

## Test Instructions

- mechanical -



*Xperia™ XA Ultra*

*F3211, F3212, F3213, F3215, F3216*

S

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For general information about test procedures, refer to  
1220-1333: Generic Repair Manual – mechanical

## Pre-Test Preparation

### 1.1 Hardware

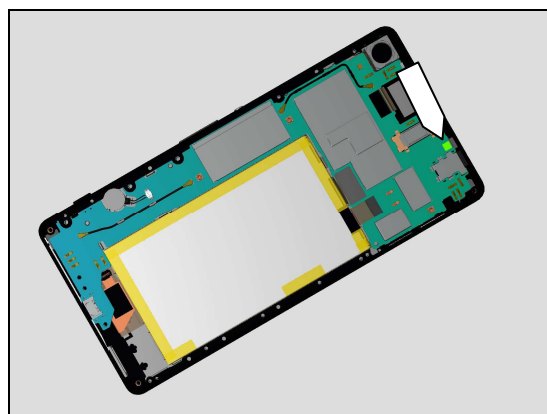
#### 1.1.1 Water indicator inspection

Before starting any tests the Liquid Indicator has to be checked.

The indicator is located as shown in picture after SIM Cap is opened.



There is another Liquid Indicator locate on the Main PBA as shown.



## Pre-Test Preparations

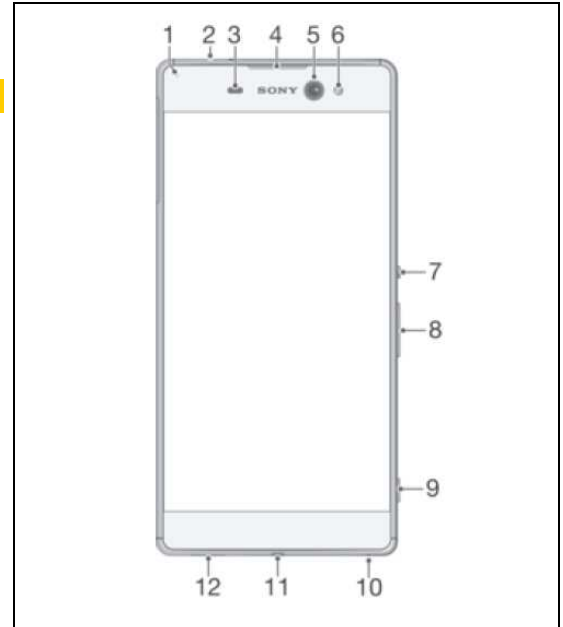
### 1.2 Test Enablers

These are items on the phone that are used during the test of the unit.

**Note! The product supports only Nano SIM!**

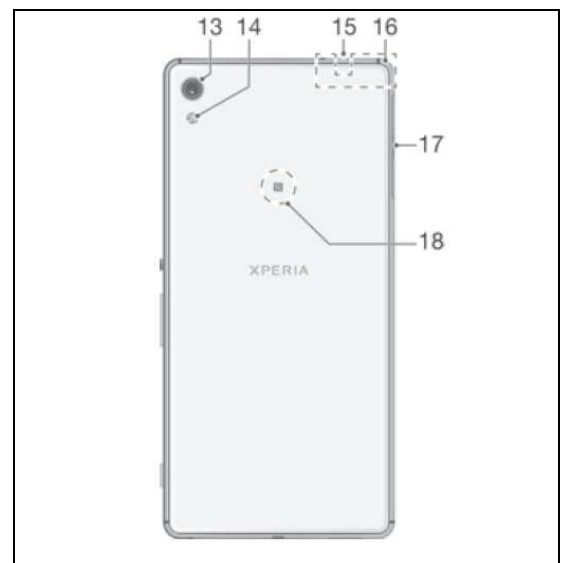
#### Front:

1. Notification LED
2. Audio Jack
3. Proximity / Light sensor
4. Ear Speaker
5. Front Camera
6. Front Flash LED
7. On/off key
8. Volume up/down Key
9. Camera Key
10. Microphone
11. USB port
12. Loud Speaker port



#### Back:

13. Main Camera
14. Flash LED
15. Second Microphone
16. Front Flash LED WiFi / Bluetooth / GPS Antenna
17. Nano SIM Slot
18. NFC area



## Pre-Test Preparations

### 1.3 Software

#### 1.3.1 Software update

##### 1.3.1.1 Software version verification

Check the software version of the phone for fault verification. The latest improvements are found on the support pages under the support news: <http://www.sonymobile.com/global-en/support/>.

- Start up the phone
- Make sure the phone is in call setup.
- Press the following keypad combination: **\*##7378423#\*** (i.e. **\*##service##\***)
- Select 'Service info'
- Select 'Software info'
- Check the software file revisions and, if needed, update as described below:

**For more information, refer to 1220-1333: Generic Repair Manual - mechanical**

##### 1.3.1.2 Software version update

**Mandatory first repair action!**

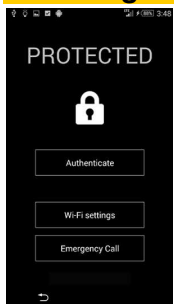
**Use the USB cable to connect with the Micro USB connector of the phone for this purpose!**

Ensure the phone is powered off and proceed as follows:

- Open the Emma application and log in.
- Press and hold the volume down key on the phone, connect the phone to the USB cable and then release the volume down key.
- Select the appropriate service and follow the on-screen instructions.

**NOTE: If a unit is locked by "theft protection", run the online Service in emma "theft protection unlock" for the model, before the customization script. USB DONGLE is required. (Same as for "activation")**

**Service center must verify the customer's proof of purchase (with IMEI) to verify ownership before agreeing to unlock the unit!**



Run unlock script in Emma, verify fault and then Customization script in Emma.

**Note: For phones with eMMC flash memory (built in "SD card" memory), the only service which erase this eMMC memory is Service's "Refurbish" and "Customize".**

**See also emma User Guide info.**

**[http://software.sonymobile.com/emma/documents/emma\\_user\\_guide.pdf](http://software.sonymobile.com/emma/documents/emma_user_guide.pdf)**

**(see "Service Types" and "Aspects of large files")**

**In Swap flow, when change a phone from Customer A to Customer B, always use the service Customization script.**

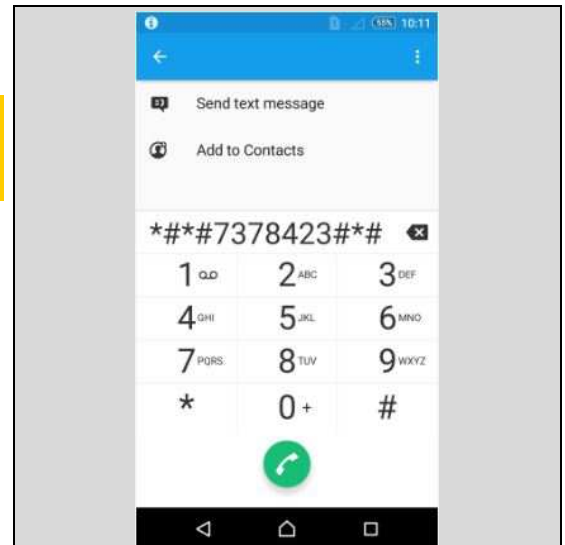
## 2 Tests

### 2.1 Service Test Mode

**Stamina mode needs to be turned off before entering Service Test Mode**

**Settings -> Power management -> STAMINA mode**

- Start up the phone, go to call setup.
- Press the following keypad combination: **\*##7378423##** (i.e. **\*##service##**)



**Service info: information about Model, Software, SIM lock, Configuration (IMEI, bands, codec's), Factory charging, DTCP-IP, Firmware, WLAN, Mac address etc.**

**Service settings: Do not use**

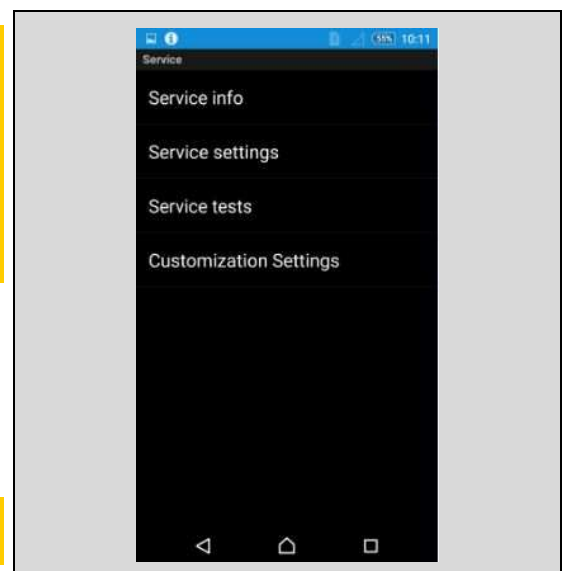
**Service test: Follow instruction below**

**Customization Settings: Do not use.**

- Select 'Service tests'
- Select one of the tests and follow the test instructions as described below
- To stop the test and return to the 'Service tests' menu, press Back Key

**For more information, refer to**

**1220-1333: Generic Repair Manual - mechanical**



**The following pictures will show a simplified basic phone for a general visualization of the service tests!**

## Tests

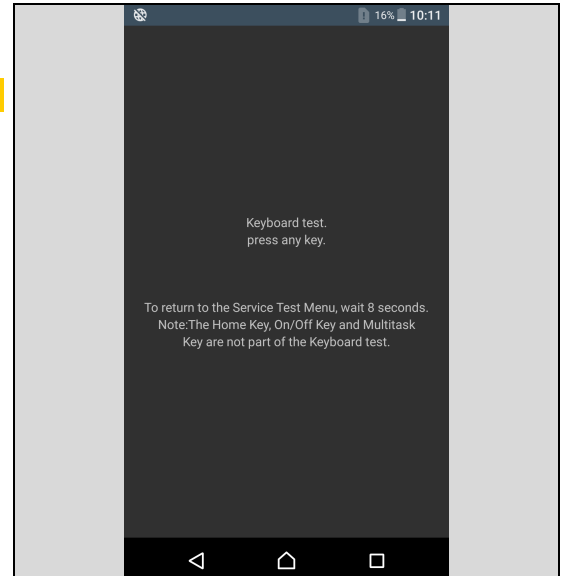
## 2.2 Service Tests

### 2.2.1 Keyboard & Switch

**To return to the Service Test Menu, wait for 8 seconds.**

Press all keys:

- **Back Key:** notification on screen.
- **Home key:** will leave the Service tests menu.
- **Multi Task key:** taskbar will be shown, press Service Menu to return.
- **On/off key:** the screen will enter sleep mode, press the On/off key one more time to wake up.
- **Volume up key:** notification on screen.
- **Volume down key:** notification on screen.
- **Auto Focus key (short press) / Camera key (long press):** notification on screen and notification sound could be heard.



