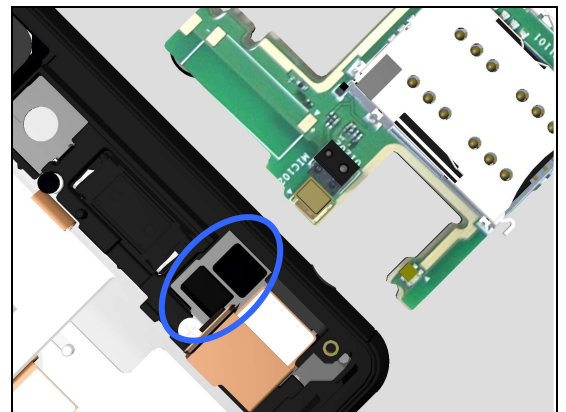


2. If scratched or damaged – replace the Display Cover Assy.



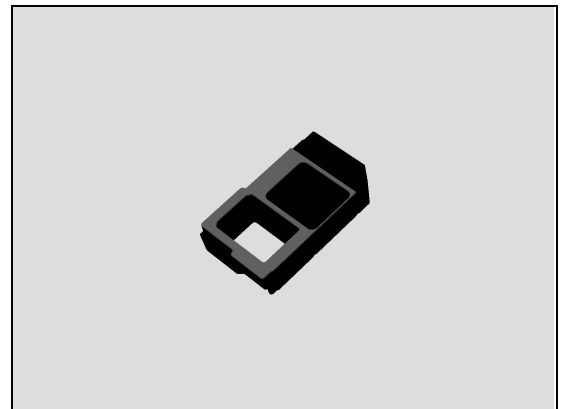
Check:

Inspect the Second Mic Rubber.



Action:

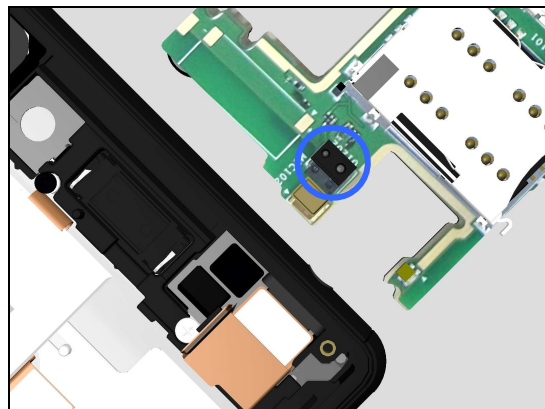
1. If not properly attached or damaged – replace the Second Mic Rubber.



Problem Areas: Compass

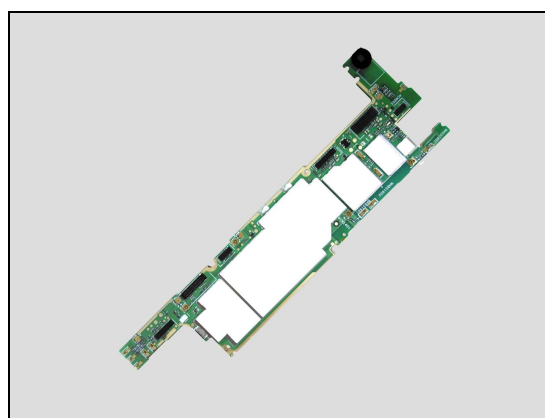
Check:

Inspect the light sensor on the Main PBA.



Action:

1. If damaged – Replace Main PBA.



Problem Areas

1.19 Proximity Switch

1.19.1 Proximity switch malfunctions

Check:

Inspect the external window area of proximity switch on the Display Cover Assy.

Action:

1. If dirty – clean it.

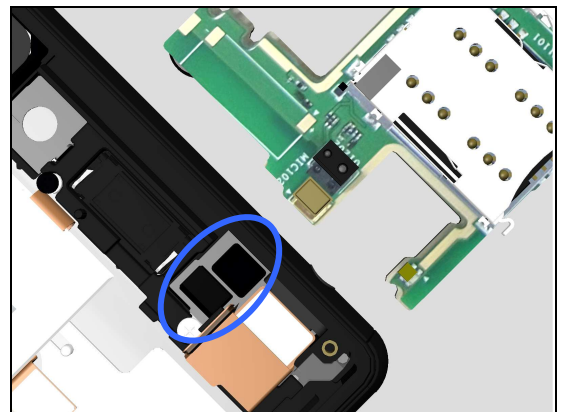


2. If scratched or damaged – replace the Display Cover Assy.



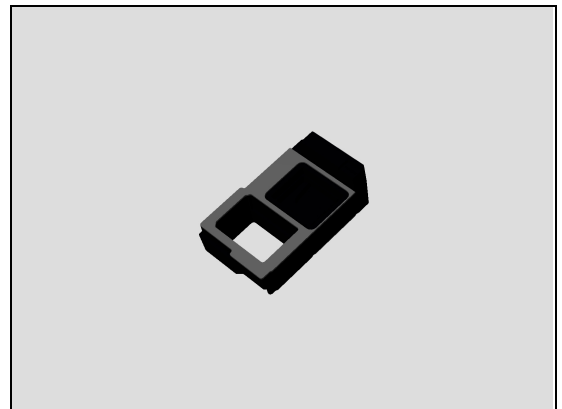
Check:

Inspect the Second Mic Rubber.



Action:

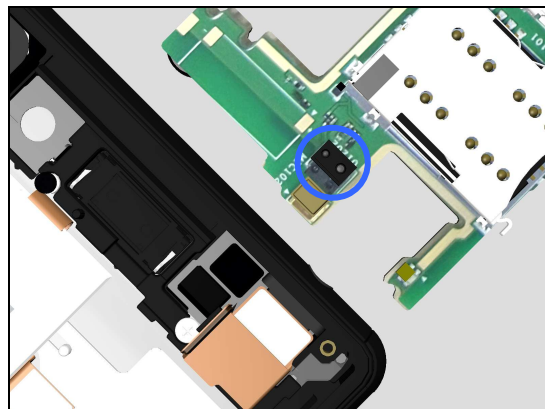
1. If not properly attached or damaged – replace the Second Mic Rubber.



Problem Areas: Compass

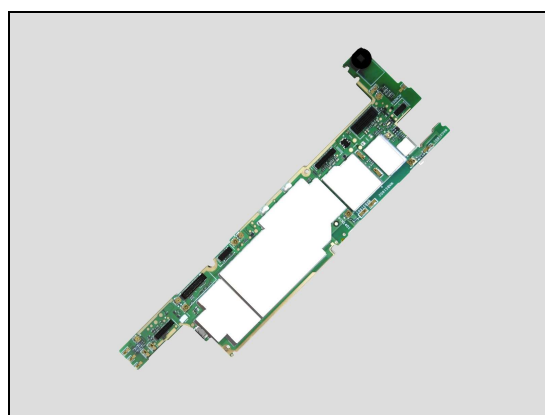
Check:

Inspect the proximity switch on the Main PBA.



Action:

1. If damaged – Replace Main PBA.



Problem Areas

1.20 Hall Sensor

1.20.1 Hall Sensor test fails

Replace Main PBA.

Problem Areas

1.21 Water Resistance

1.21.1 Water Resistance fails

Check:

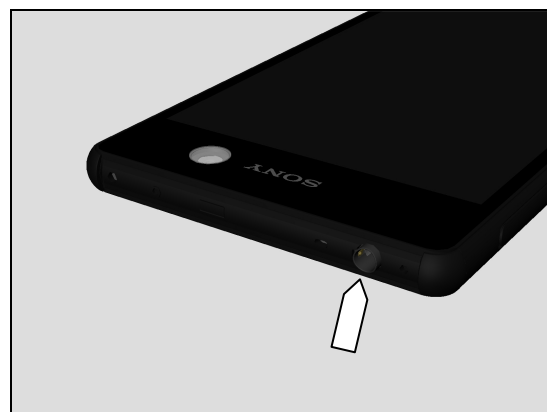
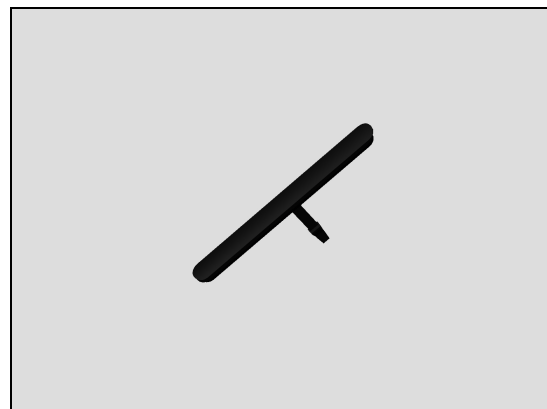
Inspect the Cap SIM/SD.

