



# Troubleshooting Guide

## - mechanical -



*XPERIA arc, LT15i, LT15a, SO-01C*



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# 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 Keyboard illuminates after the Key On/Off is depressed.

**Action:**

If activation of the Vibrator is detected, refer to section 1.4 '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 Contact pins.

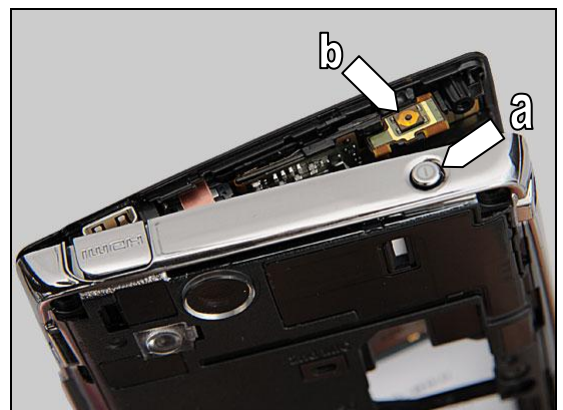
**Action:**

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



**Check:**

Inspect the Key On/Off, refer to section 1.2.4 'On/Off key'.



## Problem Areas

### 1.2 Keys

#### 1.2.1 Menu, Home and Back Keys

**Check:**

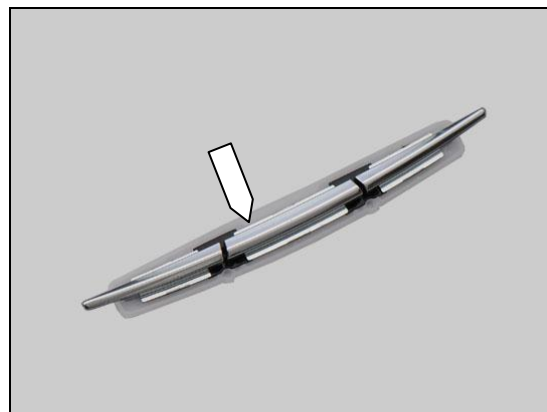
Inspect the menu, home and back keys in the Cover Front.

**Action:**

1. If the menu, home and back keys are clogged – clean them.

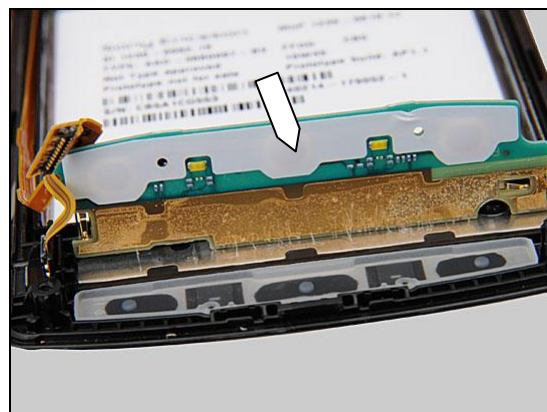


2. If menu, home and back keys are damaged – replace the Key Main.



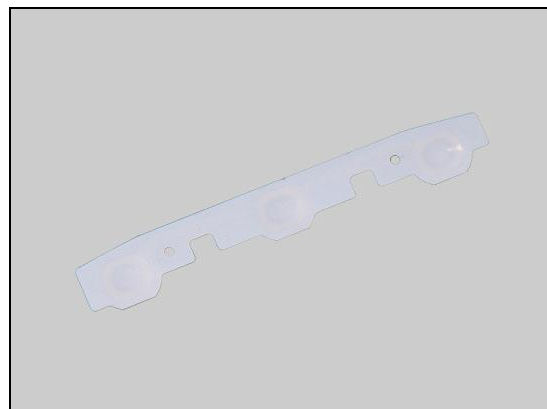
**Check:**

Inspect the Input Switch Push on the Sub PBA.



**Action:**

If the Input Switch Push is damaged – replace the Input Switch Push.

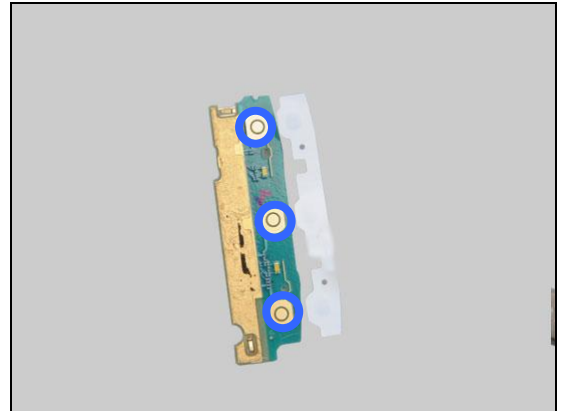




## Problem Areas: Keys

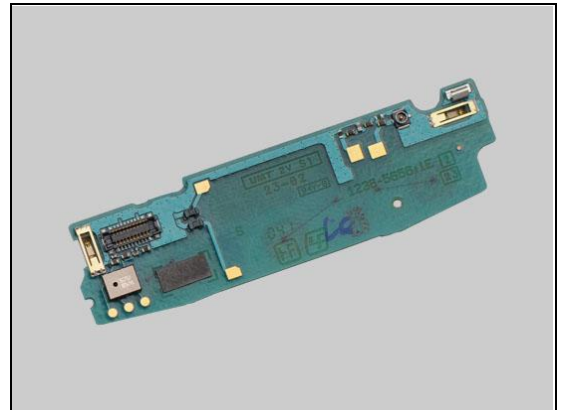
### Check:

Inspect the key switch on Sub PBA.



### Action:

1. If dirty or oxidized – clean them.
2. If the key switch is damaged – replace the Sub PBA.



### Check:

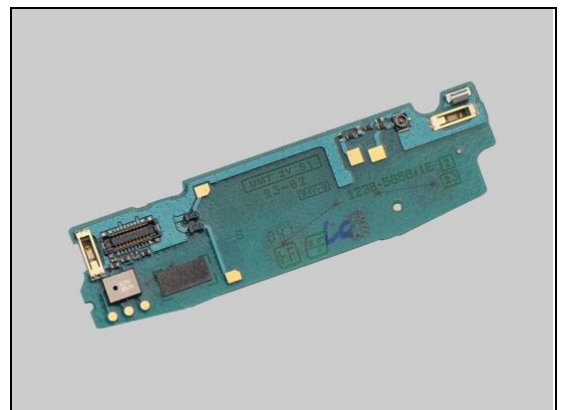
Inspect the BtB connector of the Sub PBA to the Key Flex PBA.

### Action:

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



3. If the connector is damaged – replace the Sub PBA.





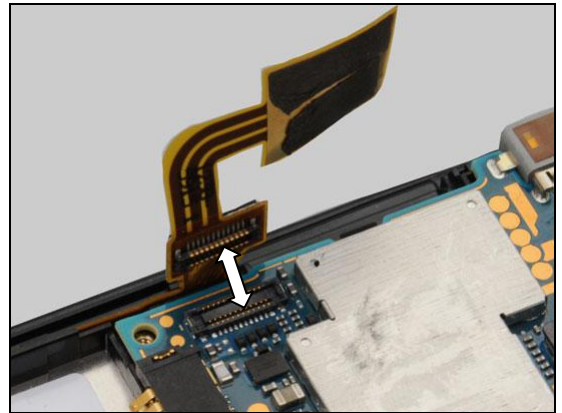
## Problem Areas: Keys

### Check:

Check the BtB connector of the Key Flex PBA to the Main PBA.

### Action:

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

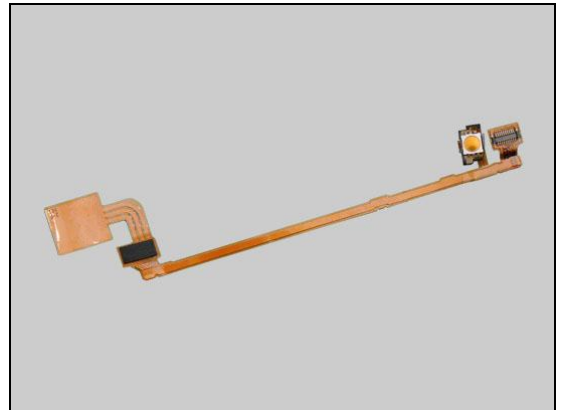


### Check:

Inspect the Key Flex PBA.