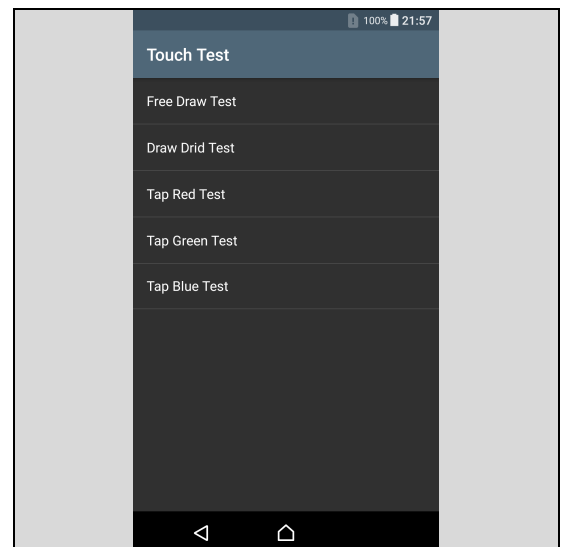
### 2.2.1 Touch Screen

There are five test mode after you entering into the Touch Screen Test:

- Free Drawing test
- Draw grid test
- Tap test Red
- Tap test Green
- Tap test Blue

Select one of the tests and follow the test instructions as described below

To stop the test and return to the 'Service tests' menu, press Back Key.

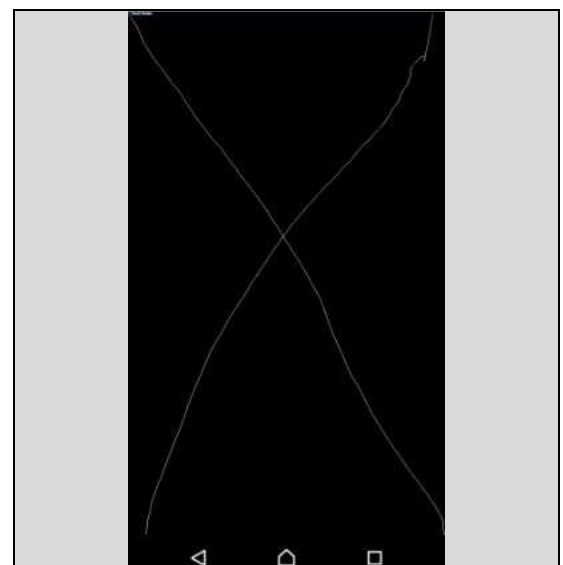


Click Free Drawing test to start:

Move a finger across the touch screen, a line will be drawn as it touches.

Check all area of the touch screen as indicated by the two lines.

Press Back Key to return to the Touch Test Menu.





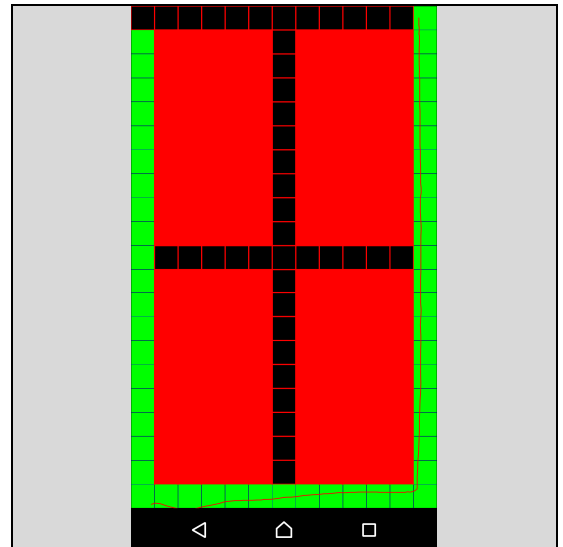
## Tests: Service Tests

Click Draw grid test to start:

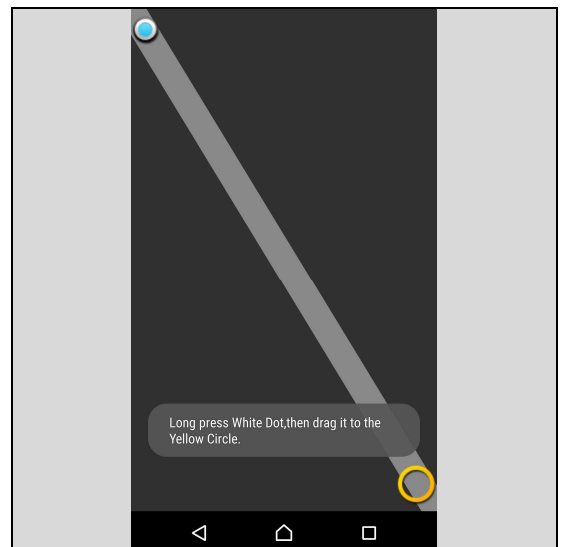
Move a finger along with the graph consist with the little blue boxes on the touch screen.

Each box will be filled with green as it touches. Touch the red boxes on the screen.

Fill in all the boxes to enter into next test below.

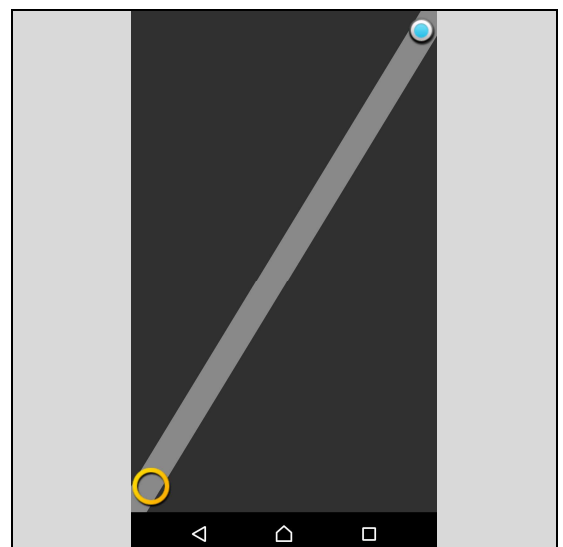


Long press White Dot and drag the Dot to the yellow circle on the lower right corner along the gray channel to accomplish the test and enter into the next step.



Do the same for the opposite side.

It will automatically go back to the Touch Test Menu after finishing the test.



## Tests: Service Tests

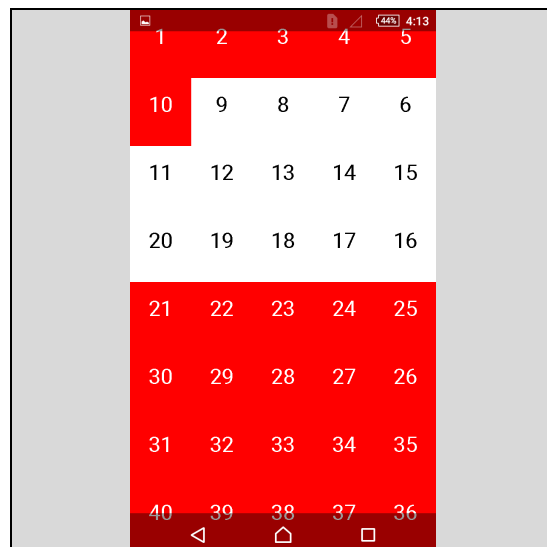
Click Tap test Red to start:

The screen is divided into forty modules marked with numbers.

Touch each module with finger, the module will turn from white to red. Touch again, color turns back to white.

Test all the forty modules.

Drag the bottom of screen to exit the full screen mode and show the key bar; press Back Key to return to the "Touch Test" Menu.



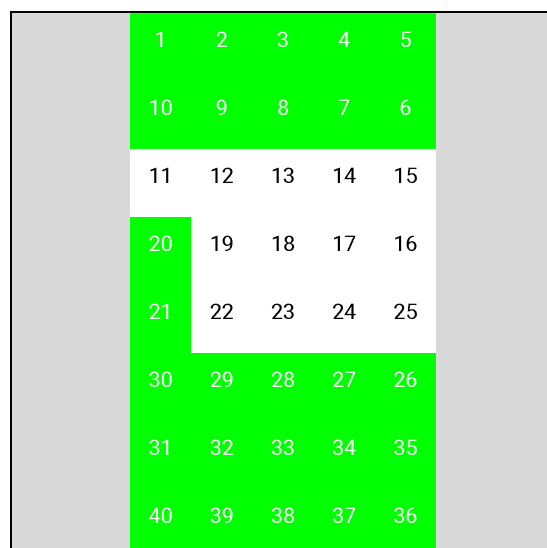
Click Tap test Green to start:

The screen is divided into forty modules marked with numbers.

Touch each module with finger, the module will turn from white to green. Touch again, color turn back to white.

Test all the forty modules.

Drag the bottom of screen to exit the full screen mode and show the key bar; press Back Key to return to the "Touch Test" Menu.



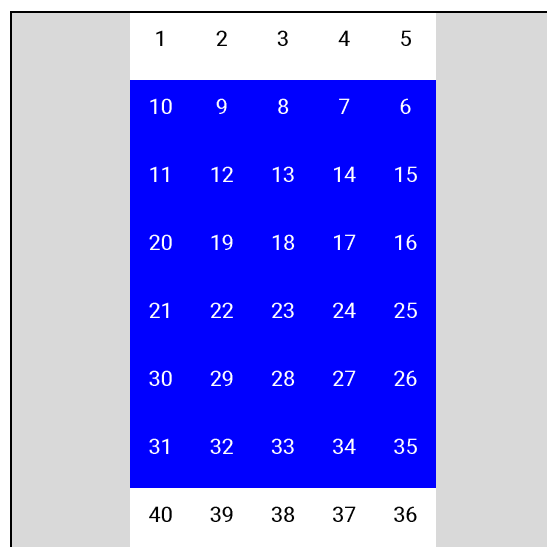
Click Tap test Blue to start:

The screen is divided into forty modules.

