



Troubleshooting Guide

- mechanical -



Cedar
J108i, J108a



CONTENTS

1	Problem Areas	3
1.1	Power	3
1.1.1	Will not Power on or will Switch off Randomly	3
1.2	Display	5
1.2.1	Graphics & Illumination	5
1.3	Illumination	6
1.3.1	Keyboard Illumination	6
1.3.2	Display Illumination	6
1.4	Keys	7
1.4.1	Keyboard Keys	7
1.4.2	Volume Key	7
1.5	Audio	9
1.5.1	Microphone	9
1.5.2	Receiver	9
1.5.3	Speaker	11
1.6	Vibrating Alert	12
1.6.1	Vibrator not Generating Alerts	12
1.7	Camera	13
1.7.1	Camera 2MPixel CMOS defects	13
1.8	Memory Card	14
1.8.1	Memory Card not Detected	14
1.9	FM Radio	15
1.9.1	No/Poor FM Radio Reception	15
1.10	Real Time Clock	16
1.10.1	Real Time Clock Test Fails	16
1.11	SIM	17
1.11.1	SIM not detected	17
1.11.2	Incorrect SIM Indicated	17
1.12	Charging	18
1.12.1	Battery will not Charge	18
1.13	Bluetooth	19
1.13.1	Bluetooth	19
1.14	Network & Signal	20
1.14.1	No/Poor Signal	20
1.15	HandsFree by Wire	21
1.15.1	Connection to Portable HandsFree Fails	21
1.16	Data Communication	22
1.16.1	Data Transfer via USB Connector Fails	22
2	Revision History	23

1 Problem Areas

1.1 Power

1.1.1 Will not Power on or will Switch off Randomly

Check:

Check whether the phone vibrates and the Keypad illuminates after the power key is depressed.

Action:

If activation of the Vibrator and the Keyboard illumination is detected, refer to section 1.2 'Display'.



Check:

Inspect the contact pads on the Battery.

Action:

1. If dirty or oxidized – clean the pads.
2. If damaged – replace the Battery.



Check:

Inspect the Battery connectors.

Action:

1. If dirty or oxidized – clean the connectors.
2. If adhesive is detected on the contact pins, use an eraser to gently rub off the adhesive.
3. If damaged – send to higher level of repair.



Check:

Inspect the Keyboard (a) and the Dome Sheet (b).

Action:

1. If the Keyboard is damaged – replace it.
2. If the Dome Sheet is damaged – replace it.



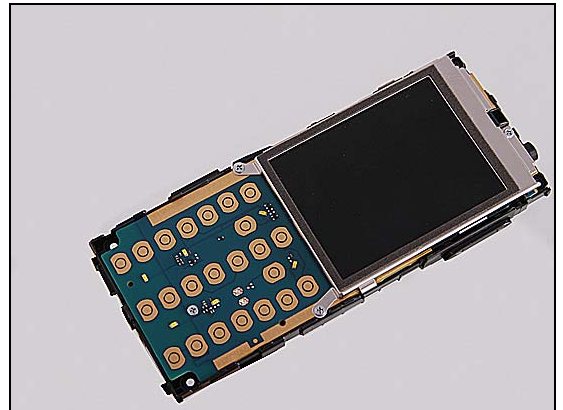
Problem Areas

Check:

Inspect the PBA.

Action:

1. If dirty – clean it.
3. Send to higher level of repair.



Problem Areas

1.2 Display

1.2.1 Graphics & Illumination

Check:

Check whether the phone vibrates and the Keyboard illuminates after the power key has been pressed

Action:

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

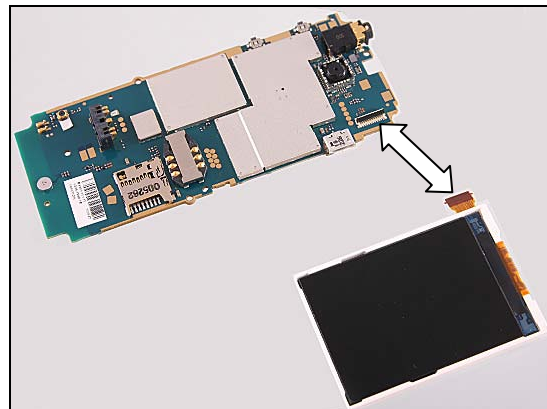


Check:

Inspect the Display connector.