Action:

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

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

Run the Water Resistance Test again!



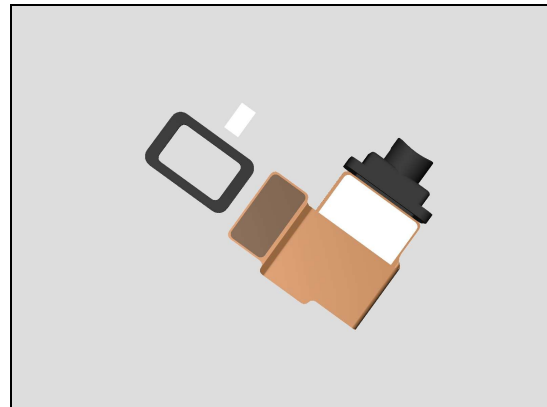
Check:

Inspect the Audio Jack hole.

Action:

1. If not assembled well – replace the Adhesive WR Audio Jack to reassemble Audio Jack FPC Assy.
2. If damaged – replace the Water Indicator, Audio Jack FPC Assy and Adhesive WR Audio Jack.

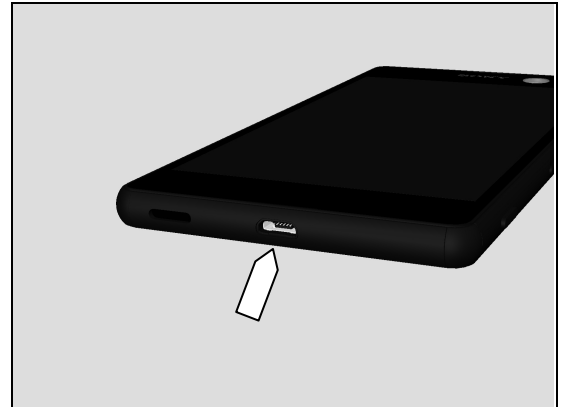
Run the Water Resistance Test again!



Problem Areas: Water Resistance

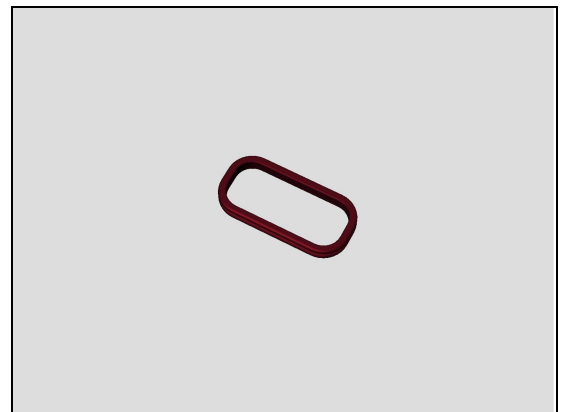
Check:

Inspect the USB connector.

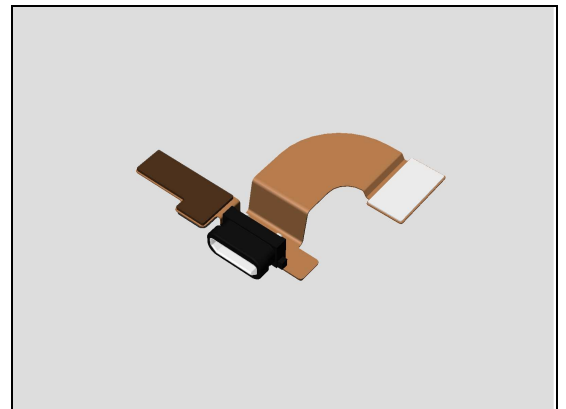


Action:

1. If USB FPC Assy, USB O-Ring and Holder USB are not properly assembled – reassemble them.
2. If USB O-Ring is damaged – replace it.

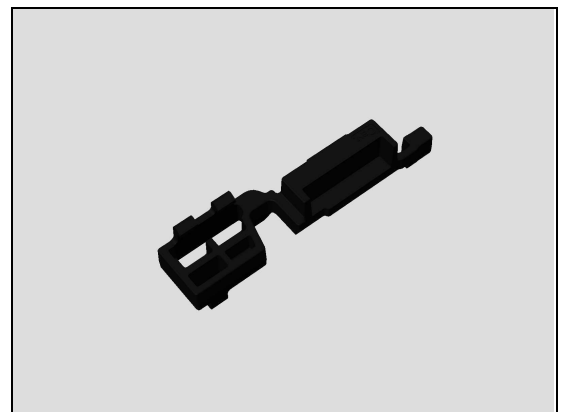


3. If USB FPC Assy is damaged – replace it.



4. If Holder USB is damaged – replace it.

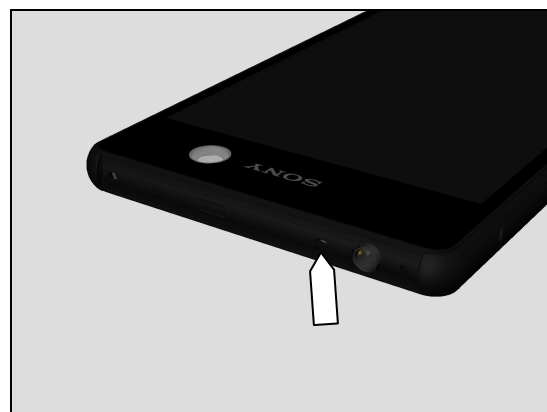
Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

Inspect the secondary microphone port.



Action:

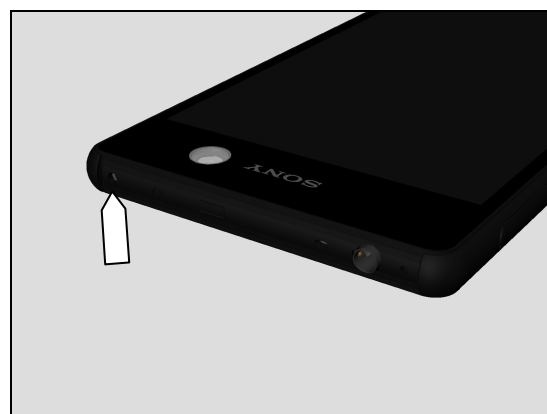
If damaged – replace the Display Cover Assy.

Run the Water Resistance Test again!



Check:

Inspect the ventilation hole.



Action:

If damaged – replace the Display Cover Assy.

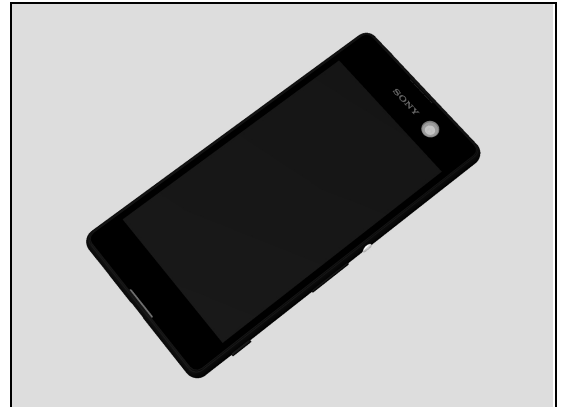
Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

Inspect the edge of Display for damage and gap and
Inspect the Chat Camera window.



Action:

1. If the edge of Display or Chat Camera window has gap – replace Display Cover Assy.
2. If the Display Cover Assy is damaged – replace Display Cover Assy.

Run the Water Resistance Test again!



Check:

Inspect the edge of Back Panel for damage and gap and
Inspect the Main Camera window.



Action:

1. If the edge of Back Rear or Main Camera window has gap – reassemble Back Panel.
2. If Panel Rear is damaged – replace Back Panel.