### Action:

1. If the Key Flex PBA or its BtB connector is damaged – replace the Key Flex PBA.
2. Send to higher level of repair.



## 1.2.2 Camera Key

### Check:

Inspect the Key Camera on the Cover Rear Sub Assembly.



### Action:

If the Key Camera is damaged – replace the Key Camera.





## Problem Areas: Keys

### Check:

Inspect the key switch on the Key Flex PBA.

### Action:

1. If dirty or oxidized – clean it.
2. If the Key Flex PBA or its key switch is damaged – replace the Key Flex PBA.

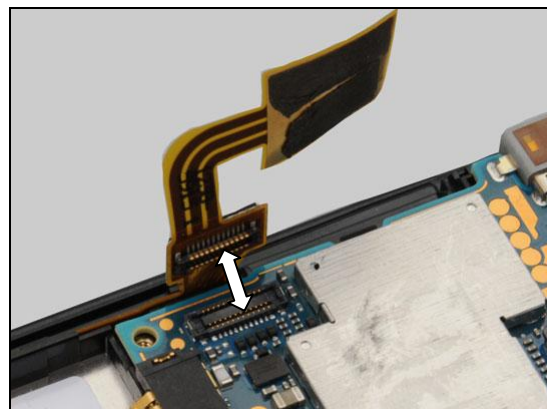


### Check:

Check the BtB connector of the Key Flex PBA to the Main PBA.

### Action:

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

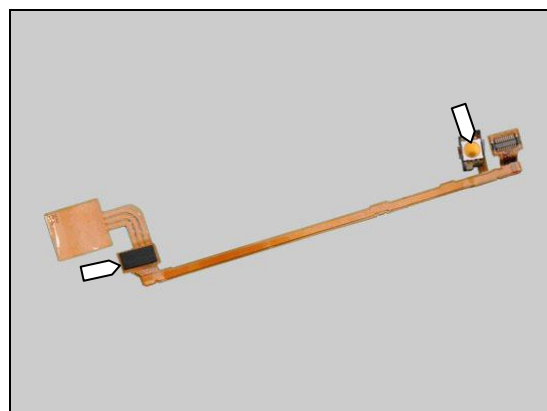


### Check:

Inspect the Key Flex PBA.

### Action:

1. If the Key Flex PBA or its BtB connector is damaged – replace the Key Flex PBA.
2. Send to higher level of repair.



## 1.2.3 Volume Key

### Check:

Inspect the Key Volume on Cover Rear Sub Assembly.





## Problem Areas: Keys

### Action:

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



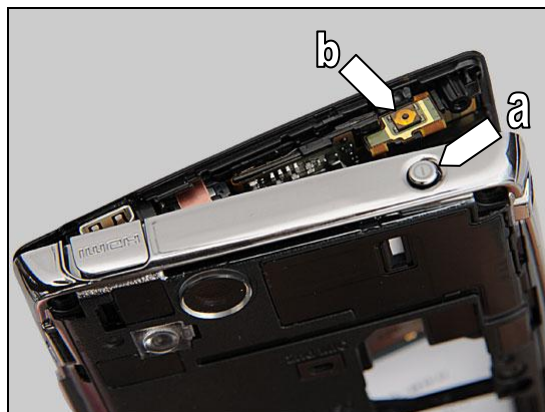
### 1.2.4 On/Off key

#### Check:

Inspect the Key On/Off (a) on the Cover Rear Sub Assembly and the input switch (b) on the RCV Flex PBA.

#### Action:

1. If (a) or (b) is dirty or clogged – clean them.



2. If (a) is damaged – replace the Key On/Off.

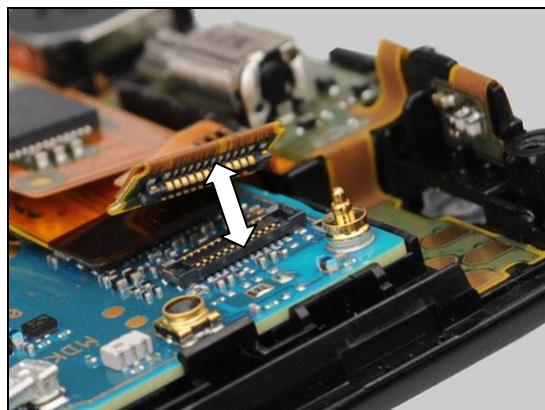


#### Check:

Inspect the BtB connector of the RCV Flex PBA to the Main PBA.

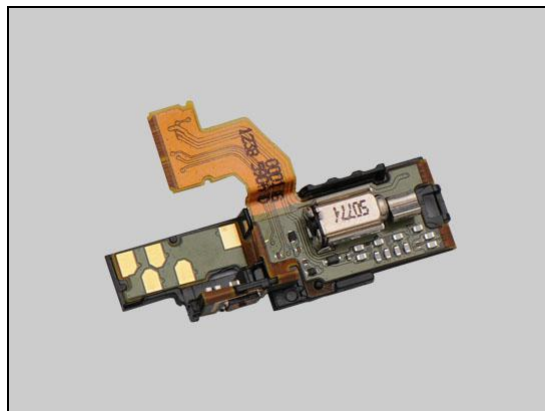
#### Action:

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



## Problem Areas: Keys

3. If the RCV Flex PBA or its BtB connector is damaged – replace the RCV Flex PBA.
4. Send to higher level of repair.





## Problem Areas

### 1.3 Touch Screen

#### 1.3.1 Touch Screen malfunction

**Check:**

Inspect the Display 4.2 TFT of the Cover Front.

**Action:**

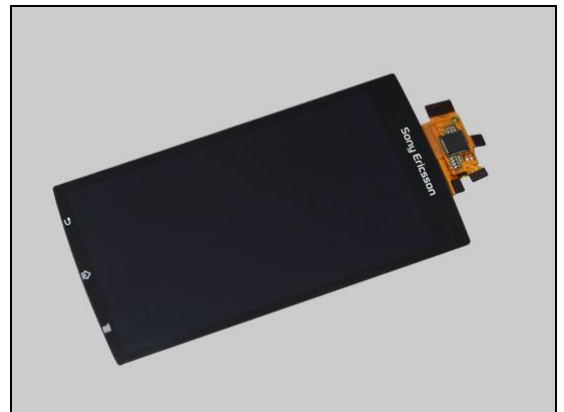
1. If dirty – clean it.



2. If the Display 4.2 TFT is damaged – replace the Display 4.2 TFT.

**If tearing in camera view finder after reassembly, please perform Main Display V-Sync Calibration;**

**1269-2060 Trouble Shooting Application-mechanical.**



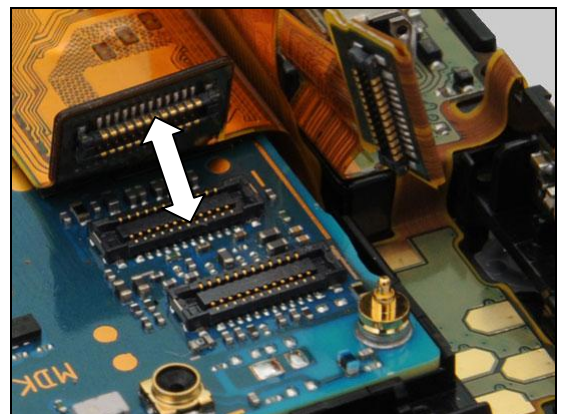
**Check:**

Inspect the BtB connector of the Display 4.2 TFT to the Main PBA.