Touch each module with finger, the module will turn from white to blue. Touch again, color turn back to white.

Test all forty modules.

Drag the bottom of screen to exit the full screen mode and show the key bar; press Back Key to return to the "Touch Test" Menu and press Back Key again to return to the Service test Menu.



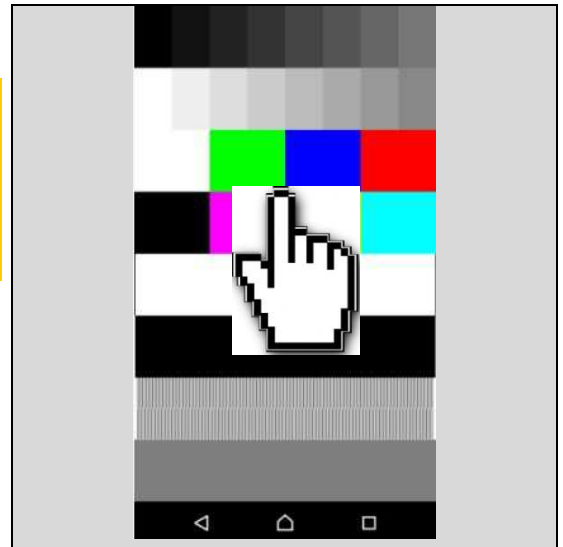
## Tests: Service Tests

### 2.2.2 Display

**Minor variations in the display's brightness and color may occur between phones.**  
**If any tiny bright dots on the display are found, this indicates defective pixels which occur when individual dots have malfunctioned and cannot be adjusted.**  
**Two defective pixels are considered to be acceptable.**

Touch the display using a finger. With every touch, the display will show eight test patterns of White, Black, Red, Green, Blue, Rainbow Colors, Cross-Line, and TV Pattern on the full screen. Make sure that there are no missing segments; the colors and contrast are OK.

Press Back Key to return to the Service Test Menu.

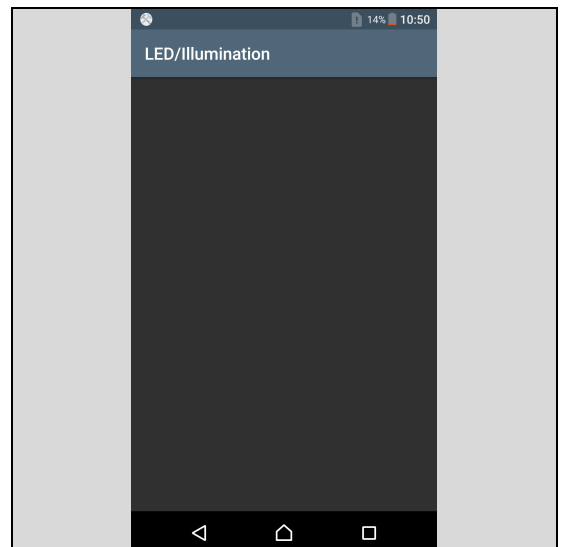


### 2.2.3 LED/Illumination

Check that the:

- Display Backlight illumination goes from low to high strength back to low again.
- Notification LED changes, showing four colors in the following sequence: red, blue, and green

Press Back Key to return to the Service Test Menu.



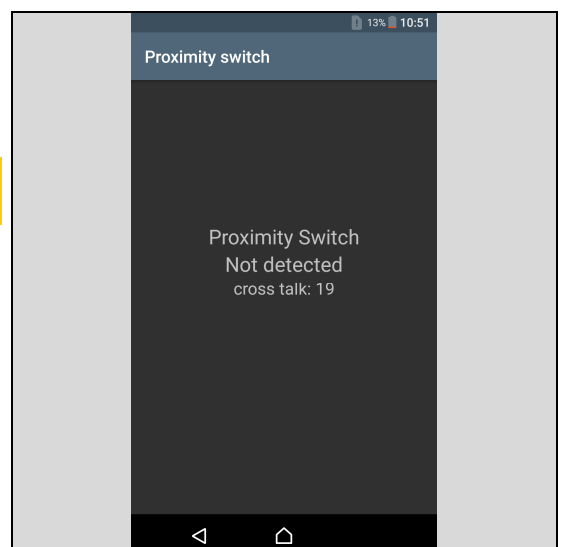
### 2.2.4 Proximity switch

**Make sure the phone is not in 'silent mode' before performing this test.**

When entering into the test, the screen shows 'Proximity switch No detected' and cross talk value is shown.

When covering the proximity switch area, the screen will show 'Proximity switch detected' with a ringtone emitted.

Press Back Key to return to the Service Test Menu.



## Tests: Service Tests

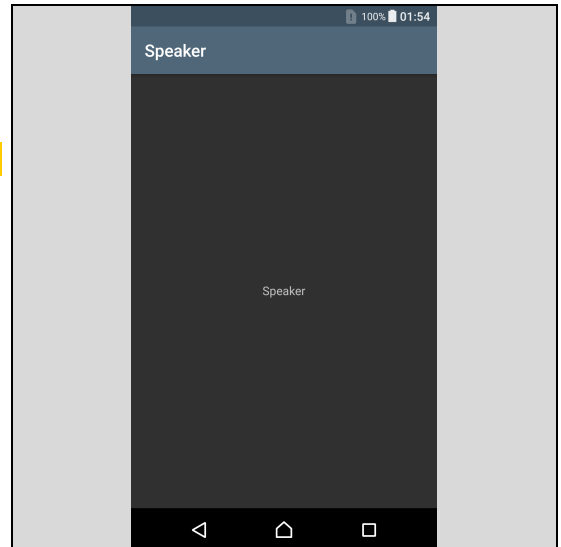
### 2.2.5 Speaker

**Do not hold the unit close to your ear during this test!**

Make sure that the music sound from the speaker port at the lower left side is emitted loud and clear and that the test include maximum volume.

Press Volume up/Volume down key to adjust speaker volume.

Press Back Key to return to Service Test Menu.

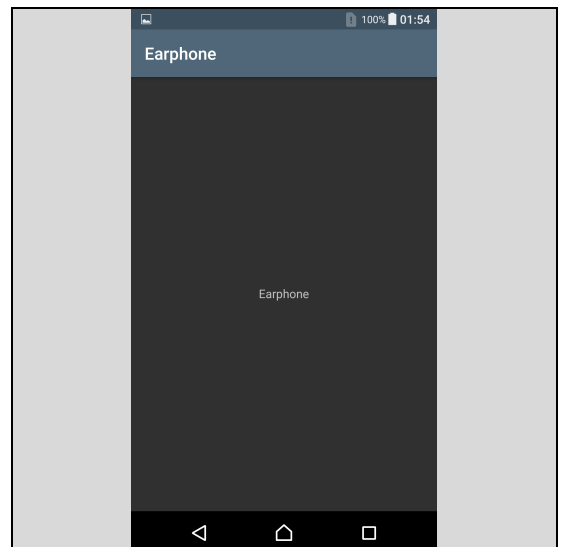


### 2.2.6 Earphone

Make sure that the music sound from the earphone port is emitted loud and clear and the test includes maximum volume.

Press the volume up/volume down key to adjust the earphone volume.

Press Back Key to return to the Service Test Menu.

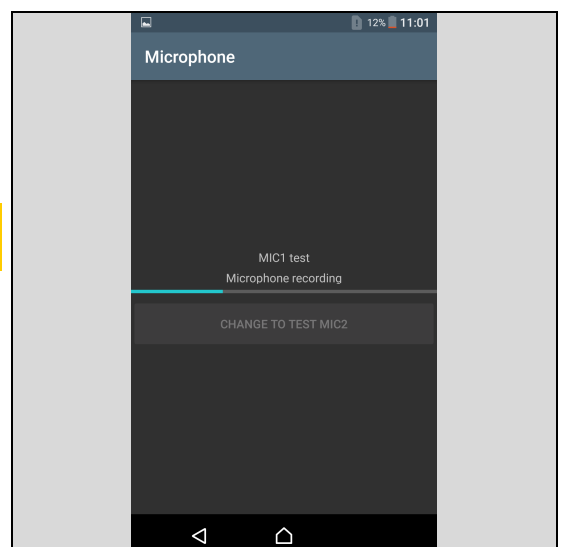


### 2.2.7 Microphone

**The previous 'Speaker' test must have been successfully carried out before doing this test!**

The phone will start to record and after approximately ten seconds the sound is played back through the speaker.

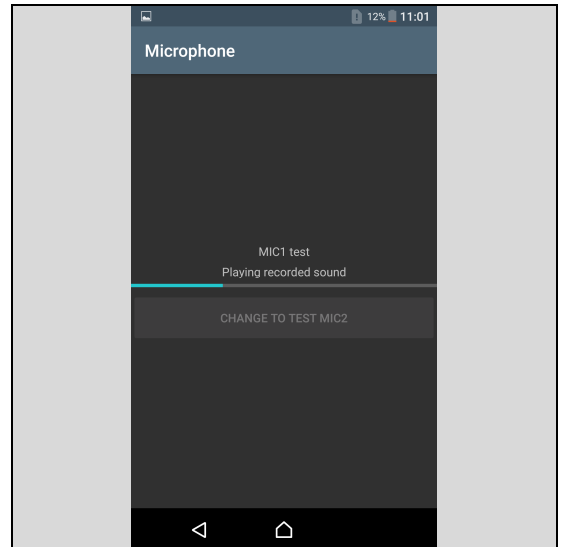
Step 1: Speak into the microphone during the 'MIC 1 test Microphone recording' phase.



## Tests: Service Tests

Step 2: Check the quality by listening to the recording from the speaker during the 'Playing recorded sound' phase at maximum volume.

Press Back Key to return to the Service Test Menu.