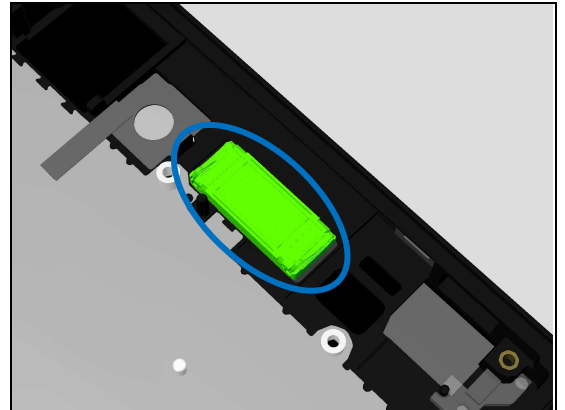
Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

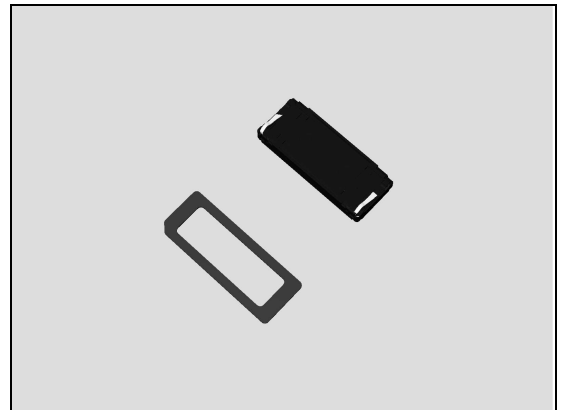
Inspect the Earspeaker.



Action:

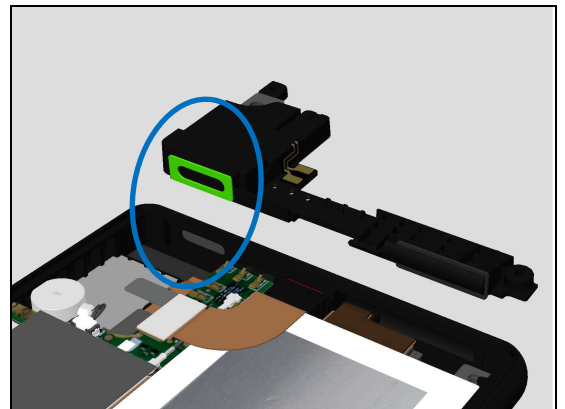
If not assembled well or damaged – replace the Adhesive WR Earspeaker and Earspeaker.

Run the Water Resistance Test again!



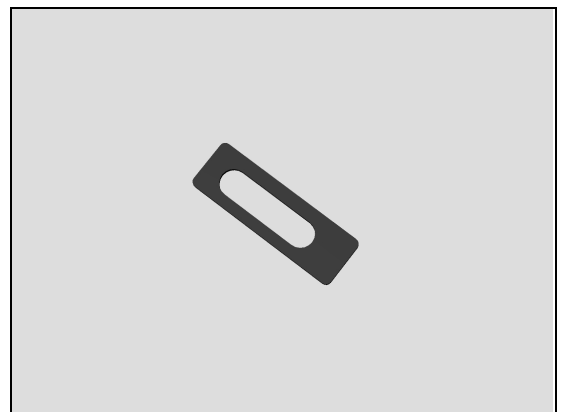
Check:

Inspect assembly of Holder Speaker Main Ant Assy to Display Cover Assy.



Action:

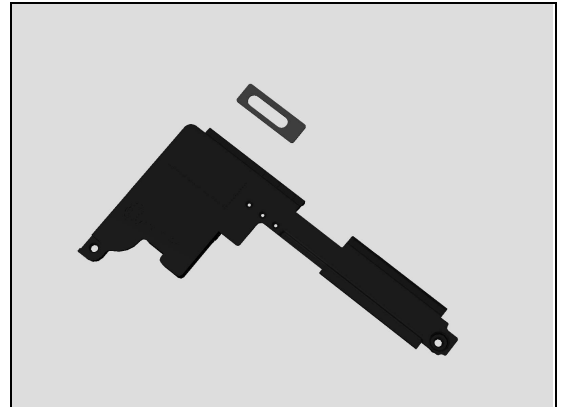
1. If not properly assembled – replace the Adhesive WR Speaker Holder and reassemble it.



Problem Areas: Water Resistance

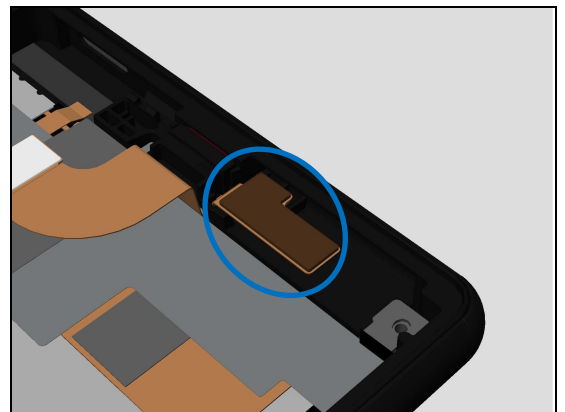
2. If damaged– replace the Holder Speaker Main Ant Assy and Adhesive WR Speaker Holder.

Run the Water Resistance Test again!

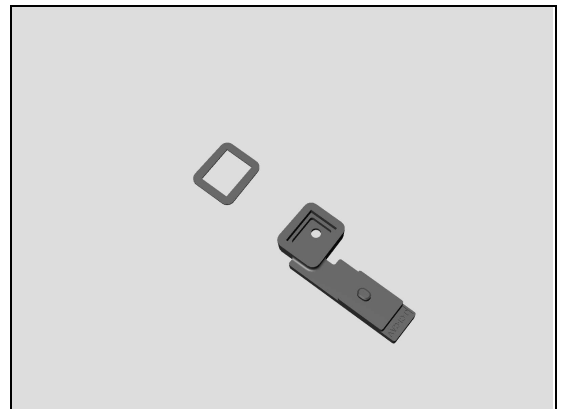


Check:

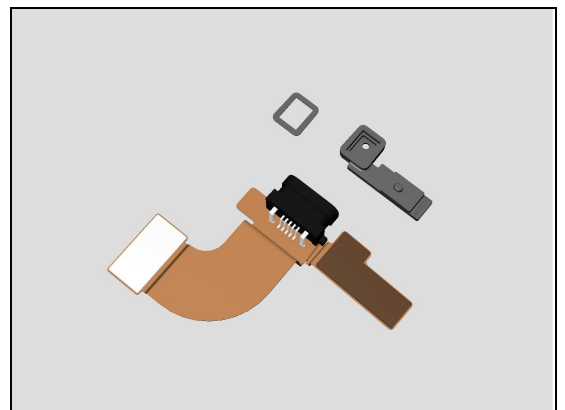
Inspect assembly of the USB FPC Assy to Main Mic Rubber.



1. If not properly assembled – replace the Main Mic Rubber and Adhesive Main Mic and reassemble it.



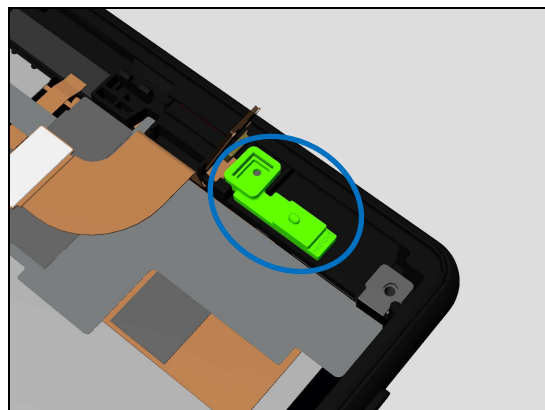
2. If damaged– replace the USB FPC Assy, Adhesive Main Mic and Main Mic Rubber.