Action:

1. If not properly connected – disconnect and reconnect it
2. If dirty or oxidized – clean the both sides of the Display connector.
3. If the Display is damaged – replace it.
4. Send to higher level of repair.



Problem Areas

1.3 Illumination

1.3.1 Keyboard Illumination

Check:

Check the Keyboard (a) and the LEDs (b) on the PCBA

Action:

1. If the Keyboard is damaged – replace it
2. If the LEDs (b) are dirty – clean them.
3. Send to higher level of repair.



1.3.2 Display Illumination

Refer to section 1.2 'Display'.

Problem Areas

1.4 Keys

1.4.1 Keyboard Keys

Check:

Inspect the damage to Keyboard (a), Domesheet (b) and PCBA (c). Inspect the debris between (a) and (b), and between (b) and (c)



Action:

1. If dirty or oxidized – clean them.
2. If damaged – replace them.
3. Sent to higher level of repair.



1.4.2 Volume Key

Check:

Inspect the Volume Key.

Action:

1. If dirty or clogged – clean it.

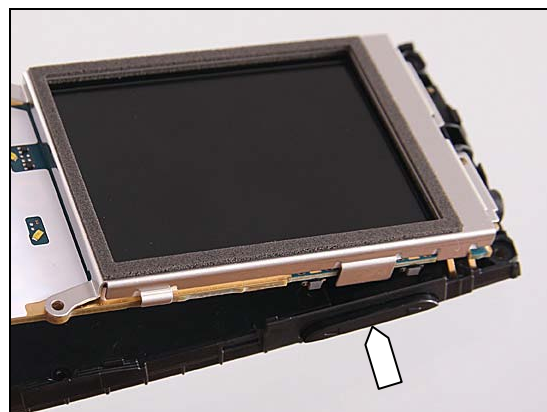


Check:

Inspect if the Volume Key is properly installed in the Frame Assy.

Action:

1. If not properly installed – reinstall it.



Problem Areas: Keys

2. If the Volume Key is damaged – replace it.
3. Send to higher level of repair.



Problem Areas

1.5 Audio

1.5.1 Microphone

Check:

Inspect the microphone's external port.

Action:

1. If clogged – clean the port.
2. If damaged – replace the Front Cover Assy.



Check:

Inspect the Microphone Gasket.

Action:

1. If damaged – replace it.

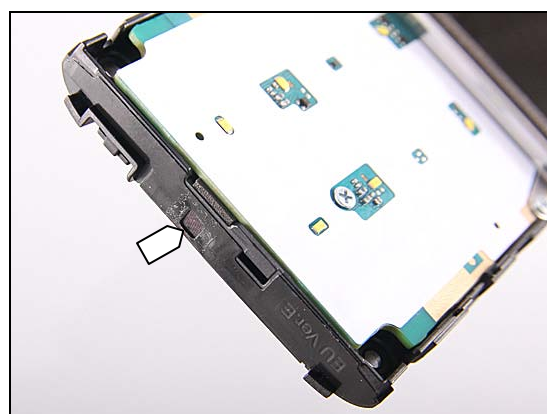


Check:

Inspect the Microphone port underneath.

Action:

1. If dirty or clogged – clean the Mic Mesh and the port.
2. If damaged – replace the Frame Assy.
3. Send to higher level of repair.



1.5.2 Receiver

Check:

Inspect the Receiver's external port in the Front Cover Assy.

Action:

1. If clogged – clean it.





Problem Areas: Audio

Check:

Inspect the Receiver Gasket Mesh (a) on the Front Cover Assy and the port (b) on the Frame Assy.