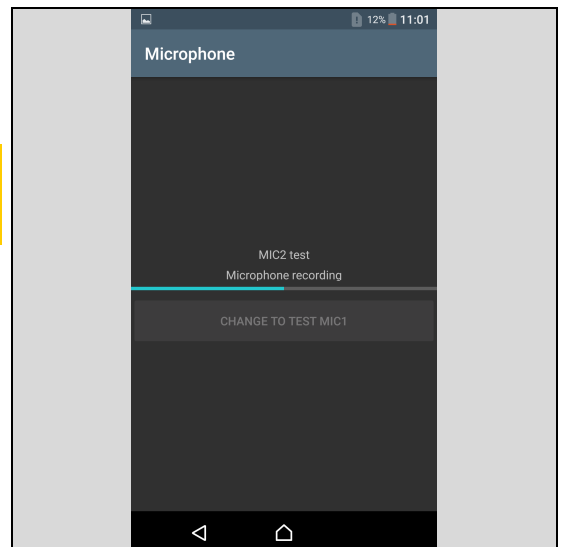
### 2.2.8 Secondary Microphone

**The previous "Speaker" and Main Microphone test must have been successfully carried out before doing this test!**

Click Change to TEST MIC2 to enter into the test:

The phone will start to record and after approximately ten seconds the sound is played back through the speaker.

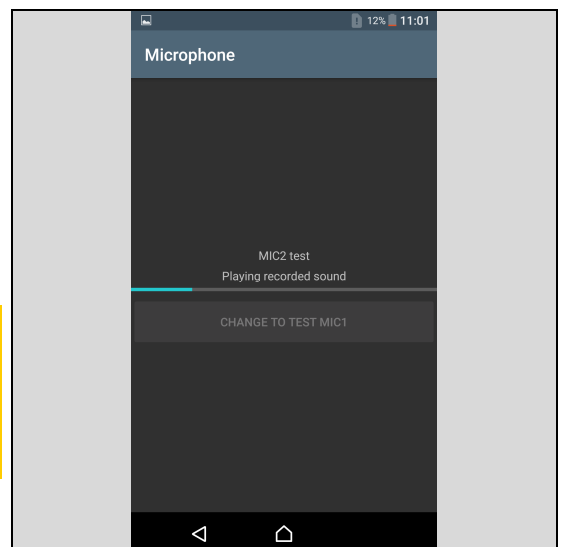
Step 1: Speak into the secondary microphone during the 'MIC 2 test Microphone recording' phase.



Step 2: Check the quality by listening to the recording from the speaker during the 'Playing recorded sound' phase at maximum volume.

Press Back Key to return to the Service Test Menu.

**Note! Covering the secondary microphone hole accidentally will greatly affect voice quality when making a call by using the hands free function mode. Refer to Test Enablers for the secondary microphone location.**

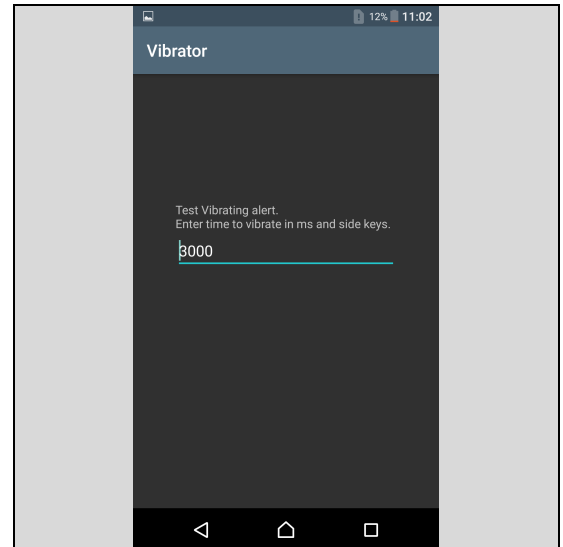


## Tests: Service Tests

### 2.2.9 Vibrator

Press the side keys to start the vibrator test.  
It is possible to modify the duration of this test.

Press Back Key to return to the Service Test Menu.



### 2.2.10 Camera

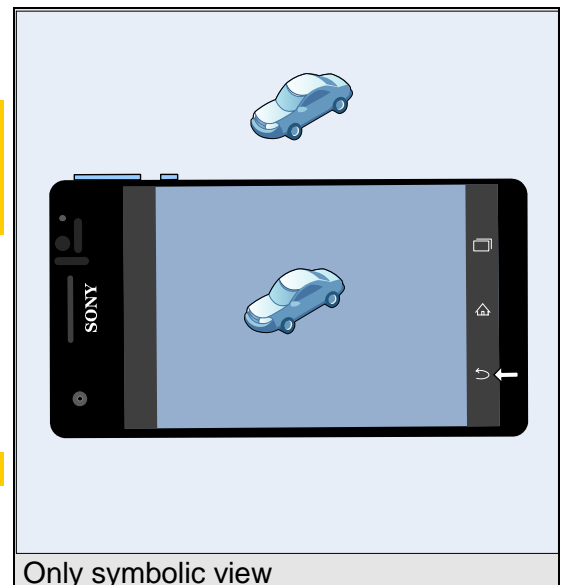
**Minor variations in image appearance may occur between phones, but is not uncommon and should not be regarded as an indication of a defective camera module!**

Aim the camera (located at the back of the phone) at an object and check the quality of the image shown in the display.

Touch the screen or press the camera key to take picture and preview the photo's auto focus quality.

**Photos are taken but not saved during this test!**

Press Back Key to return to the Service Test Menu.



### 2.2.11 Front Camera

**Minor variations in image appearance may occur between phones, but is not uncommon and should not be regarded as an indication of a defective camera module!**

Aim the camera (located in front of the phone) at an object and check the quality of the image shown in the display.

Touch the screen or press the camera key to take picture and preview the photo's auto focus quality.

Press Back Key to return to the Service Test Menu.



## Tests: Service Tests

### 2.2.12 Flash LED

Check both Front Flash LED and Back Flash LED whether it's turned on.

**Do not hold the unit close to your eyes during this test!**

Step 1: Press "FRONT FLASH OFF" button to light the Front Flash LED.

Check the Flash LED at the Front side of phone whether it's turned on.

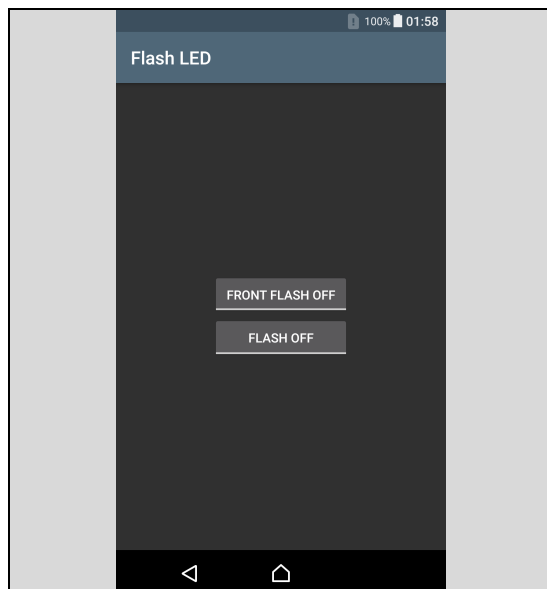
Press "FRONT FLASH ON" to turn it off.

Step 2: Press "FLASH OFF" button

Check the Flash LED at the back side of phone whether it's turned on.

Press "FLASH ON" to turn it off.

Press Back Key to return to Service Test Menu.



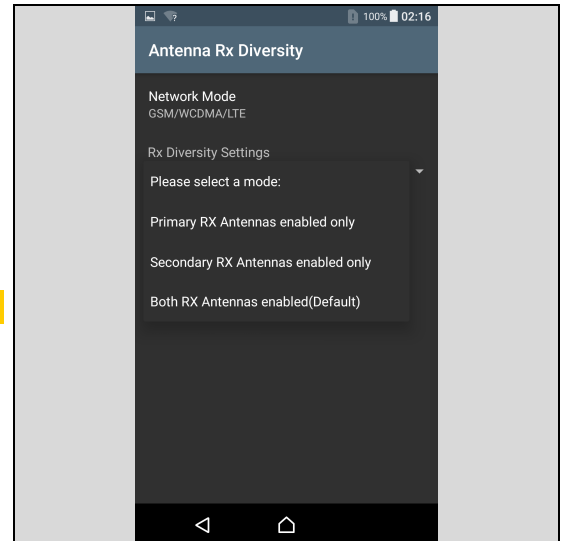
## Tests: Service Tests

### 2.2.13 Antenna RX Diversity

N/A.

**Do not use this test!**

Press Back Key to return to the Service Test Menu.



### 2.2.14 Bluetooth

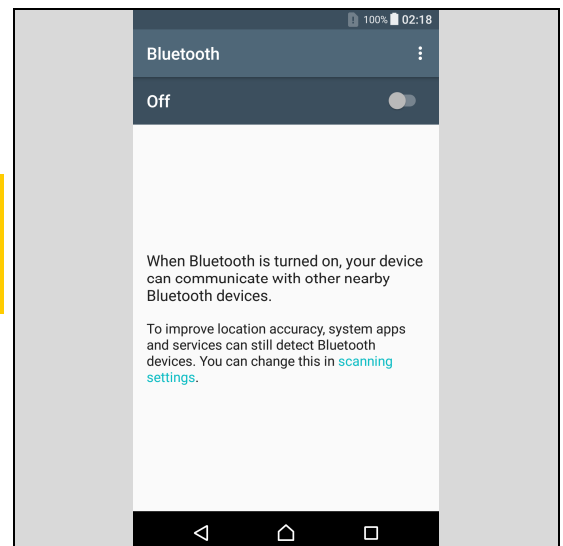
**During this test, the distance between the phone and the target Bluetooth device must be 1.5 to 5 meters!  
Make sure the target Bluetooth device is enabled and visible always!**

The Bluetooth test will be done in following sequences:

Step 1: Enable Bluetooth; wait 4-5 seconds.