Problem Areas: Water Resistance

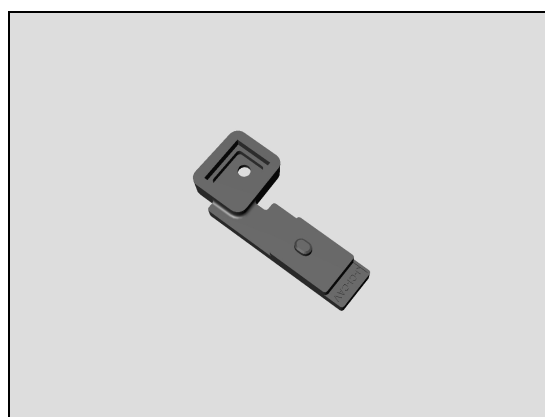
Check:

Inspect assembly of the Main Mic Rubber to Display Cover Assy.



1. If not properly assembled or damaged – replace the Main Mic Rubber.

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 the external port of the memory card holder.

Action:

If dirty or clogged – clean the external port.

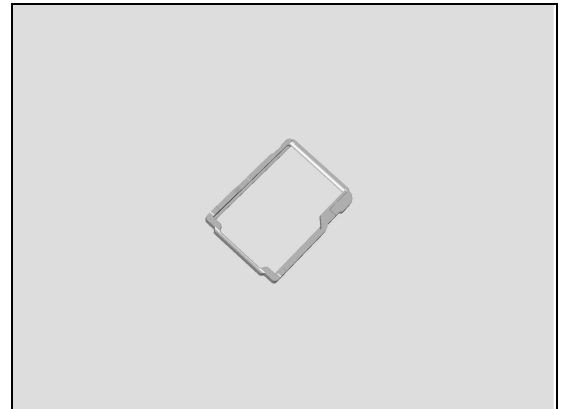


Check:

Check if Memory Card is properly mounted into the Tray SD and if a Tray SD can be properly inserted into its holder and inspect the Tray SD.

Action:

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

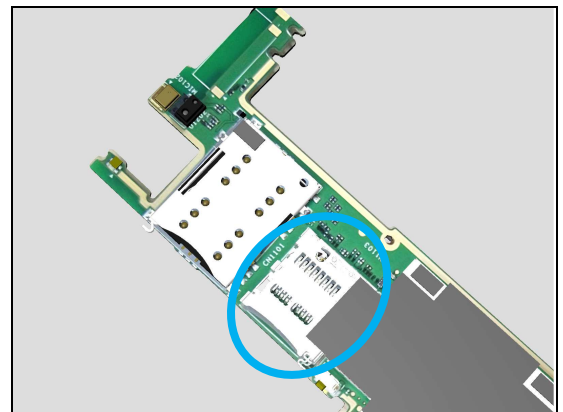


Check:

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 Audio Jack.

Action:

1. If dirty or oxidized – clean it.

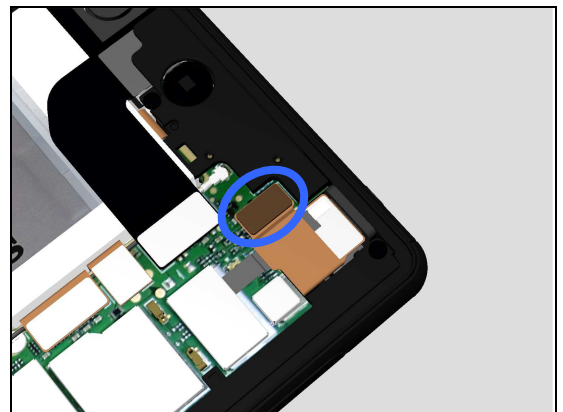


Check:

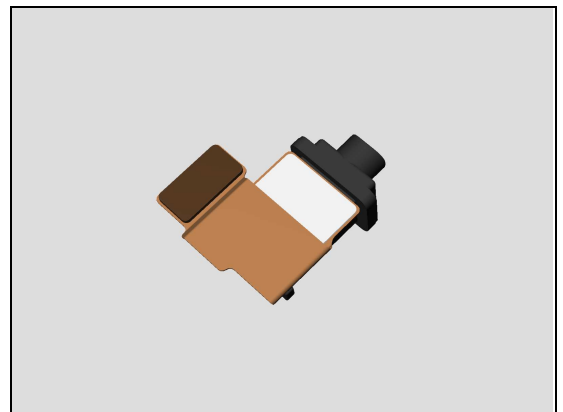
Inspect the BtB connector of Audio Jack FPC Assy to Main PBA.

Action:

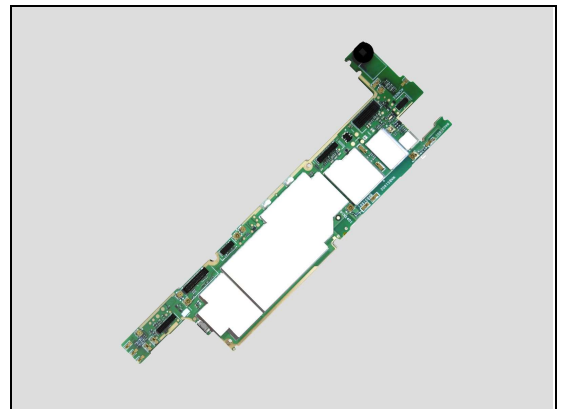
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the Audio Jack FPC Assy is damaged – replace the Audio Jack FPC Assy.



4. Replace Main PBA.



Problem Areas

1.27 Verify Certificates

1.27.1 Verify Certificates fails

Action:

N/A.

Problem Areas

1.28 TV-Out Test

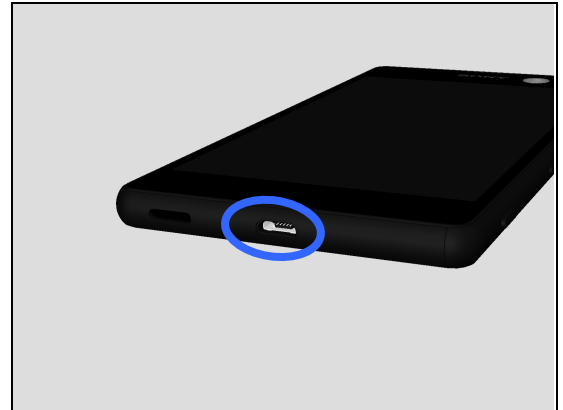
1.28.1 TV-Out test fails

Check:

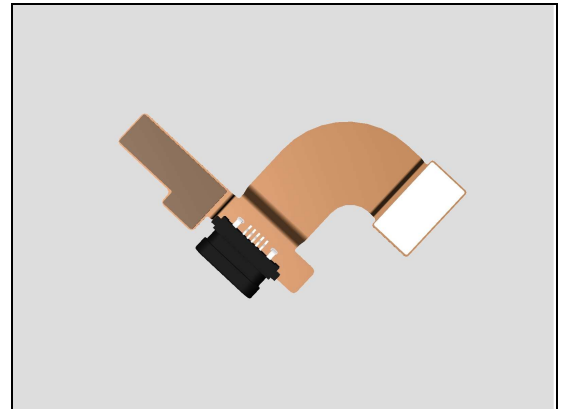
Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.



2. If USB connector damaged – replace USB FPC Assy.



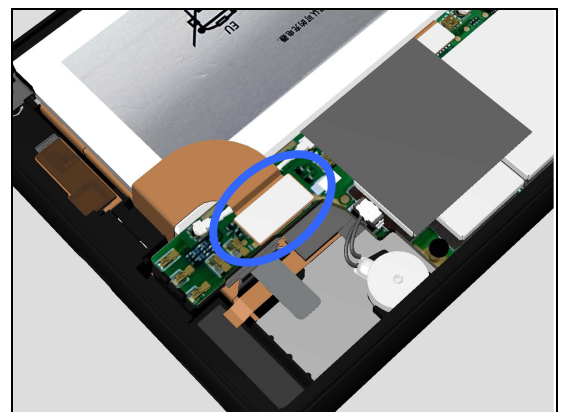
Check:

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

Action:

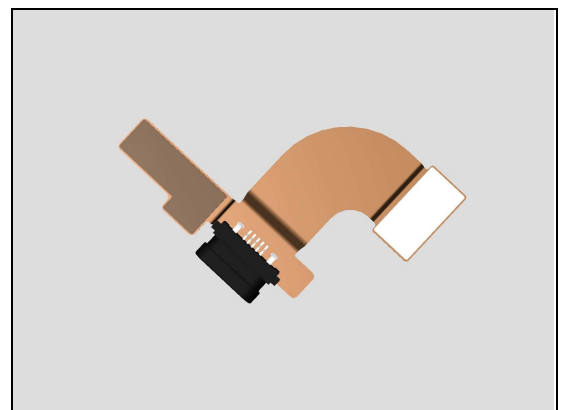
1. If not properly connected – disconnect and reconnect it.