Action:

1. If dirty or clogged – clean them.
2. If the Receiver Gasket Mesh (a) is damaged – replace it.
3. If the port on the Frame Assy (b) is damaged – replace the Frame Assy.

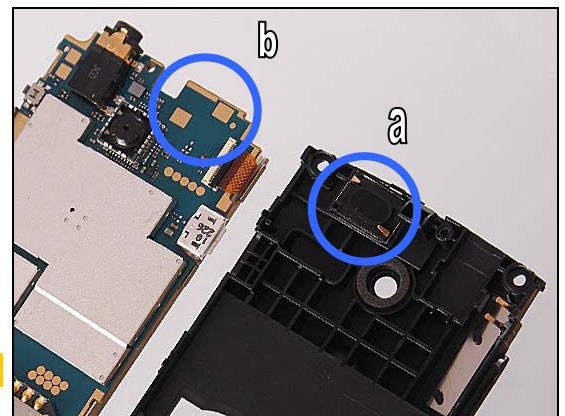


Check:

Inspect the Receiver's pins (a) and the pads (b) on the PBA.

Action:

1. If dirty or oxidized – clean them.
2. If the Receiver is damaged – replace the Receiver and the Receiver Gasket.
3. Send to higher level of repair.



Be careful do not bend or damage the pins!

Problem Areas: Audio

1.5.3 Speaker

Check:

Inspect the speaker's external port on the Battery Cover Assy.

Action:

1. If clogged – clean the port.
2. If damaged – replace the Battery Cover Assy.

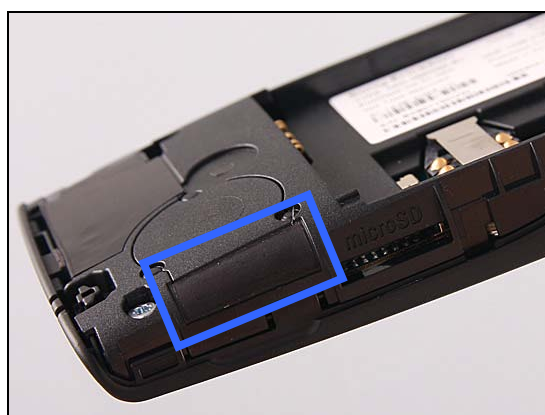


Check:

Inspect the Speaker Mesh.

Action:

1. If dirty or clogged – clean it
2. If damaged – replace the Speaker Mesh.

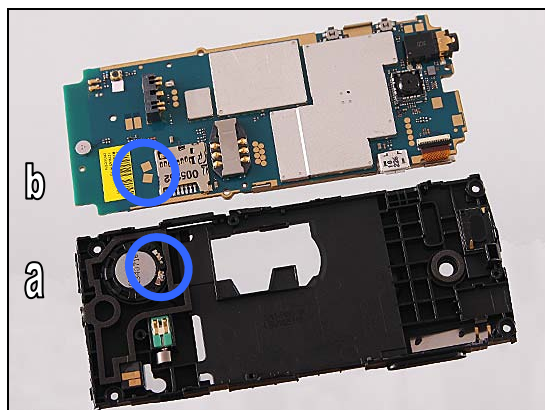


Check:

Inspect the contact pins (a) of the speaker in the Frame Assy and the contact pads (b).

Action:

1. If dirty or oxidized – clean them.



2. If the speaker is damaged – replace the Frame Assy.
3. Send to higher level of repair.



Problem Areas

1.6 Vibrating Alert

1.6.1 Vibrator not Generating Alerts

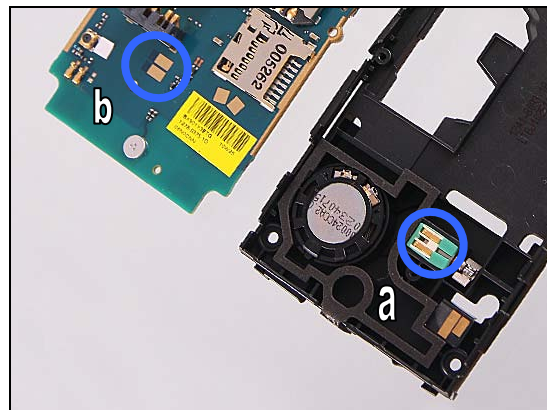
Check:

Inspect the contact pins (a) of the Vibrator and the contact pads (b).