Step 2: the unit start searching;

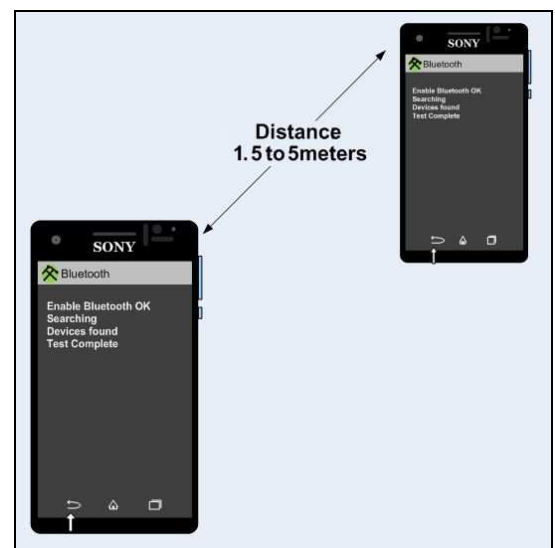
Step 3: Show the Device Found list;



Step 4: Select the Target Bluetooth Device,  
Step 5: Check the Pairing PIN code on both Target Bluetooth Device and unit, press Pair on both, when succeeded, it shows "Target Bluetooth Device" name in the Paired devices.

Step 6: Erase the connected "Target Bluetooth Device" in the list and Turn off the Bluetooth.

Press Back Key to return to Service Test Menu.



Only symbolic view



## Tests: Service Tests

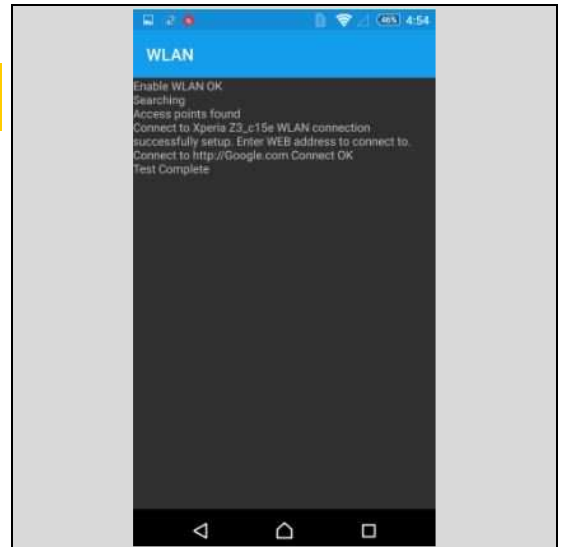
### 2.2.15 WLAN

**Make sure there's a WLAN network before performing this test.**

The WLAN test will be done in following sequences:

- Step 1: Enable WLAN; wait 4-5 seconds;
- Step 2: Searching;
- Step 3: Access points found list;
- Step 4: Select the Target Wi-Fi network, and type the password to get connected;
- Step 5: Enter a web address (e.g. Google.com);
- Step 6: When connection succeed, it shows 'connected' under the WLAN network you chose.
- Step 7: Erase the connected "Target Wi-Fi network in the list and turn off the Wi-Fi.

Press Back Key to return to the Service Test Menu.

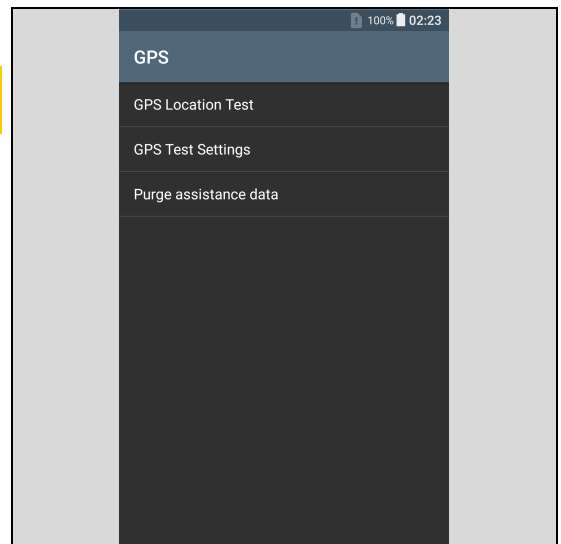


### 2.2.16 GPS

**Make sure turn on GPS first (Menu->Setting->Location service)!**

Verify that the GPS function properly:

- Step 1: Go to *GPS Location test to turn on GPS first*;
  - Step 2: Go to *GPS Location test again to search for available satellites and in 'Position Getting' status in 5 minutes*;
  - Step 3: The GPS Data (Longitude, Latitude, Altitude, Acquired Time, Satellites Used, Pseudorandom Noise (PRN) code and Signal to Noise Ratio (SNR)) could be shown if GPS test works successfully.
- If the positioning time is over 5 minutes and does not get location info, the test is failed.
- Press Back Key to return to the Service Test Menu.

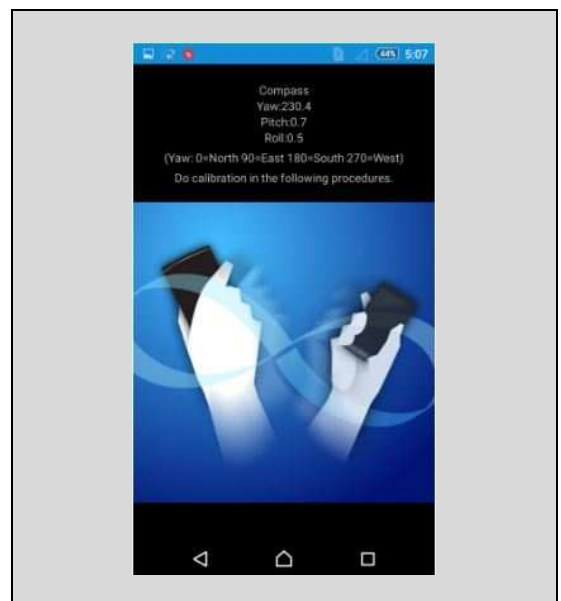


### 2.2.17 Compass

Do the test with hand movements as shown in the phone, and then check the actual direction with measured Yaw value.

(Yaw:0=North, 90=East, 180=South, 270=West)

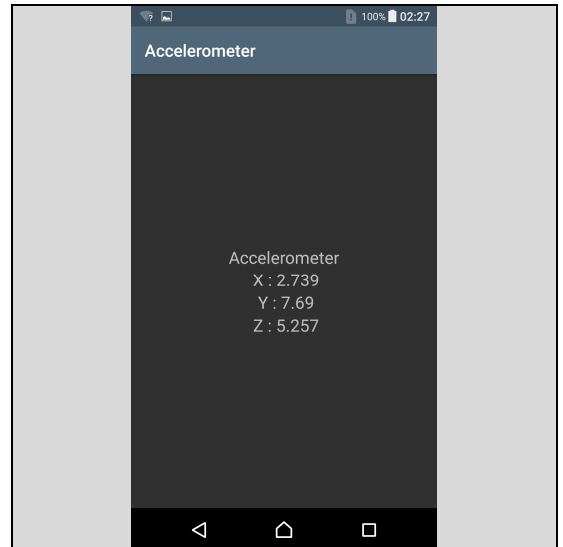
Press Back Key to return to the Service Test Menu.



## Tests: Service Tests

### 2.2.18 Accelerometer

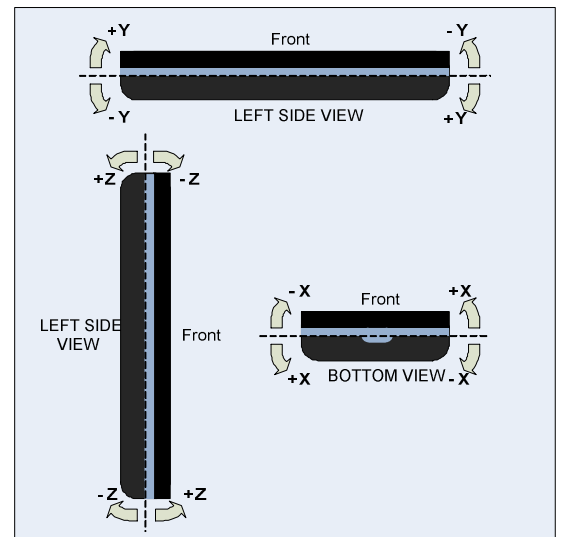
The accelerometer test displays the actual position of the phone as a 3D coordinate X: Y: Z.



By tilting the phone in various directions, the X: Y: Z values will change depending on the angle and direction as shown in the picture.

Check by tilting the phone that the X: Y: Z values shown in the display are in accordance with the tilting shown in the picture.

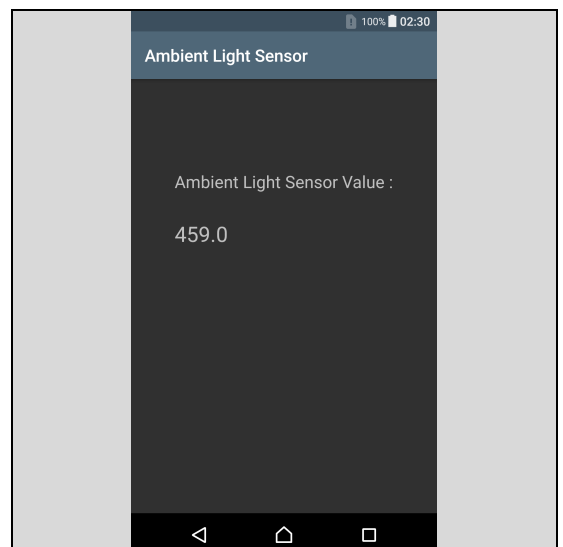
Press Back Key to return to the Service Test Menu.



### 2.2.19 Ambient Light Sensor

The Ambient light sensor test states a value. The value should increase when the Light sensor area (as [1.2 Test Enables-- No 3](#)) gets more light and decrease when the Light sensor area gets less light.

Press Back Key to return to the Service Test Menu.