**Action:**

1. If not properly connected – disconnect and reconnect

2. If dirty or oxidized – clean both sides of the BtB connector.

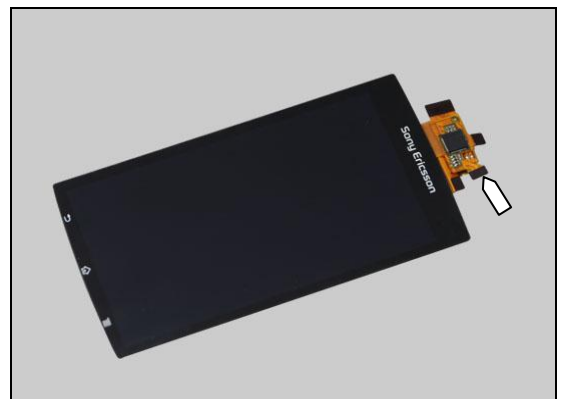


3. If the Display 4.2 TFT FPC or its BtB connector is damaged – replace the Display 4.2 TFT.

**If tearing in camera view finder after reassembly, please perform Main Display V-Sync Calibration;**

**1269-2060 Trouble Shooting Application-mechanical.**

4. Send to higher level of repair.



## Problem Areas

### 1.4 Display

#### 1.4.1 Graphics & Illumination

**Check:**

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

**Action:**

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

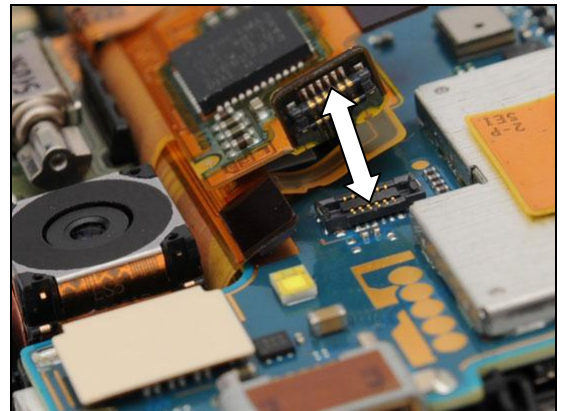


**Check:**

Inspect the BtB connector of the Display 4.2 TFT to the Main PBA.

**Action:**

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



**Check:**

Inspect the Display 4.2 TFT.

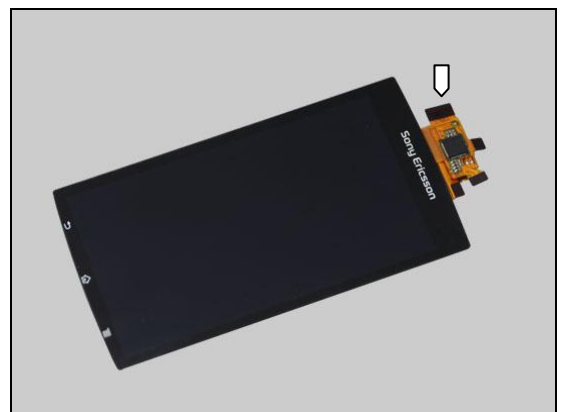
**Action:**

1. If damaged – replace the Display 4.2 TFT.

**If tearing in camera view finder after reassembly, please perform Main Display V-Sync Calibration;**

**1269-2060 Trouble Shooting Application-mechanical.**

2. Send to higher level of repair.





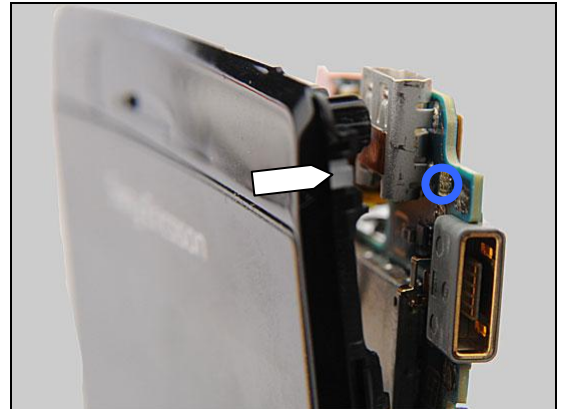
## Problem Areas: Illumination

### 1.5 LED/Illumination

#### 1.5.1 LED/Illumination

**Check:**

Inspect the window of LED red/green/blue on the Cover Front and LED red/green/blue on the Main PBA.



**Action:**

1. If dirty – clean it.
2. If the window is damaged – replace the Cover Front.
3. Send to higher level of repair.



#### 1.5.2 Key Illumination

**Check:**

Inspect the Illumination window on the Key Main.



**Action:**

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



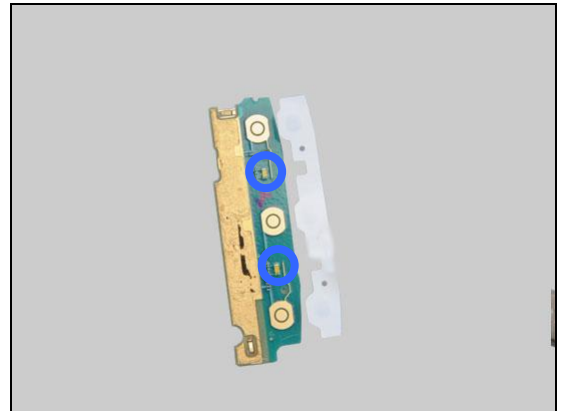




## Problem Areas: Illumination

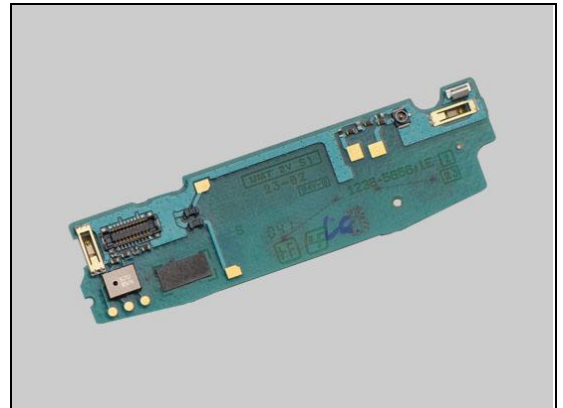
**Check:**

Inspect the LEDs on Sub PBA.



**Action:**

1. If dirty – clean them.
2. If the LEDs are damaged – replace the Sub PBA.



**Check:**

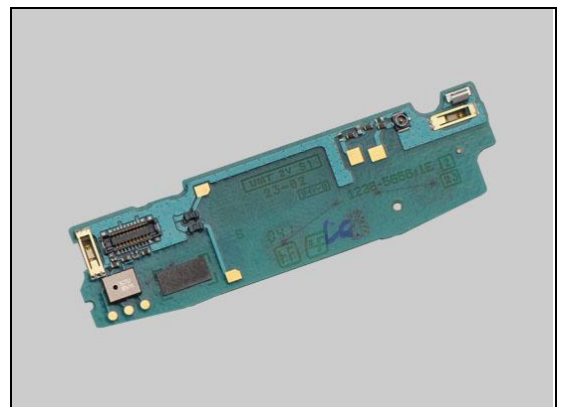
Inspect the BtB connector of the Sub PBA to the Key Flex PBA.

**Action:**

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



3. If the connector is damaged – replace the Sub PBA.







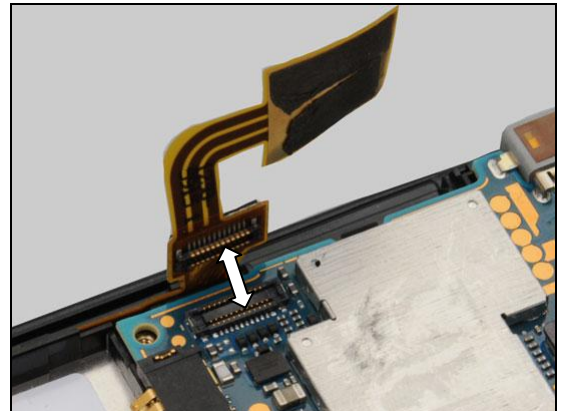
## Problem Areas: Illumination

**Check:**

Inspect the BtB connector of the Key Flex PBA to Main PBA.

**Action:**

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

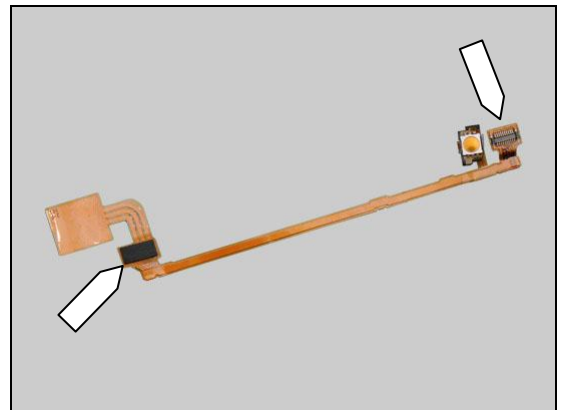


**Check:**

Inspect the Key Flex PBA.