Action:

1. If dirty or oxidized – clean them.

Be careful do not bend or damage the pins!



2. If the Vibrator is damaged – replace it.
3. Send to higher level of repair.

Problem Areas

1.7 Camera

1.7.1 Camera 2MPixel CMOS defects

Check:

Inspect the Camera Lens.

Action:

1. If dirty – clean it.

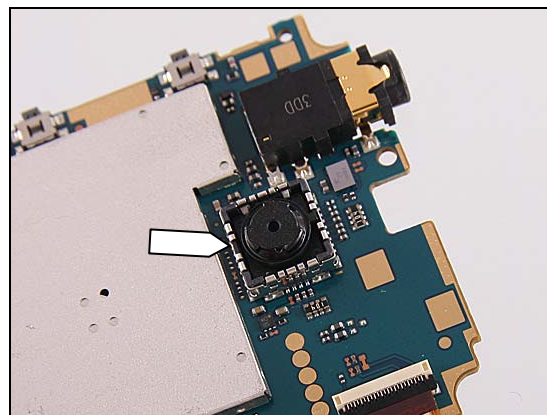
2. If scratched or damaged – replace the Camera Lens.

Check:

Inspect whether the Camera is properly installed in its socket.

Action:

1. If not properly installed – remove and reinstall it.
2. If the contact pads are dirty or oxidized – clean them.
2. If the Camera is damaged – replace it.
3. Send to higher level of repair.



Problem Areas

1.8 Memory Card

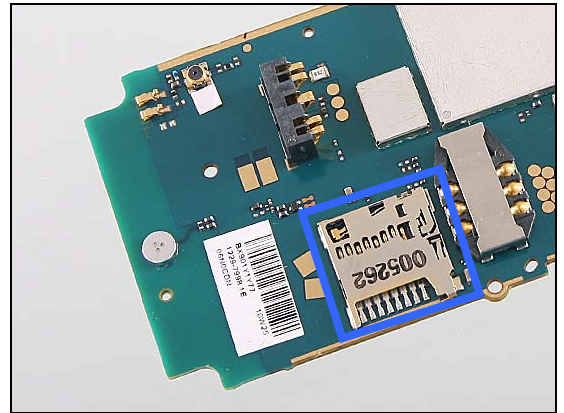
1.8.1 Memory Card not Detected

Check:

Inspect the Memory Card holder.

Action:

1. If dirty or clogged – clean the holder.
2. Send to higher level of repair.



Problem Areas

1.9 FM Radio

1.9.1 No/Poor FM Radio Reception

Check:

Inspect the Audio Jack.

Action:

1. If dirty or oxidized – clean the Audio Jack.
2. Send to higher level of repair.



Problem Areas

1.10 Real Time Clock

1.10.1 Real Time Clock Test Fails

Action:

Send to higher level of repair.

Problem Areas

1.11 SIM

1.11.1 SIM not detected

Check:

Inspect the SIM holder.