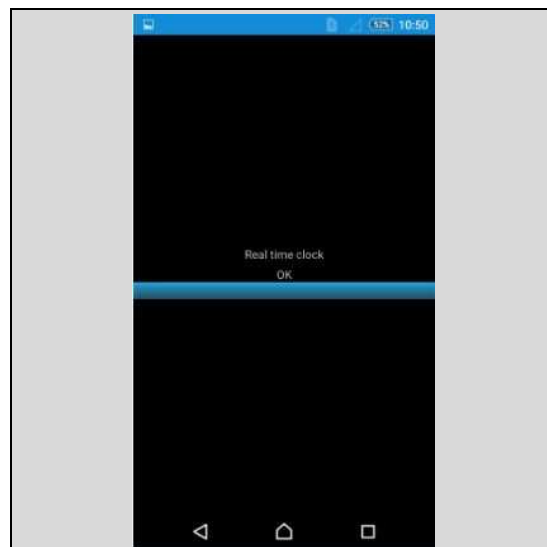


## Tests: Service Tests

### 2.2.20 Real time clock

During the actual test the text 'Real time clock' is displayed, and then followed by a message stating whether the test was OK or not.

Press Back Key to return to the Service Test Menu.

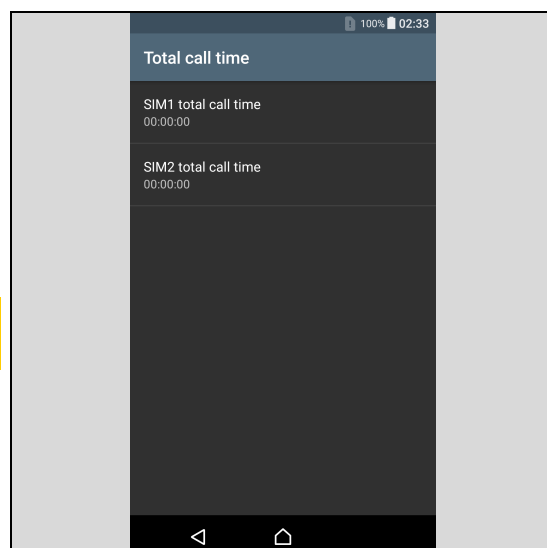


### 2.2.21 Total call time

The total call time is displayed in the format HHHH: MM:SS (hours: minutes: seconds).

**Note: F3212, F3216 have two nano SIM cards!  
Both total call time are shown!**

Press Back Key to return to the Service Test Menu.

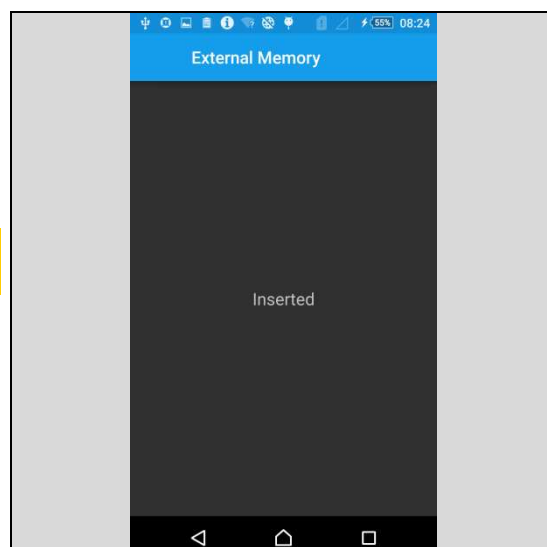


### 2.2.22 External Memory

**A memory card should be inserted in the phone before the start of this test!**

The phone should detect that the memory card is inserted.

Press Back Key to return to the Service Test Menu.



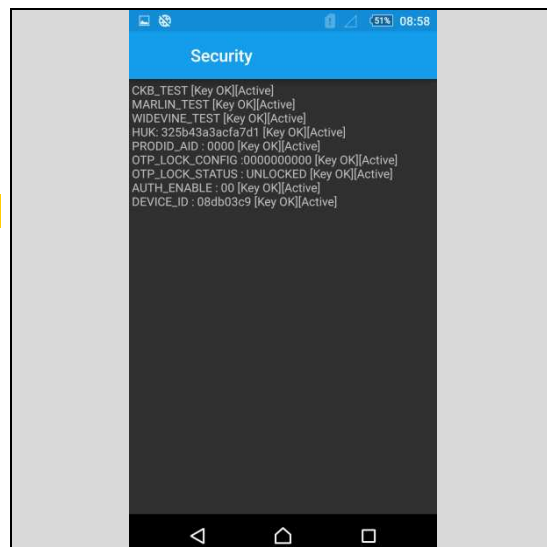
## Tests: Service Tests

### 2.2.23 Security

**Not Applicable, do not use!**

The DRM keys are shown in the display.  
There may be different content shown based on different market software versions.

Press Back Key to return to the Service Test Menu.



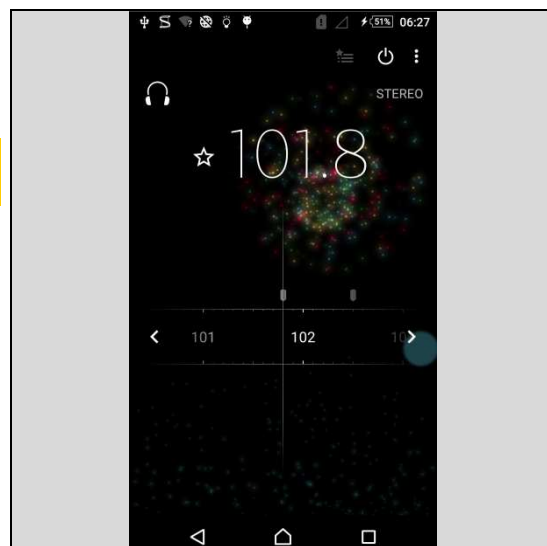
### 2.2.24 FM Radio

**The 2.3.1 "Audio Jack Test" must have been successfully carried out before doing this test!**

Verify that the phone can detect a radio station:  
Connect a headset and then set your local radio station in Hz.

Verify that the reception and sound quality is normal.

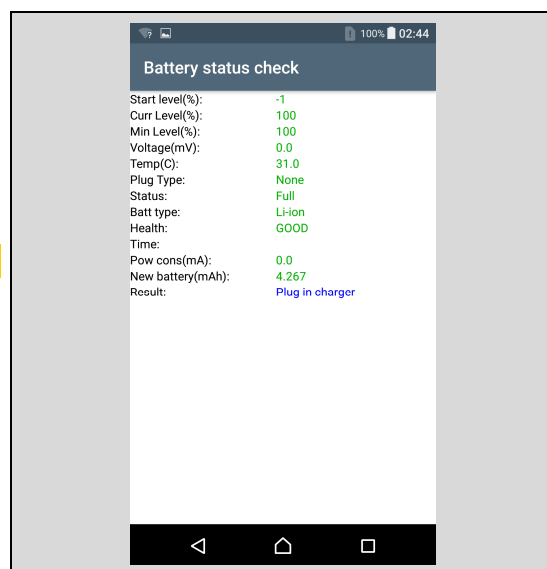
Press Back Key to return to the Service Test Menu.



### 2.2.25 Battery Test

**Not Applicable. Do not use!**

Press Back Key to return to the Service Test Menu.



## Tests: Service Tests

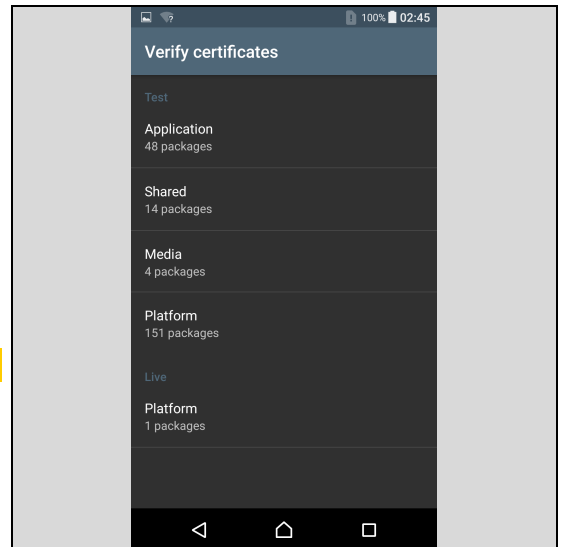
### 2.2.26 Verify certificates

When entering the test, five information categories will be shown:

Test: Application, Shared, Media, Platform,  
Live: Platform.

**Do not use this test!**

Press Back Key to return to the Service Test Menu.



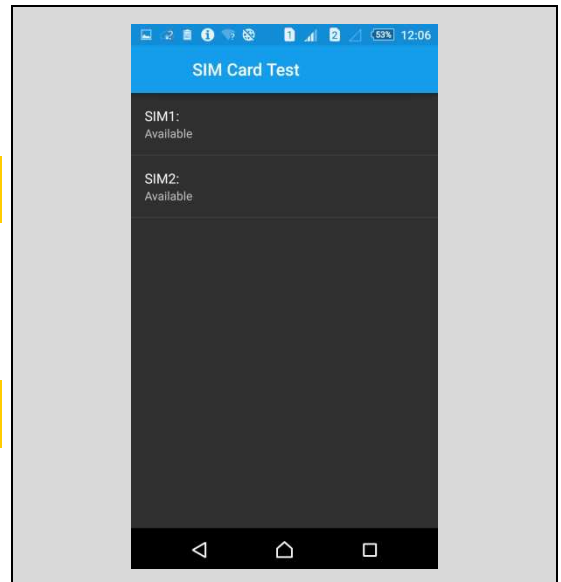
### 2.2.27 SIM Card Test

**Nano SIM card should be inserted in the phone before the start of this test!**

The phone should detect that the Nano SIM card is inserted and shows "Available".

**Note: F3212, F3216 have two nano SIM cards. Both should be shown on the screen!**

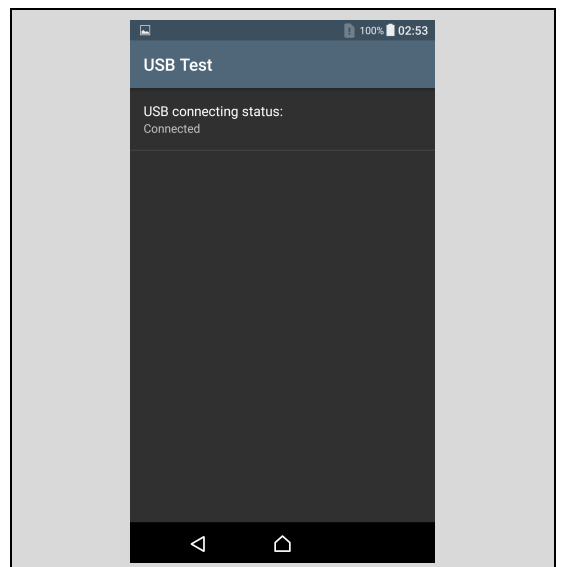
Press Back Key to return to the Service Test Menu.