2. If dirty or oxidized – clean it.



3. If USB FPC Assy is damaged – replace it.

4. Replace Main PBA.



Problem Areas

1.29 Network & Signal

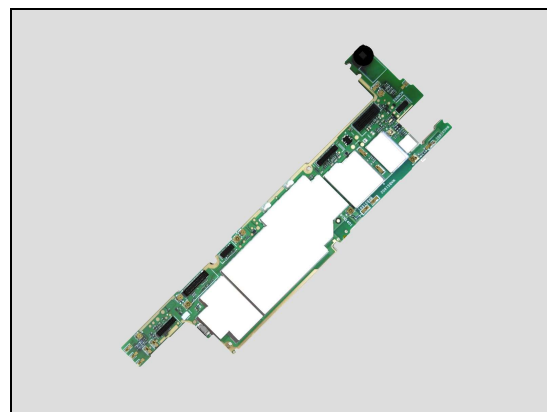
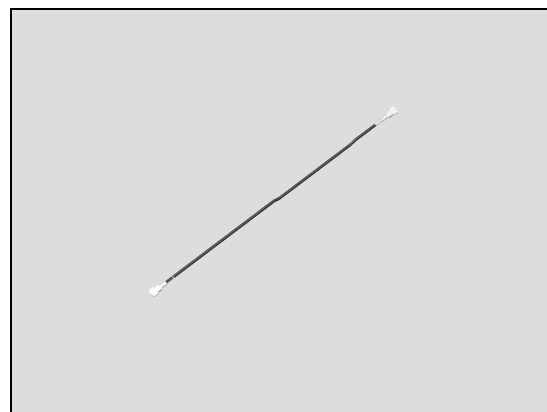
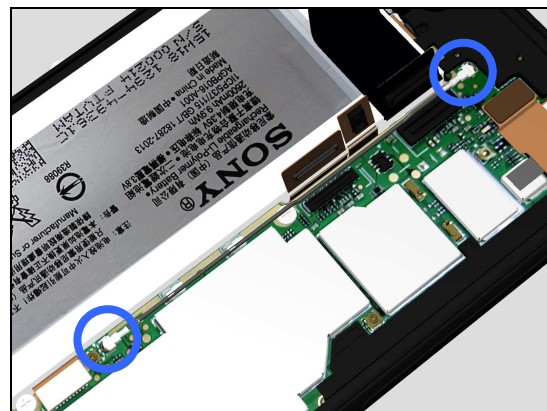
1.29.1 No/Poor signal

Check:

Inspect the RF connectors of RF Cable Upper to the Main PBA.

Action:

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



3. If the RF Cable Upper is damaged – replace it.

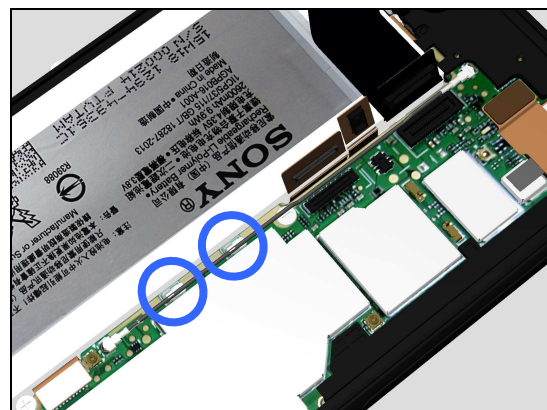
4. If the connectors on the main PBA are damaged – replace Main PBA.

Check:

Inspect if the RF Cable Upper is mounted into its clips.

Action:

If not properly assembled – reassemble it.



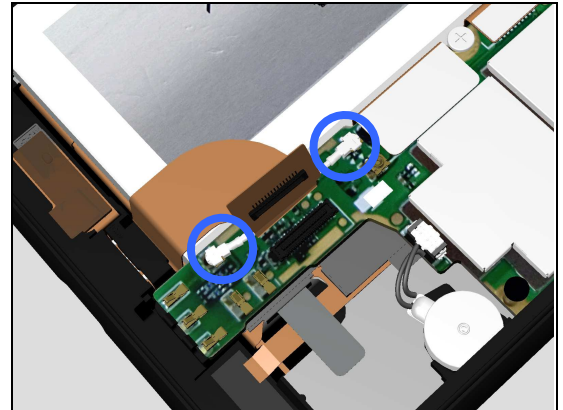
Problem Areas: Network & Signal

Check:

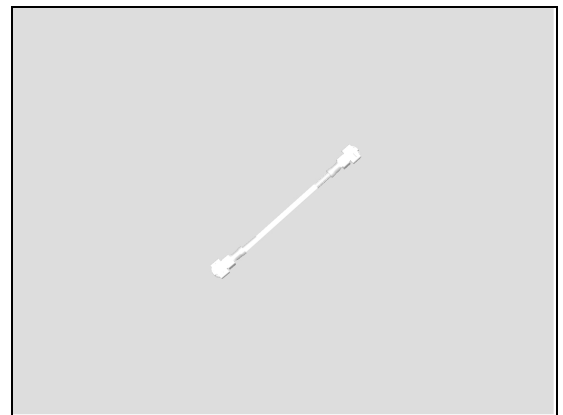
Inspect the RF connectors of RF Cable Lower to the Main PBA.

Action:

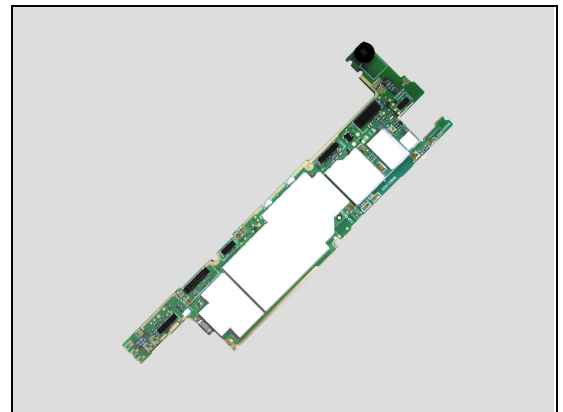
1. If not properly connected – disconnect and reconnect them.
2. If dirty or oxidized – clean them.



3. If the RF Cable Lower is damaged – replace it.



4. If the connectors on the Main PBA are damaged – replace Main PBA.

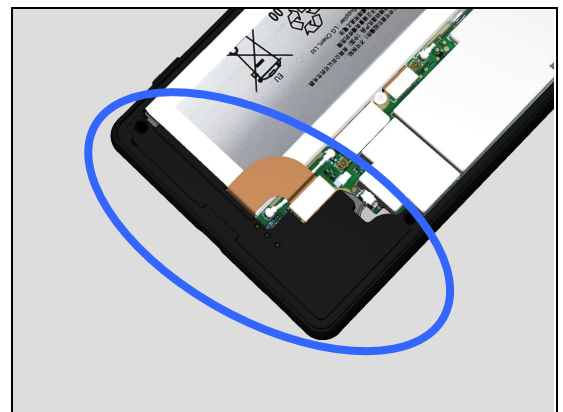


Check:

Inspect the Holder Speaker Main Ant Assy.