Action:

1. If dirty, clogged or oxidized – clean the holder.



1.11.2 Incorrect SIM Indicated

Check:

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

Action:

1. Use a proper operator SIM or test SIM.
2. Send to higher level of repair.



Problem Areas

1.12 Charging

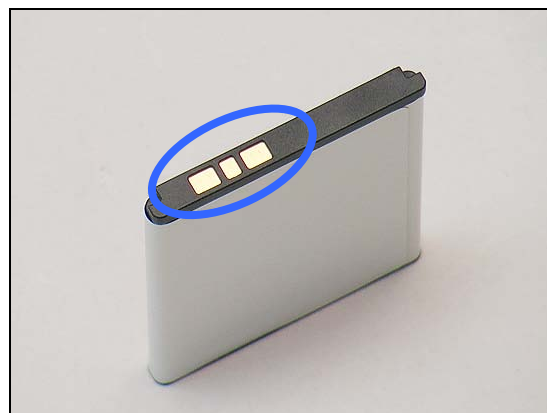
1.12.1 Battery will not Charge

Check:

Inspect the contact pads of the Battery.

Action:

1. If dirty or oxidized – clean the pads
2. If damaged – replace the Battery.



Check:

Inspect the Battery connectors.

Action:

1. If dirty or oxidized – clean the connectors.
2. If adhesive is detected on the contact pins, use an eraser to gently rub off the adhesive.



Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector.
2. Send to higher level of repair.





Problem Areas

1.13 Bluetooth

1.13.1 Bluetooth

Check:

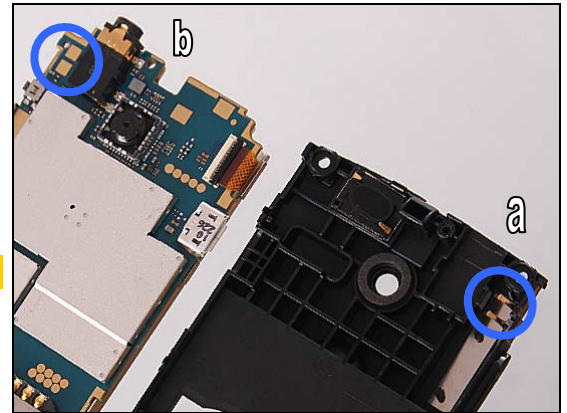
Inspect the contact pins (a) on the Frame Assy and the contact pads (b) on the PBA.

Action:

1. If dirty or oxidized – clean them.

Be careful not to bend or damage the pins!

2. If the contact pins (a) on the Frame Assy is damaged – replace the Frame Assy
3. Send to higher level of repair.



Problem Areas

1.14 Network & Signal

1.14.1 No/Poor Signal

Check:

Ensure that a correct SIM is installed.
Inspect the Main Antenna.

Action:

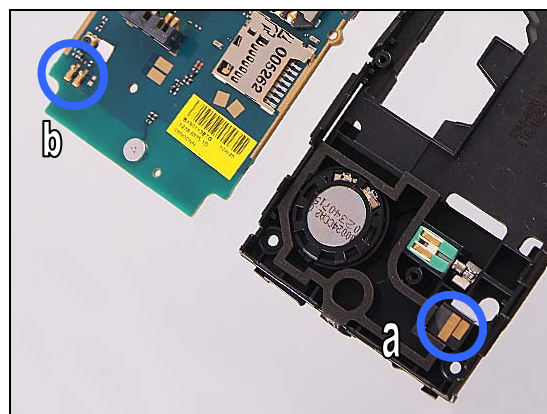
1. If damaged – replace the Frame Assy.

Check:

Inspect the contact pads (a) on the Frame Assy and the contact pins (b).

Action:

1. If dirty or oxidized – clean them.
2. If the pads are damaged – replace the `Frame Assy.
3. Send to higher level of repair.



Problem Areas

1.15 HandsFree by Wire

1.15.1 Connection to Portable HandsFree Fails

Check:

Inspect the Audio Jack.

Action:

1. If dirty or oxidized – clean the Audio Jack.
2. Send to higher level of repair.



Problem Areas

1.16 Data Communication

1.16.1 Data Transfer via USB Connector Fails

Check:

Inspect the USB connector.

Action:

1. If dirty or oxidized – clean the connector
2. Send to higher level of repair





2 Revision History

Rev.	Date	Changes / Comments
1	2010-Sep-24	Initial release