**Action:**

1. If the Key Flex PBA or its BtB connector is damaged – replace the Key Flex PBA.
2. Send to higher level of repair.



## Problem Areas

### 1.6 Speaker

#### 1.6.1 Loudspeaker

**Check:**

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

**Action:**

If clogged – clean the speaker port or replace the Cover Battery.



**Check:**

Inspect the Loudspeaker's mesh on the Ant Main Flex.

**Action:**

1. If clogged – clean the speaker mesh.



2. If the mesh is damaged – replace the Ant Main Flex.



**Check:**

Inspect the Loudspeaker's pins on the Ant Main Flex and the pads on the Sub PBA.

**Action:**

1. If dirty – clean them.



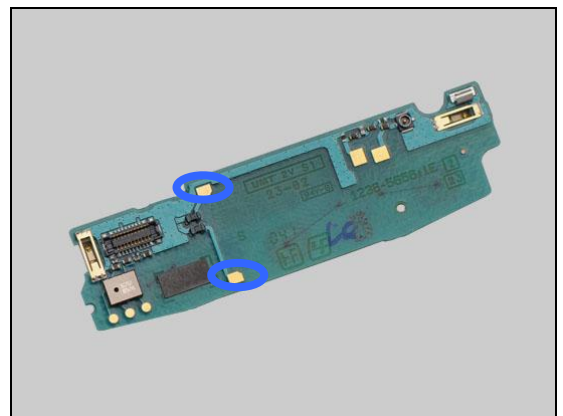


## Problem Areas: Speaker

2. If the pins on the Loudspeaker are damaged – replace the Ant Main Flex.



3. If the pads on the Sub PBA are damaged – replace the Sub PBA.



### Check:

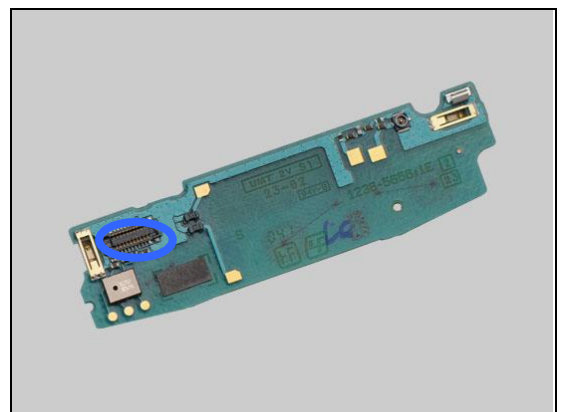
Inspect the BtB connector of the Sub PBA to Key Flex PBA.

### Action:

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



3. If the connector is damaged – replace the Sub PBA.





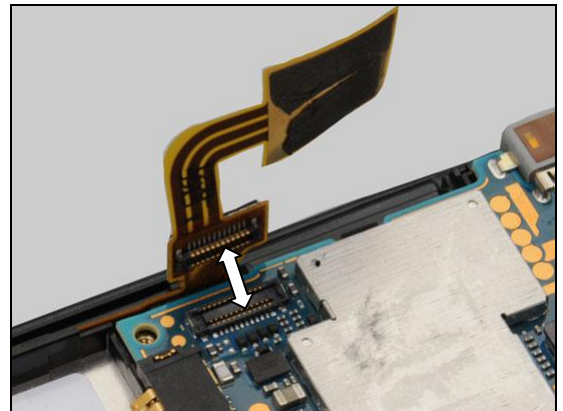
## Problem Areas: Speaker

**Check:**

Inspect the BtB connector of the Key Flex PBA to Main PBA.

**Action:**

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

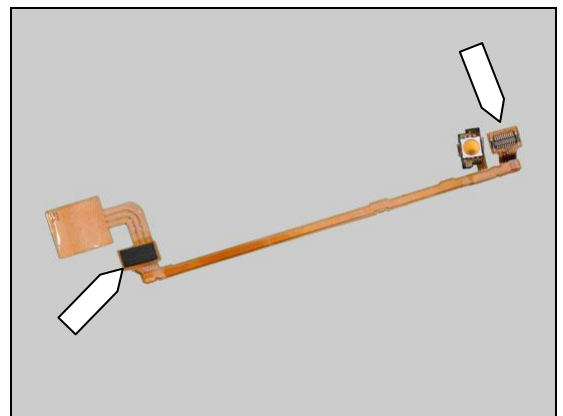


**Check:**

Inspect the Key Flex PBA.

**Action:**

1. If the Key Flex PBA or its BtB connector is damaged – replace the Key Flex PBA.
2. Send to higher level of repair.





## Problem Areas

### 1.7 Earphone

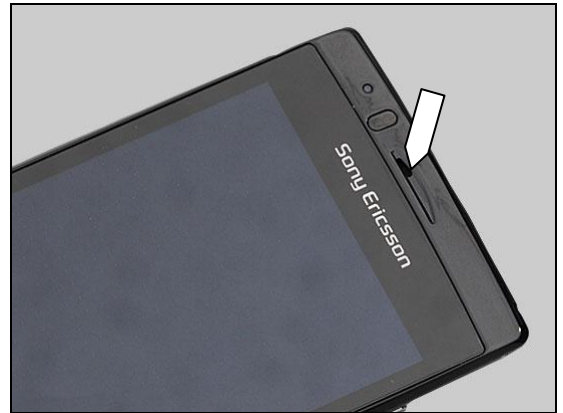
#### 1.7.1 Earphone

**Check:**

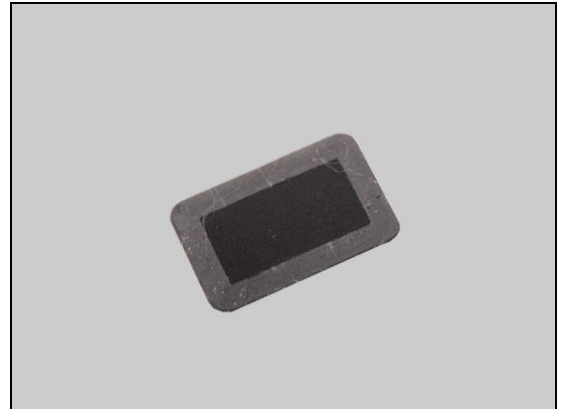
Inspect the Ear Speaker's external port.

**Action:**

1. If clogged – clean it.



2. If the Net Receiver is damaged – replace it.

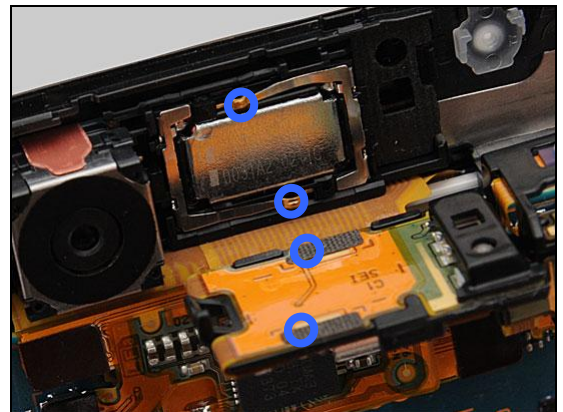


**Check:**

Inspect the Ear Speaker pins and the pads on the RCV Flex PBA.

**Action:**

If dirty – clean them.



**Check:**

Inspect the Ear Speaker.

**Action:**

If the Ear Speaker is damaged – replace the Ear Speaker.





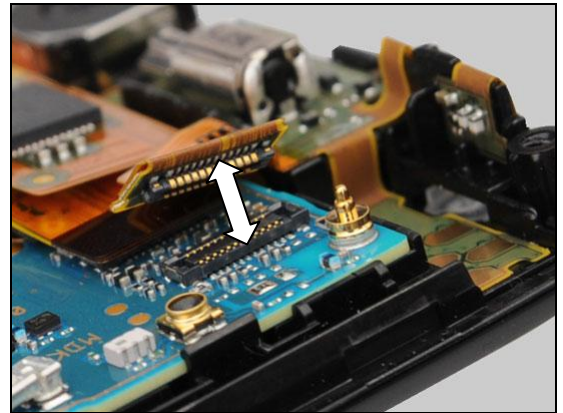
## Problem Areas: Earphone

**Check:**

Inspect the BtB connector of the RCV Flex PBA to the Main PBA.