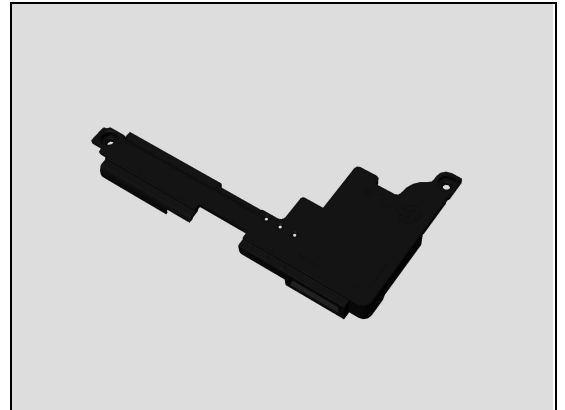
Action:

1. If not properly assembled – reassemble it.



Problem Areas: Network & Signal

2. If damaged – replace the Holder Speaker Main Ant Assy.

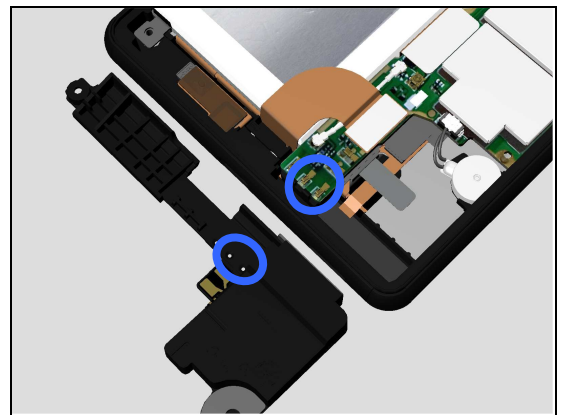


Check:

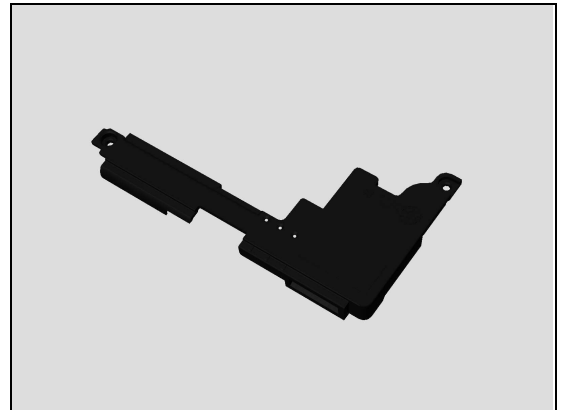
Inspect the contact pins on the Main PBA and contact pads on the Holder Speaker Main Ant Assy.

Action:

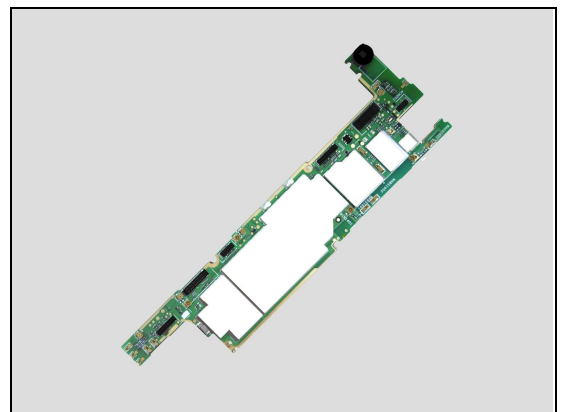
1. If dirty or oxidized – clean them.



2. If the contact pads are damaged – replace the Holder Speaker Main Ant Assy.



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



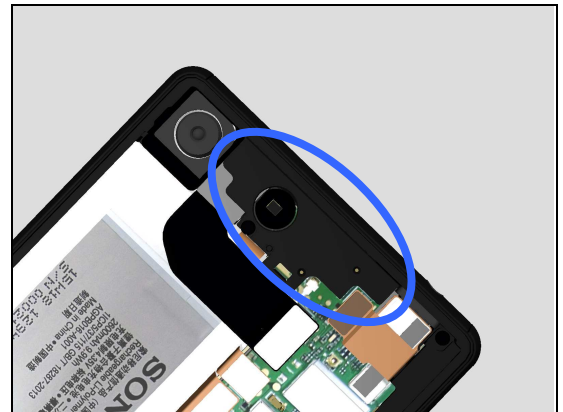
Problem Areas: Network & Signal

Check:

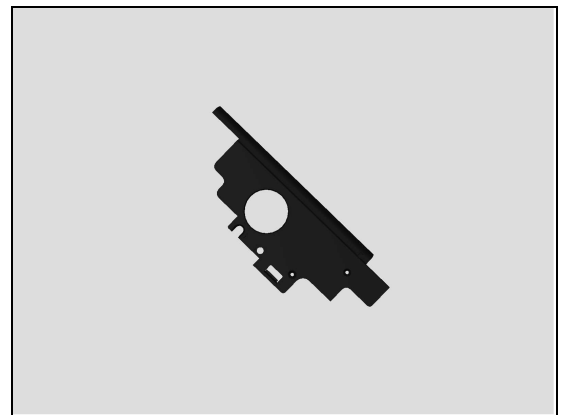
Inspect the Holder Diversity Ant Assy.

Action:

1. If not properly assembled – reassemble it.



2. If damaged – replace the Holder Diversity Ant Assy.

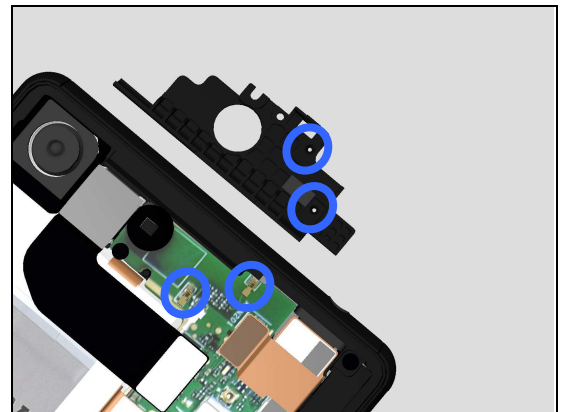


Check:

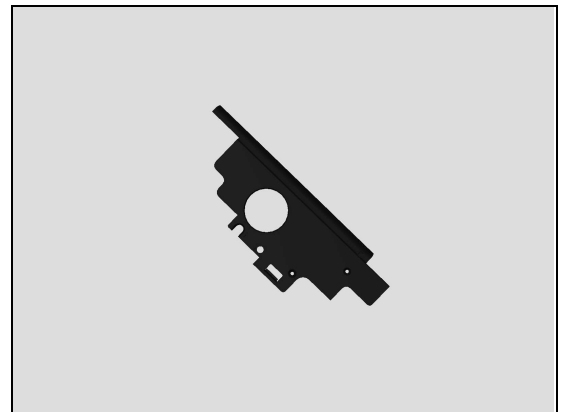
Inspect the contact pins on the Main PBA and contact pads on the Holder Diversity Ant Assy.

Action:

1. If dirty or oxidized – clean them

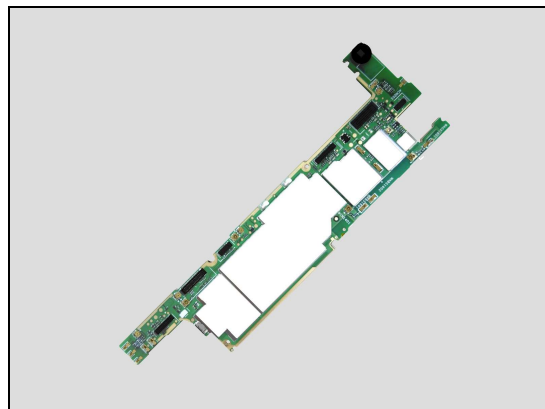


2. If the contact pads are damaged – replace the Holder Diversity Ant Assy.



Problem Areas: Network & Signal

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



Problem Areas

1.30 SIM (E5603, E5606, E5653)

1.30.1 SIM not detected

Check:

Inspect the external port of the SIM card holder.

Action:

If dirty or clogged – clean the external port.

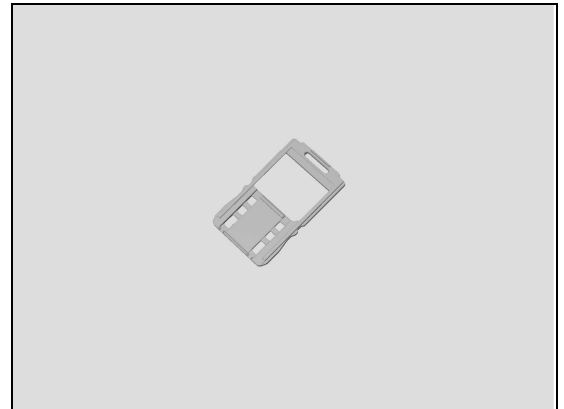


Check:

Check if Nano SIM is properly mounted into the Tray Single SIM and if a Tray Single SIM can be properly inserted into its holder and inspect the Tray Single SIM.