### 2.2.28 USB Test

Insert USB Cable into USB connector, it will shows "Connected".

Press Back Key to return to the Service Test Menu.

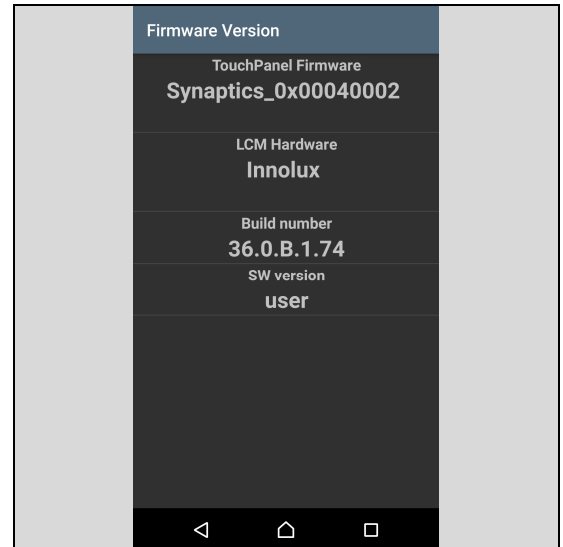


## Tests: Service Tests

### 2.2.29 Firmware Version

When entering the test, four types of information will be shown: Touch Panel Firmware, LCM Hardware, Build Number, and SW Version.

Press Back Key to return to the Service Test Menu.

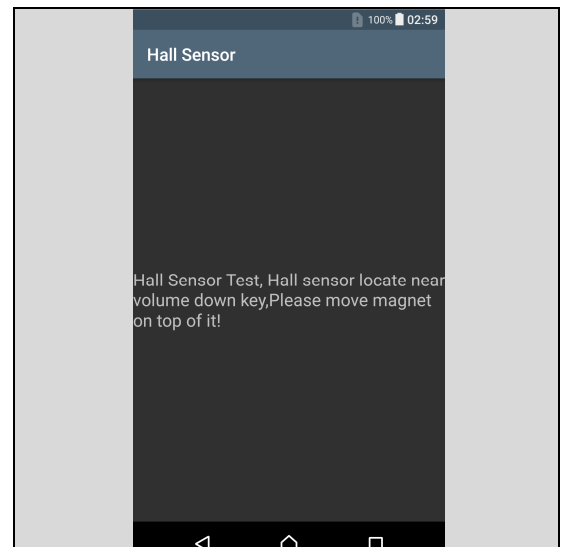


### 2.2.30 Hall Sensor

Use a magnet to test the Hall Sensor

Put the magnet on top of the Display and close to the volume down key area,  
The Display should go black and light again.

Press Back Key to return to the Service Test Menu.



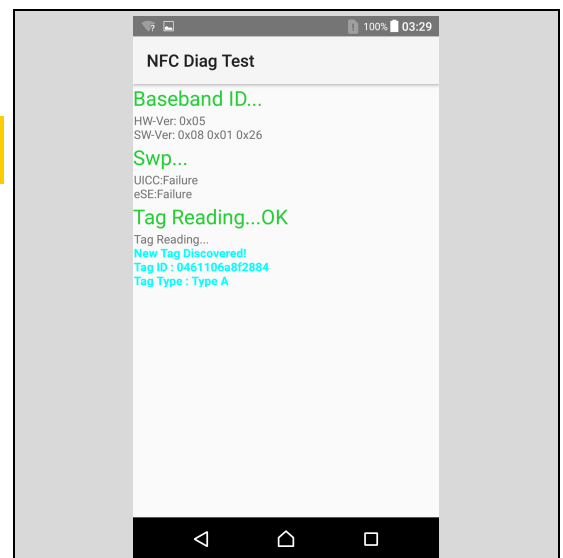
### 2.2.31 NFC Card Mode

**A NFC SIM card 4FF should be inserted in the phone before the start of this test!**

The NFC test will be done in following sequences:

- Step 1: Select 'NFC' Card Mode;
- Step 2: After 'Tag Reading...Enabled' can be seen on the display, bring a NFC Tag close to NFC icon in the middle of the Back Cprver.
- Step 3: When Tag is identified, a sound will be made and an OK message will be displayed.

Press Back Key two times to return to Service Test



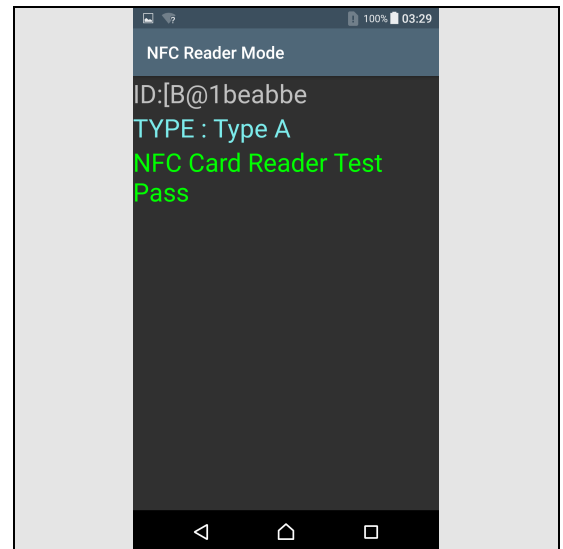
## Tests: Service Tests

### 2.2.32 NFC Reader Mode

When entering the test, it shows "Please detect card to NFC".

Bring a NFC Tag close to NFC icon in the middle of the Battery Cover Assy.

When Tag is identified, a sound will be made and an "NFC Card Reader Test Pass" message will be displayed.



## Tests: Manual Tests

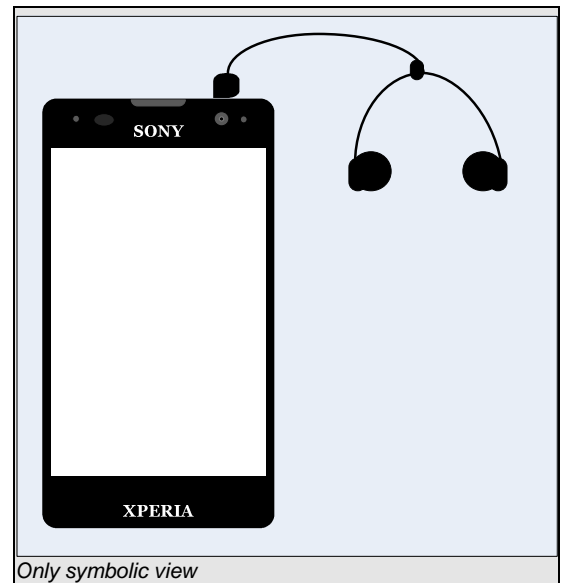
### 2.3 Manual Tests

#### 2.3.1 Audio Jack test

Connect a Sony CTIA headset.

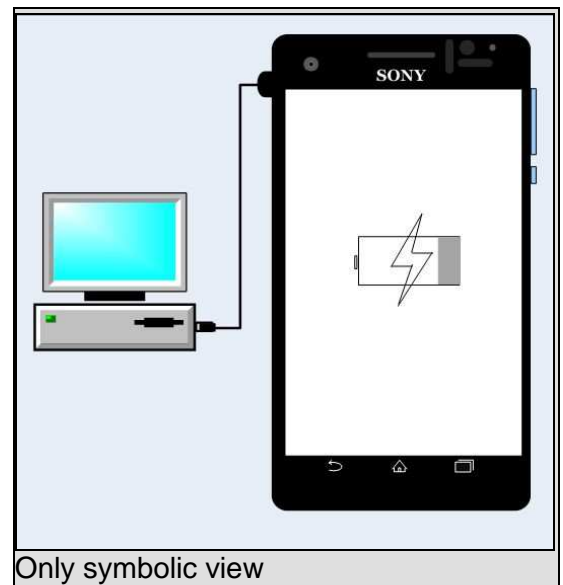
Repeat the test of "Speaker", "Earphone" and "Microphone".

Make sure that the sound from Headset earphone ports are emitted loud and clear.



#### 2.3.2 Data Communication test

- Connect a USB cable from a computer to the started phone.
- Verify that Data Communication works by transferring a file from Computer to phone.
- Erase the file.





## Tests: Manual Tests

### 2.3.3 Charging (Charger or Computer)

#### 2.3.3.1 Charging via USB (Charger or Computer)

Verify that the phone can charge the battery by a USB port:

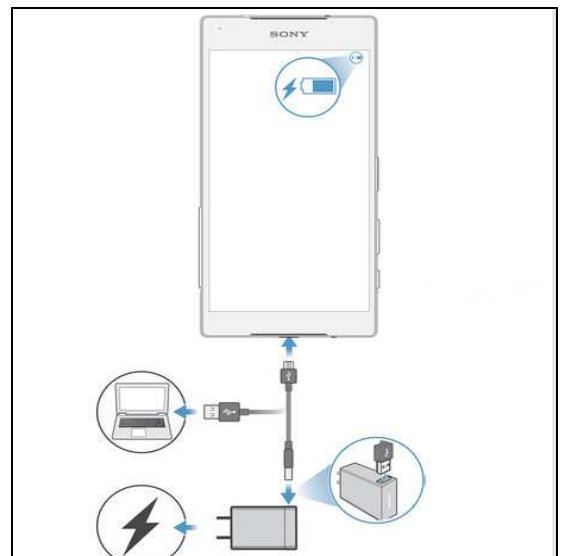
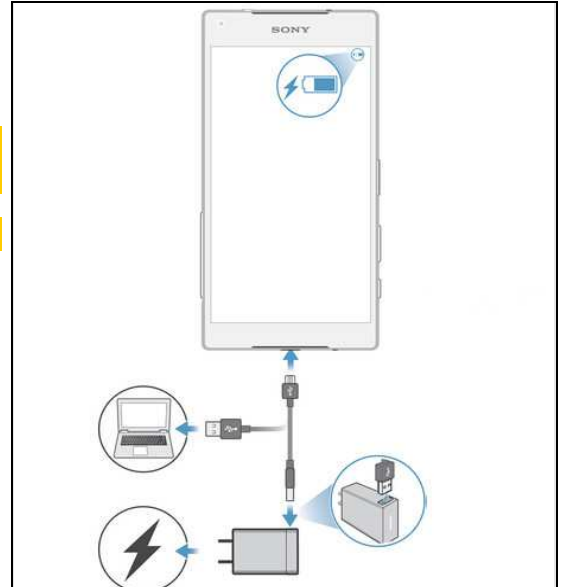
**Ensure that no computer application, such as PC Suite or Emma, is active!**

**Do not start the phone.**

Connect a USB cable from a computer or charger to the phone.