**Action:**

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

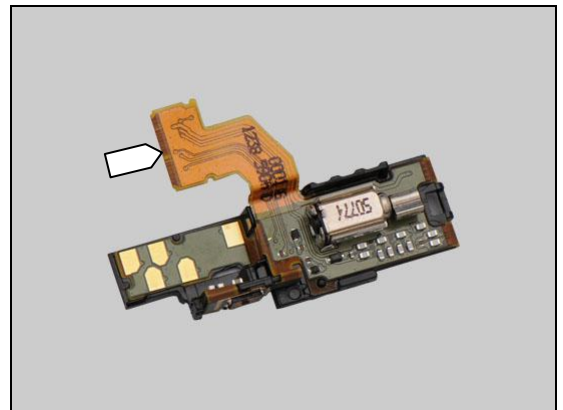


**Check:**

Inspect the RCV Flex PBA.

**Action:**

1. If the RCV Flex PBA or its ZIF connector is damaged – replace the RCV Flex PBA.
2. Send to higher level of repair.







## Problem Areas

### 1.8 Microphone

#### 1.8.1 Microphone

**Check:**

Inspect the Microphone's external port on the Cover Rear Sub Assembly.

**Action:**

1. If clogged – clean the port.



2. If (a) is damaged – replace the Cover Rear Sub Assembly.



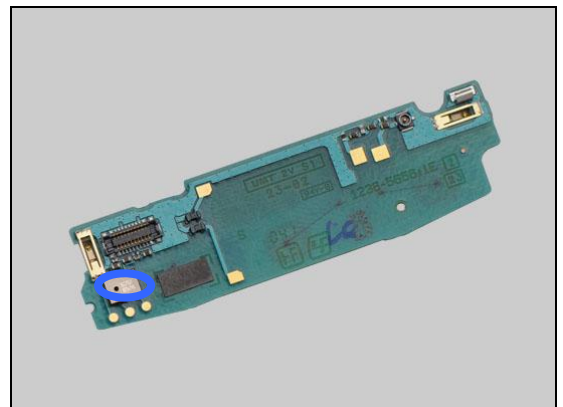
**Check:**

Inspect the Mic on the Sub PBA.



**Action:**

If the Mic is damaged – replace the Sub PBA.





## Problem Areas: Microphone

### Check:

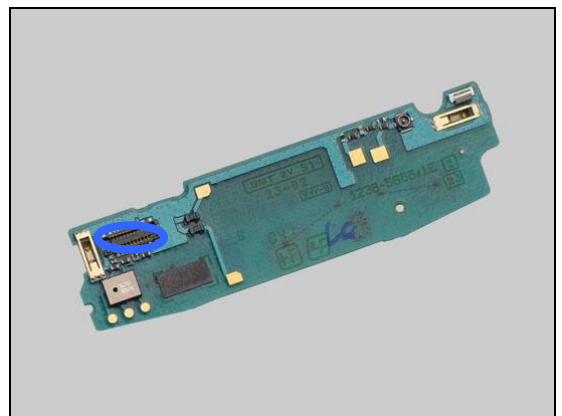
Inspect the BtB connector of the Sub PBA to Key Flex PBA.

### Action:

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



3. If the connector on the Sub PBA is damaged – replace the Sub PBA.

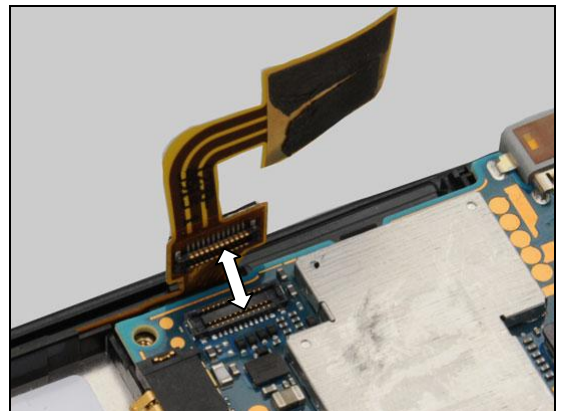


### Check:

Inspect the BtB connector of the Key Flex PBA to Main PBA.

### Action:

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

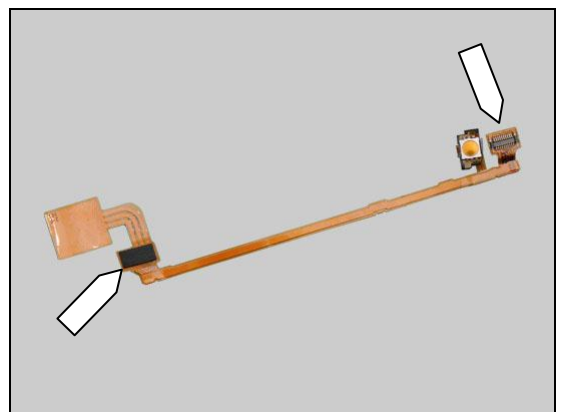


### Check:

Inspect the Key Flex PBA.

### Action:

1. If the Key Flex PBA or its BtB connector is damaged – replace the Key Flex PBA.
2. Send to higher level of repair.





## Problem Areas: Microphone

### 1.8.2 Secondary Microphone

**Check:**

Inspect the Microphone's external port on the Cover Battery.

**Action:**

1. If clogged – clean the port.



2. If (a) is damaged – replace Cover Battery.



**Check:**

Inspect the Microphone's mesh port on the Cover Rear Sub Assembly.

**Action:**

1. If clogged – clean the port.



2. If the Cover Rear Sub Assembly is damaged – replace the Cover Rear Sub Assembly.
3. Send to higher level of repair.



## Problem Areas

### 1.9 Vibrator

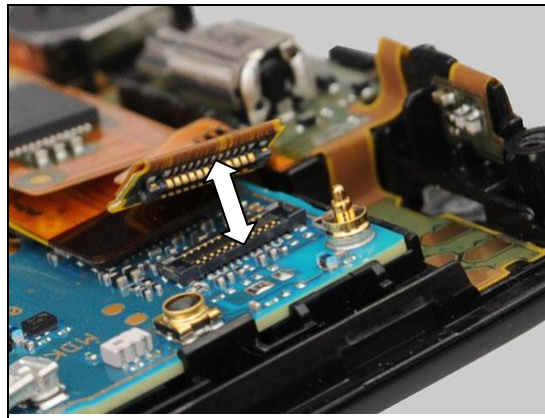
#### 1.9.1 Vibrator not generating alerts

**Check:**

Inspect the BtB connector of the RCV Flex PBA to the Main PBA.

**Action:**

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

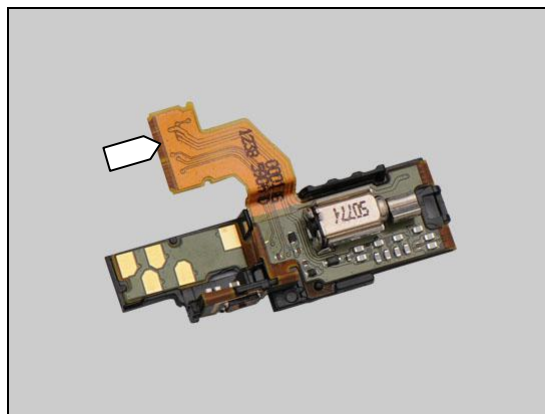


**Check:**

Inspect the RCV Flex PBA.

**Action:**

1. If the RCV Flex PBA or its ZIF connector is damaged – replace the RCV Flex PBA.
2. Send to higher level of repair.





## Problem Areas

### 1.10 Camera

#### 1.10.1 Camera defects

**Check:**

Inspect the Camera Window on the Cover Rear Sub Assembly.