Action:

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



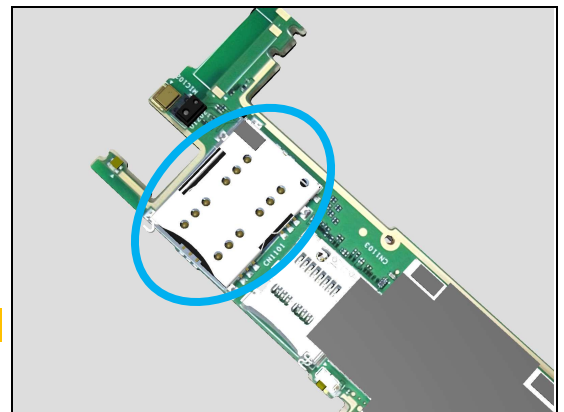
Check:

Inspect the SIM card holder on Main PBA.

Action:

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

Note: only Single SIM illustration shown!



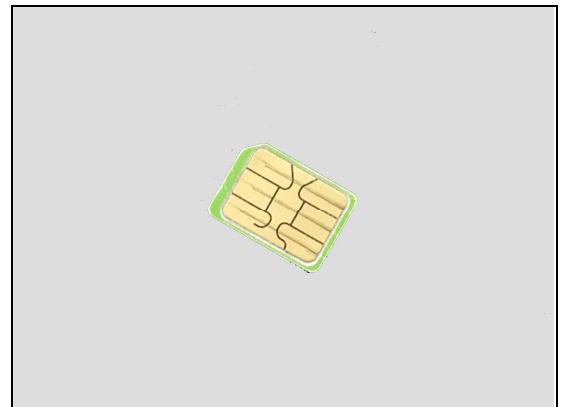
1.30.2 Incorrect Nano SIM indicated

Check:

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

Action:

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



Problem Areas

1.31 SIM (E5633, E5643, E5663)

1.31.1 SIM not detected

Check:

Inspect the external port of the SIM card holder.

Action:

If dirty or clogged – clean the external port.

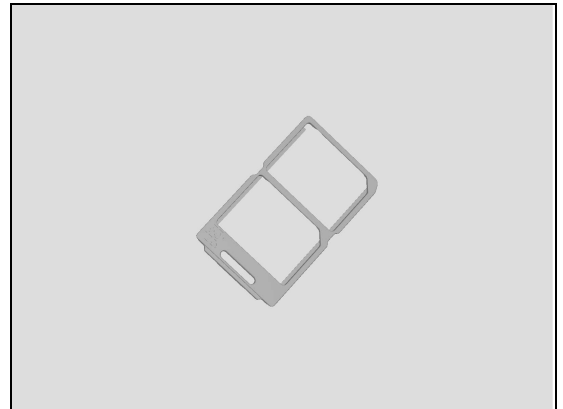


Check:

Check if Nano SIM is properly mounted into the Tray Dual SIM and if a Tray Dual SIM can be properly inserted into its holder and inspect the Tray Dual SIM.

Action:

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



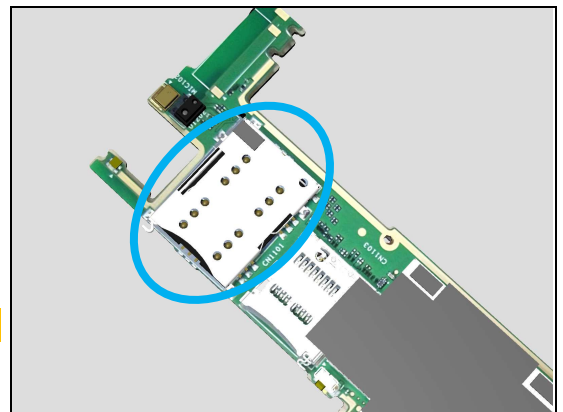
Check:

Inspect the SIM card holder on Main PBA.

Action:

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

Note: only Dual SIM illustration shown!



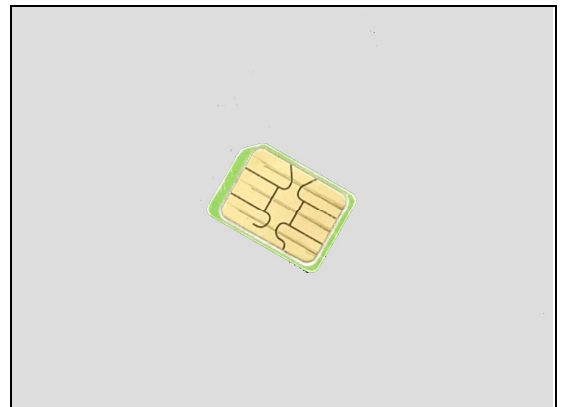
1.31.2 Incorrect Nano SIM indicated

Check:

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

Action:

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



Problem Areas

1.32 Charging

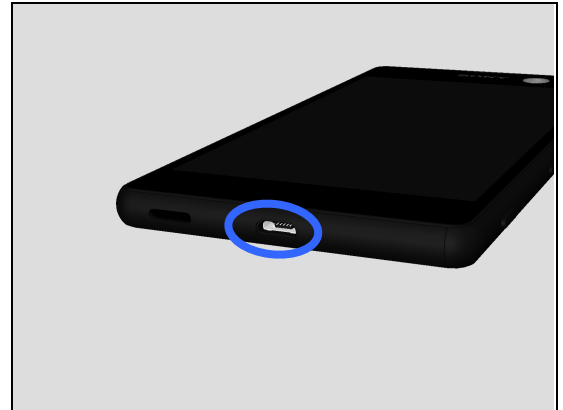
1.32.1 Battery will not charge by USB connector

Check:

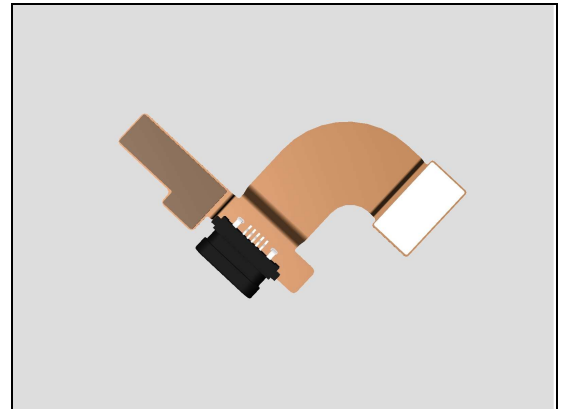
Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.



2. If USB connector is damaged – replace USB FPC Assy.



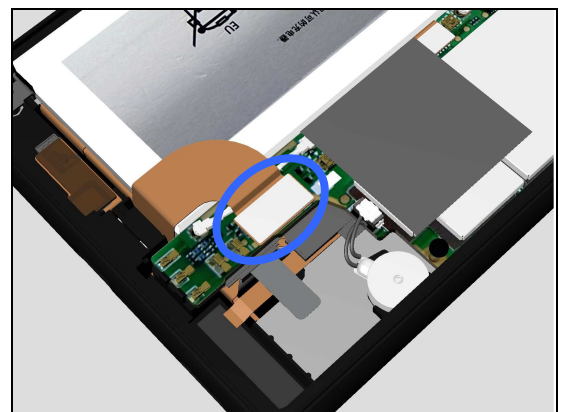
Check:

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

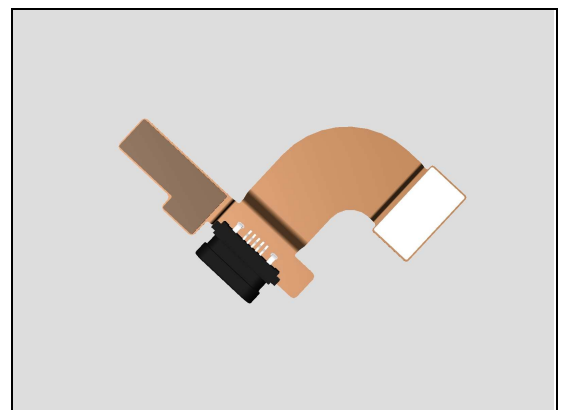
Action:

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

2. If dirty or oxidized – clean it.



3. If USB FPC Assy is damaged – replace it.



Problem Areas: Charging

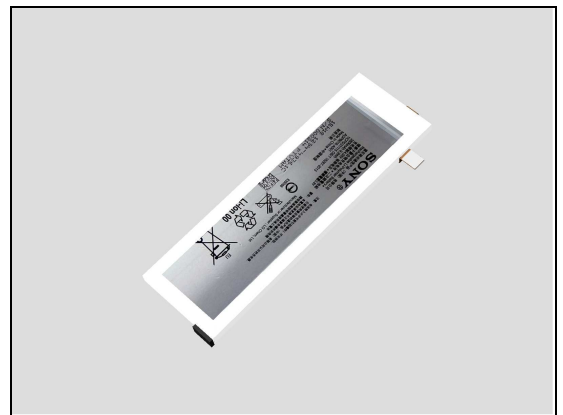
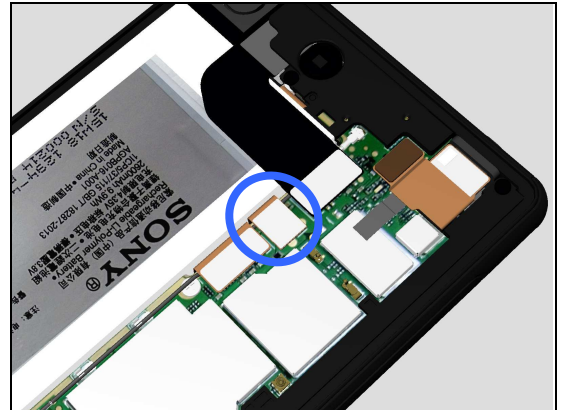
Check:

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

Action:

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

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



Problem Areas

1.33 Audio Jack test

1.33.1 Connection to headset fails

Check:

Inspect the external port of the Audio Jack FPC Assy.

Action:

1. If dirty or oxidized – clean it.

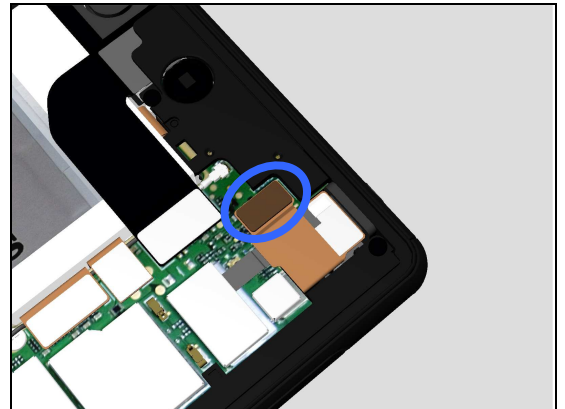


Check:

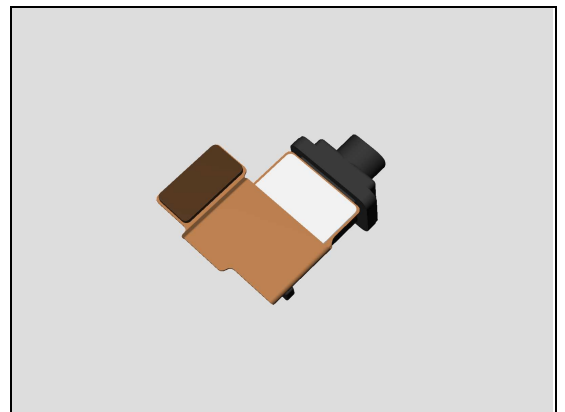
Inspect the BtB connector of Audio Jack FPC Assy to Main PBA.

Action:

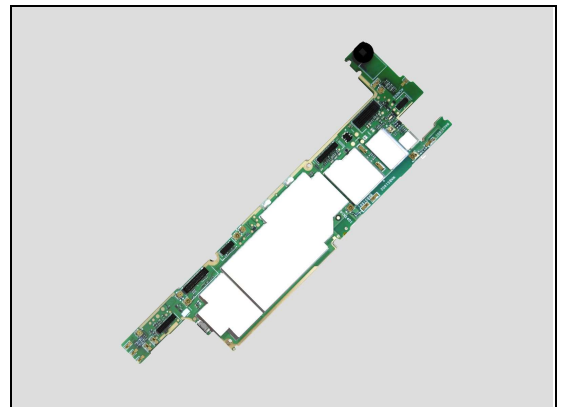
1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean it.



3. If the Audio Jack FPC Assy is damaged – replace the Audio Jack FPC Assy.



4. Replace Main PBA.



Problem Areas

1.34 Data Communication

1.34.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.

2. If USB connector is damaged – replace USB FPC Assy.

Check:

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

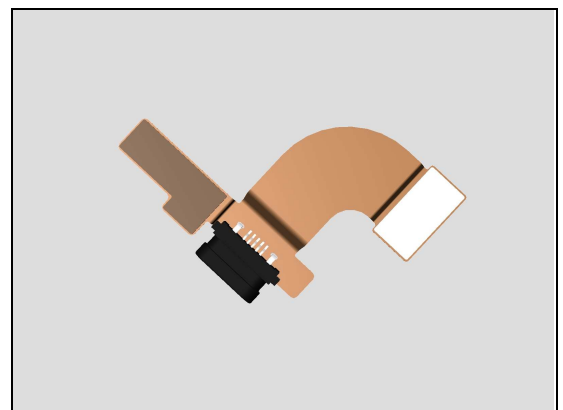
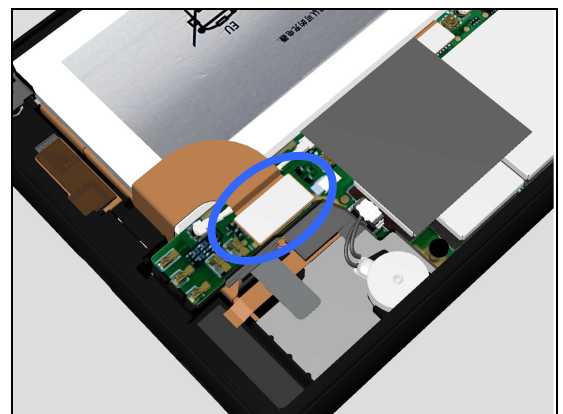
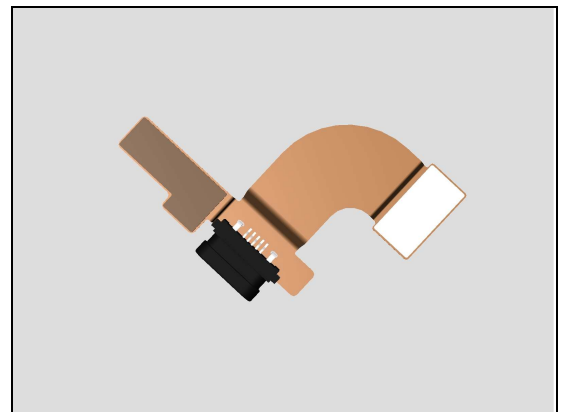
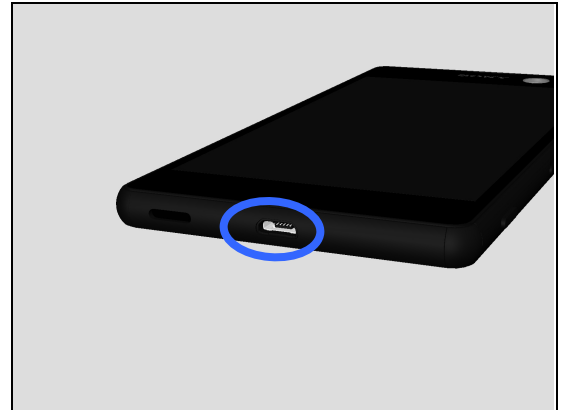
Action:

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

2. If dirty or oxidized – clean it.

3. If USB FPC Assy is damaged – replace it.

4. Replace Main PBA.



2 Revision History

Rev.	Date	Changes / Comments
1	2015-Aug-16	Initial release