Verify that the phone is being charged by the notification LED and Battery icon in the display can take up to 30 min before LED starts.

Remove the USB cable from the connector and verify that Notification LED (see 1.2 Test Enablers) and Battery icon no longer indicates charging.



The Notification LED (see 1.2 Test Enablers) color status is depended on battery remaining capacity:

- Red: Battery level is between 1% and 10%;
- Yellow: Battery level is between 11% and 89%;
- Green: Battery is between 90% and 100%;

#### 2.3.3.2 Diagnostic battery / Charging Status check

If above fails, perform below Diagnostic battery / Charging Status check.

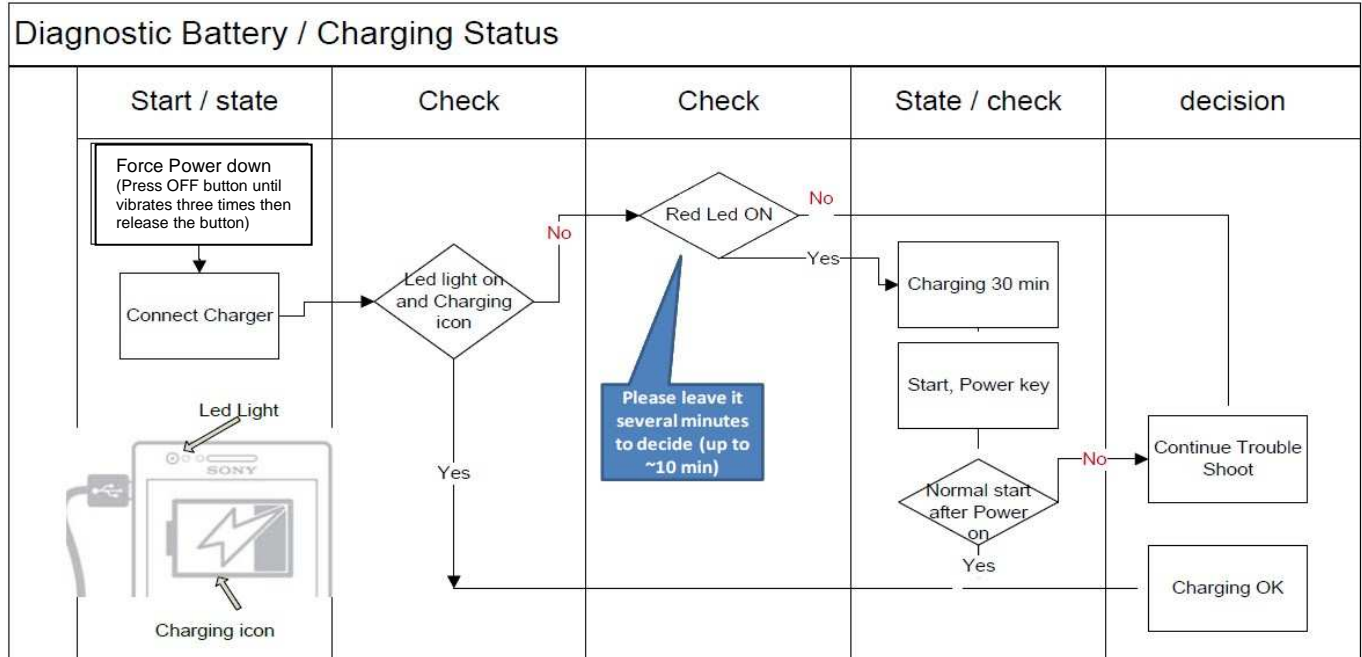
**Perform a force shut down by pressing the key combination "On/off and Volume up" (for 10 seconds), as shown in picture, until the unit gets 3 times vibrates then release the buttons. Then the phone will shut down.**

If you do not get any vibration and you can continue to press the key combination, then after 2 minutes (120s) the phone will perform a very deep HW reset without any notification! This can solve some rare cases without having to open the unit and re-connect the battery connector.

If no vibration is detected, the battery might be discharged.



## Tests: Manual Tests



The picture in above flow chart is only symbolic view.

## Tests

### 2.3.4 Battery Test

If bad battery performance or capacity problem is claimed, the battery and charging function can be tested by using an application designed for this purpose.

By using this application the battery is tested in a fast and controlled environment.

This is especially convenient when units with embedded batteries should be checked, to avoid unnecessary work to disassembly the unit to access the battery.

This test is designed to identify a faulty battery or a hardware issue in the unit or with the charger. The guide will describe different procedures depending on the battery level when the battery test is initiated.

The test is downloaded to the unit using cable and executed.

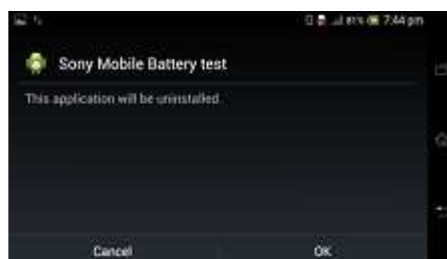
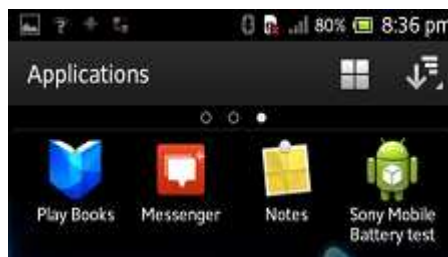
The test is available in CSPN at Level: Mechanical,

Title: Sony Mobile Repair Application 1289-2983

Unzip this file, where you find the application, installation and user guide content.

Installation / un-installation and log reading are now included in Sony Mobile Repair Application 1289-2983.

Error messages are described in the user guide for the Sony Mobile Battery test.



## Tests

### 2.3.5 Network Test

**This test can only be performed if the phone has got an activated Nano SIM card (no Test Nano SIM) and an available network signal!**

**There are different versions of the test depending on whether a LTE, UMTS network is available or not!**

**If a LTE or UMTS network is available, the network test has to be done separately for GSM, UMTS or LTE!**

#### 2.3.5.1 On-the-air call to mobile

##### GSM

Go to the Setting app:

*Settings* ⇒ *More..* ⇒ *Mobile networks* ⇒ *Preferred Network Mode* ⇒ *GSM only*

Ensure that the Network Status icon show signal strength and show no symbol or E at the top of the display.

To verify the radio functions (GSM) of the phone, follow the 'Procedure (GSM & UMTS)' below.

##### UMTS (if available)

Go to the Setting app:

*Settings* ⇒ *More..* ⇒ *Mobile networks* ⇒ *Preferred Network Mode* ⇒ *WCDMA only*

Ensure that the Network Status icon show signal strength and show 3G or H+ (HSPA) at the top of the display.

To verify the radio functions (UMTS) of the phone, follow the 'Procedure (GSM & UMTS)'.

##### LTE (if available)

Go to the Setting app:

*Settings* ⇒ *More..* ⇒ *Mobile networks* ⇒ *Preferred Network Mode* ⇒ *LTE (preferred)/WCDMA/GSM*

Ensure that the Network Status icon show signal strength and show LTE at the top of the display.

To verify the radio functions (LTE) of the phone, download data package by for ex. Accessing the web.

Network Type can be checked in *Settings* ⇒ *About phone* ⇒ *Status* ⇒ *Mobile network type*

#### 2.3.5.2 Procedure (GSM & UMTS)

Step 1: Set up a call from a landline phone (PSTN).

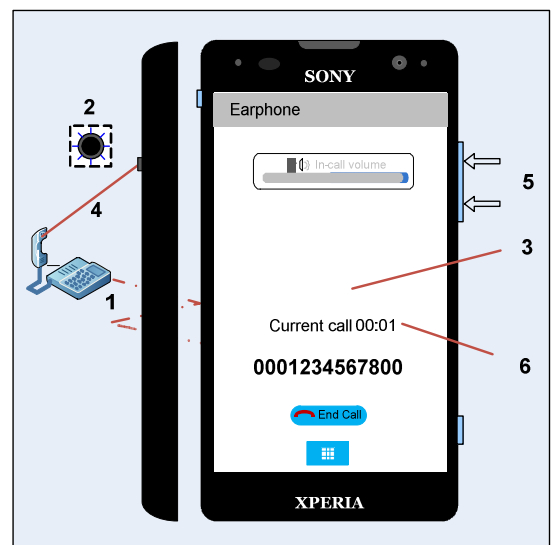
Step 2: Check that there is a ring signal.

Step 3: Check that the display backlight illuminates.

Step 4: Answer the call and check the sound quality in both phones.

Step 5: Adjust the volume up and down with the side keys and verify that the sound level is altered.

Step 6: End the call and check that the elapsed time is displayed and that the termination is done properly.



Only symbolic view

## 3 Calibrations

Calibrations have to be done if Main PBA or Front Cover Assy is replaced.

***When replacing Front Cover Assy or Main PBA, Calibration for Proximity Sensor and Ambient Light Sensor must be done following Sony Mobile Repair Application 1289-2983 and Color ID Flashing must be flashed after replacing Main PBA***

## 4 Revision History

Rev.	Date	Changes / Comments
1	2016-June-10	Release