**Action:**

1. If dirty – clean the window.



2. If scratched or damaged – replace the Cover Rear Sub Assembly.

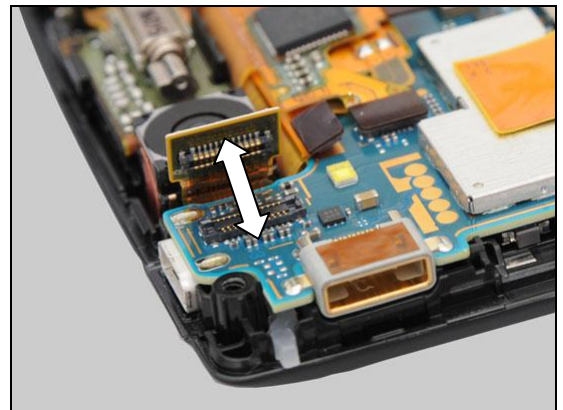


**Check:**

Inspect the BtB connector of the Camera 8.1 MPixel CMOS Module to the PBA.

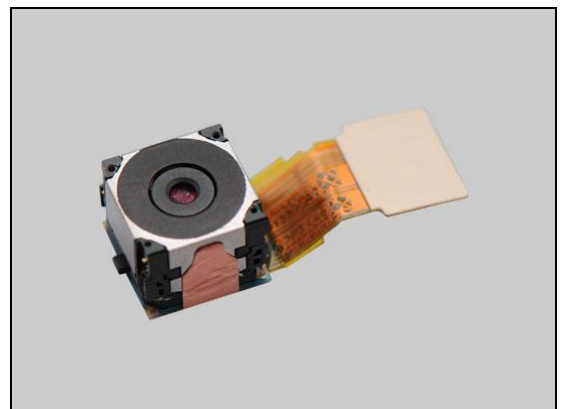
**Action:**

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



**Action:**

1. If damaged – replace the Camera 8.1 MPixel CMOS Module.
2. Send to higher level of repair.







## Problem Areas

### 1.11 Flash LED

#### 1.11.1 Flash LED not flashing

**Check:**

Inspect Flash Lens Window on Cover Rear Sub Assembly.

**Action:**

1. If scratched or damaged – replace the Cover Rear Sub Assembly.

2. Send to higher level of repair.







## Problem Areas

### 1.12 Bluetooth and WLAN

#### 1.12.1 Bluetooth or WLAN connection failure

**Check:**

Inspect the WLAN and Bluetooth antenna on the Cover Rear Sub Assembly.



**Check:**

Inspect the WLAN and Bluetooth antenna contact pads on the Ant GPS Flex and the contact pins on the Main PBA.

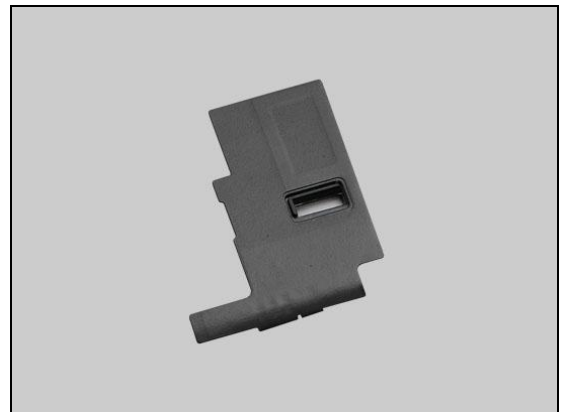
**Action:**

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



2. If the pads are damaged – replace the Ant GPS Flex.

3. Send to higher level of repair.





## Problem Areas

### 1.13 GPS

#### 1.13.1 GPS malfunctions

**Check:**

Inspect the GPS antenna on the Cover Rear Sub Assembly.



**Check:**

Inspect the GPS antenna contact pads on Ant GPS Flex and the contact pins on the Main PBA.

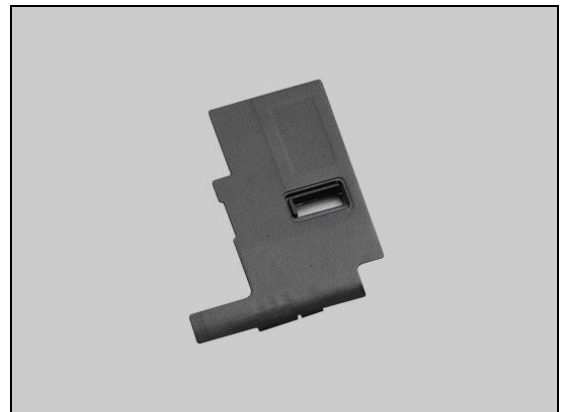
**Action:**

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



2. If the pads are damaged – replace the Ant GPS Flex.

3. Send to higher level of repair.





## **Problem Areas**

### **1.14 Compass**

#### **1.14.1 Compass fails**

**Action:**

Send to higher level of repair.



## **Problem Areas**

### **1.15 Accelerometer**

#### **1.15.1 Accelerometer test fails**

**Action:**

Send to higher level of repair.



## Problem Areas

### 1.16 Ambient Light Sensor

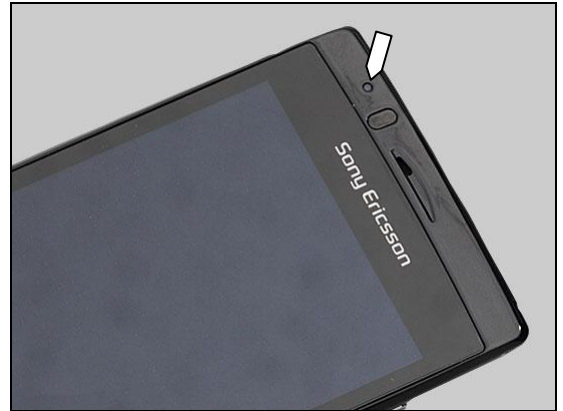
#### 1.16.1 Light Sensor malfunctions

**Check:**

Inspect the Light Sensor window on the Cover Front.

**Action:**

1. If clogged – clean it.

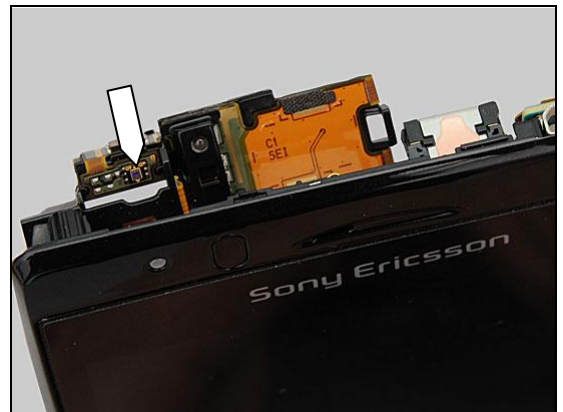


2. If scratched or damaged – replace the Cover Front.



**Check:**

Inspect the Light Sensor on the RCV Flex PBA.



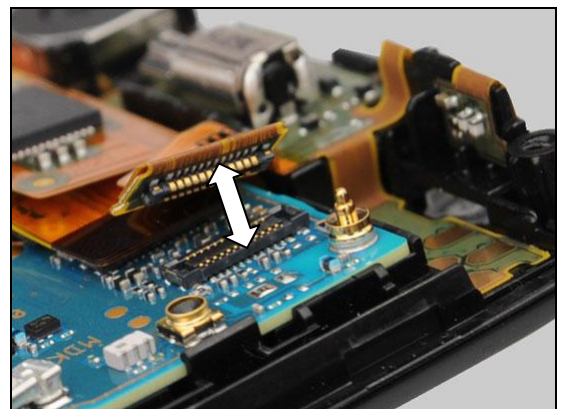
**Check:**

Inspect the BtB connector of the RCV Flex PBA to the Main PBA.

**Action:**

1. If not properly connected – disconnect and reconnect.

2. If dirty or oxidized – clean both side of the BtB connector.



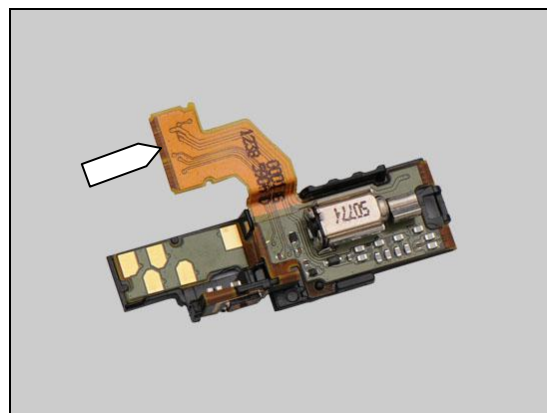
## Problem Areas: Sensors

**Check:**

Inspect the RCV Flex PBA.

**Action:**

1. If the RCV Flex PBA or its ZIF connector is damaged – replace the RCV Flex PBA.
2. Send to higher level of repair.







## Problem Areas

### 1.17 Proximity switch

#### 1.17.1 Proximity switch malfunctions

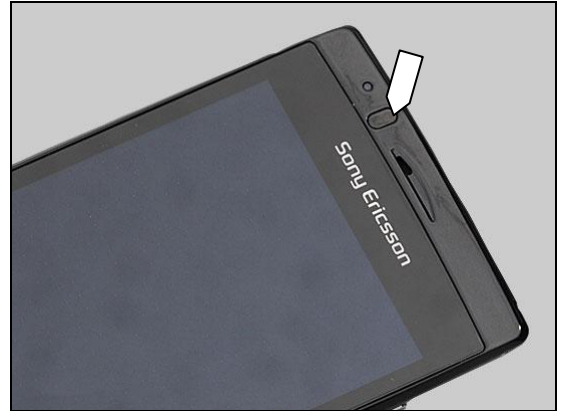
**Check:**

Inspect the Proximity switch window on the Cover Front.

**Action:**

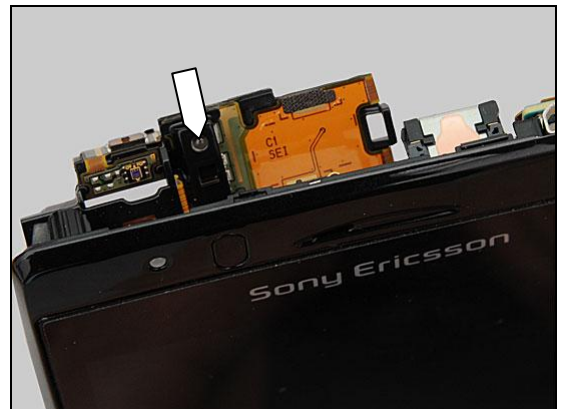
1. If clogged – clean it.

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



**Check:**

Inspect the Proximity switch on the RCV Flex PBA.

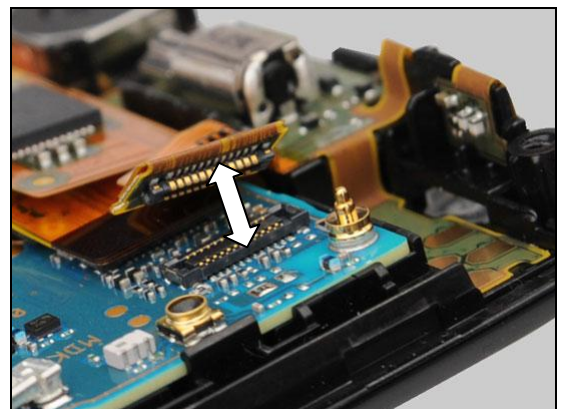


**Check:**

Inspect the BtB connector of the RCV Flex PBA to the Main PBA.

**Action:**

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



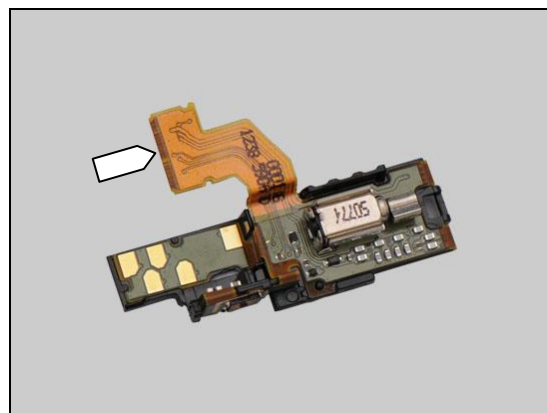
## Problem Areas

**Check:**

Inspect the RCV Flex PBA.

**Action:**

1. If the RCV Flex PBA or its ZIF connector is damaged – replace the RCV Flex PBA.
2. Send to higher level of repair.





## **Problem Areas**

### **1.18 Real Time Clock**

#### **1.18.1 Real Time Clock test fails**

**Action:**

Send to higher level of repair.

## **Problem Areas**

### **1.19 Total call time**

#### **1.19.1 Total call time fails**

**Action:**

Send to higher level of repair.

## Problem Areas

### 1.20 External Memory Card

#### 1.20.1 Memory Card not detected

**Check:**

Inspect the memory card holder on the Cover Rear Sub Assembly.

**Action:**

If damaged – replace the Cover Rear Sub Assembly.



**Check:**

Inspect the Memory Card holder.

**Action:**

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



## **Problem Areas**

### **1.21 Security**

#### **1.21.1 Security fails**

**Action:**

Send to higher level of repair.





## Problem Areas

### 1.22 FM Radio

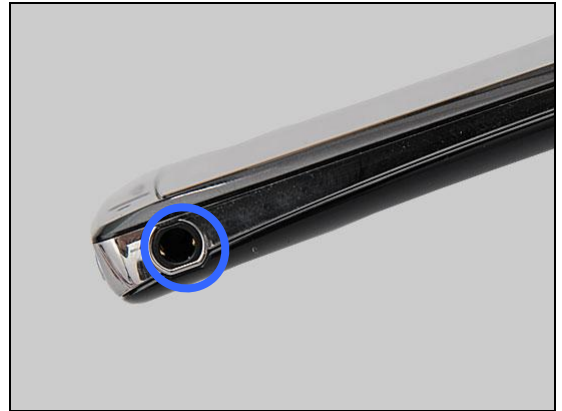
#### 1.22.1 No/Poor FM Radio reception

**Check:**

Inspect the audio jack.

**Action:**

If dirty or oxidized – clean the connector.



**Check:**

Inspect the contact pins on the audio jack and the contact pads on the RCV Flex PBA.

**Action:**

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



2. If the pins are damaged – replace the Audio Jack Receptacle 5p.

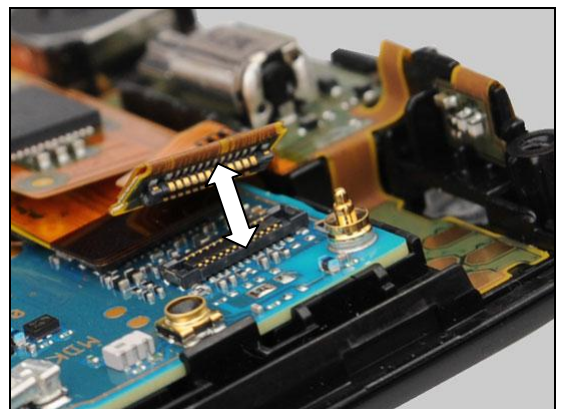


**Check:**

Inspect the BtB connector of the RCV Flex PBA to the Main PBA.

**Action:**

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



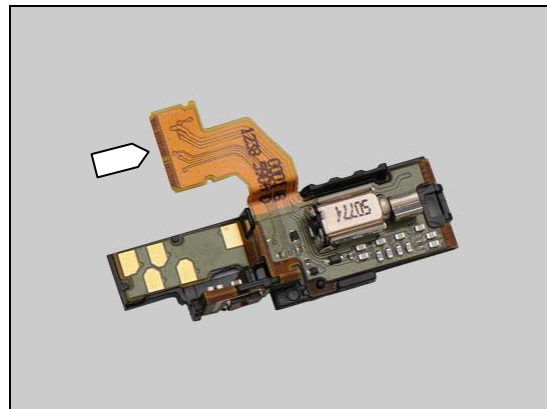
## Problem Areas: FM Radio

**Check:**

Inspect the RCV Flex PBA.

**Action:**

1. If the RCV Flex PBA or its ZIF connector is damaged – replace the RCV Flex PBA.
2. Send to higher level of repair.





## **Problem Areas**

### **1.23 Battery test**

#### **1.23.1 Battery test fails**

**Action:**

Send to higher level of repair.



## **Problem Areas**

### **1.24 Verify Certificates**

#### **1.24.1 Verify certificates fails**

**Action:**

Send to higher level of repair.

## Problem Areas

### 1.25 HDMI Test

#### 1.25.1 HDMI test fails

**Check:**

Inspect the HDMI connector.

**Action:**

Send to higher level of repair.





## Problem Areas

### 1.26 Network & Signal

#### 1.26.1 No/Poor signal

**Check:**

Inspect the Main Antenna on the Ant Main Flex.



**Check:**

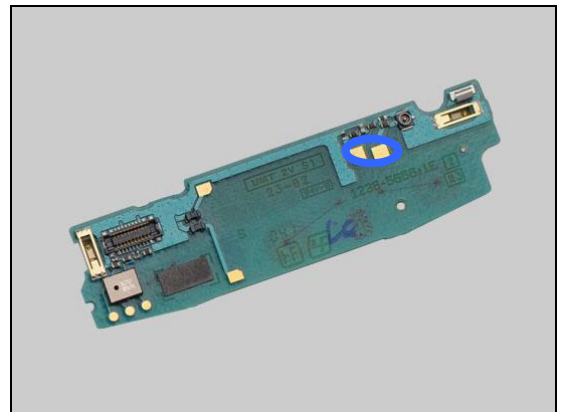
Inspect the Main Antenna contact pins on the Ant Main Flex and contact pads on the Sub PBA.

**Action:**

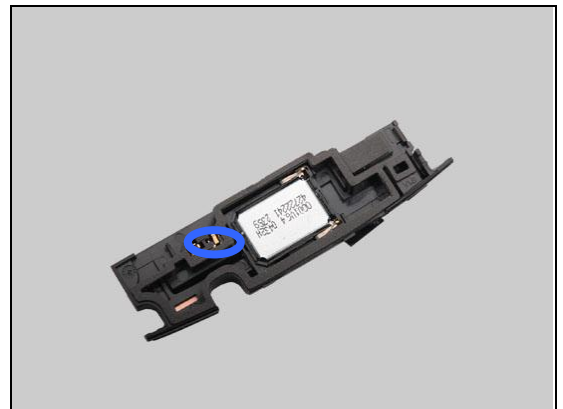
1. If dirty or oxidized – clean the pads and pins.



2. If the pads on the Sub PBA are damaged – replace the Sub PBA.



3. If the pins are damaged – replace Ant Main Flex.







## Problem Areas: Network & Signal

### Check:

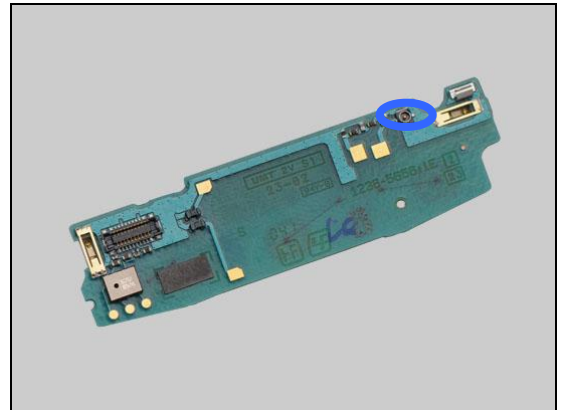
Inspect the connector on Sub PBA to RF Cable.

### Action:

1. If not properly connected to the Antenna – disconnect and reconnect it.



2. If damaged – replace the Sub PBA.

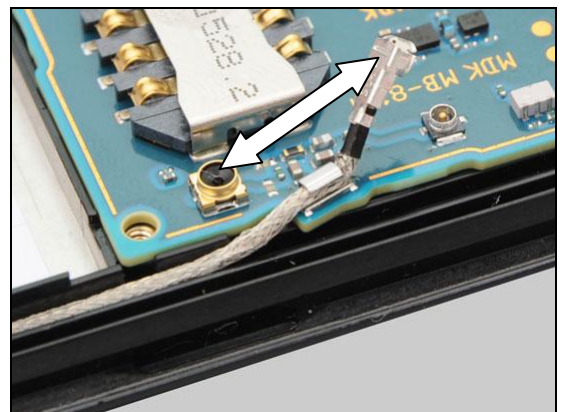


### Check:

Inspect the connector RF Cable to the Main PBA.

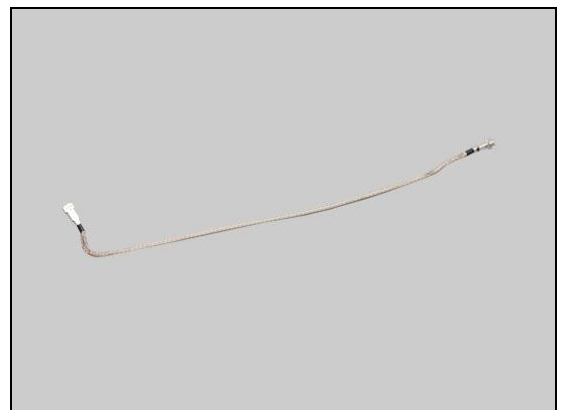
### Action:

1. If not properly connected to the Main PBA – disconnect and reconnect it.



2. If damaged – replace the RF Cable.

3. Send to higher level of repair.



## Problem Areas

### 1.27 SIM

#### 1.27.1 SIM not detected

Check the SIM holder.

**Check:**

Inspect the SIM holder.

**Action:**

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



#### 1.27.2 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

### 1.28 Charging

#### 1.28.1 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 Contact pins.

**Action:**

1. If dirty or oxidized – clean the contact pins.
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

### 1.29 HandsFree by Wire

#### 1.29.1 Connection to Portable HandsFree fails

**Check:**

Inspect the audio jack.

**Action:**

If dirty or oxidized – clean the connector.



**Check:**

Inspect the contact pins on the audio jack and the contact pads on the RCV Flex PBA.

**Action:**

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



2. If the pins are damaged – replace the Audio Jack Receptacle 5p.

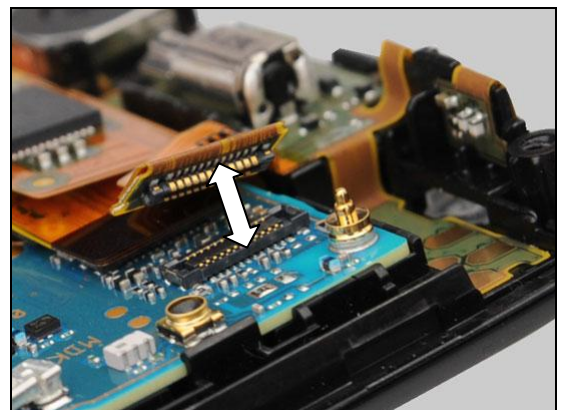


**Check:**

Inspect the BtB connector of the RCV Flex PBA to the Main PBA.

**Action:**

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





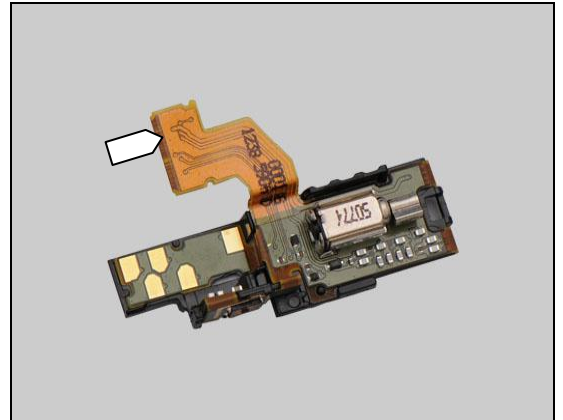
## **Problem Areas: HandsFree By Wire**

**Check:**

Inspect the RCV Flex PBA.

**Action:**

1. If the RCV Flex PBA or its ZIF connector is damaged – replace the RCV Flex PBA.
2. Send to higher level of repair.



## Problem Areas

### 1.30 Data Communication

#### 1.30.1 Data transfer via System 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	2011-Mar-23	Initial release
2	2011-Apr-01	Update HDMI
3	2011-May-12	Update Cover Rear Sub Assembly
4	2011-Aug- 02	Update pictures for 1.27 SIM
5	2012-Oct-05	Main Display V-Sync calibration added to 1.3 and 1.4