

Troubleshooting Guide

- mechanical -



XperiaTM acro S

LT26w

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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 by pressing the Key Power.

Action:

1. If activation of the Vibrator is detected, refer to section 1.4 'Display'.
2. If NO activation of the Vibrator is detected, check that the battery is charging when connected to a charger. Follow Test Instruction (Charging via USB), Diagnostic Battery / Charging status.

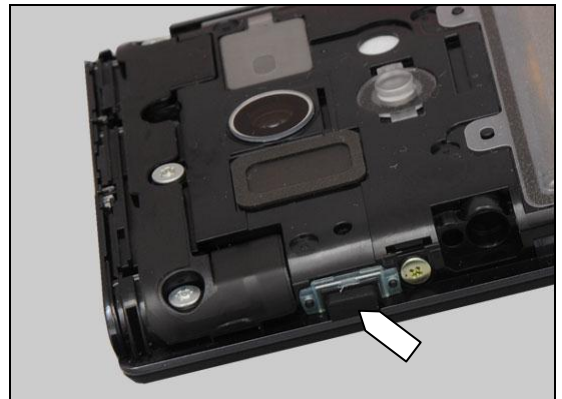


Check:

Inspect the Key Power.

Action:

1. If dirty – clean it.



2. If damaged – replace it.



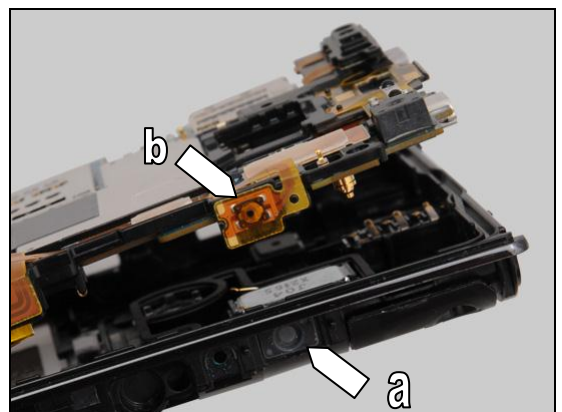
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the Key Gasket (a) and key power switch (b).

Action:

1. If dirty – clean them.



Problem Areas: Power

2. If the Key Gasket is damaged – replace it.



3. If the key power switch is damaged – replace the PBA Flex Module.

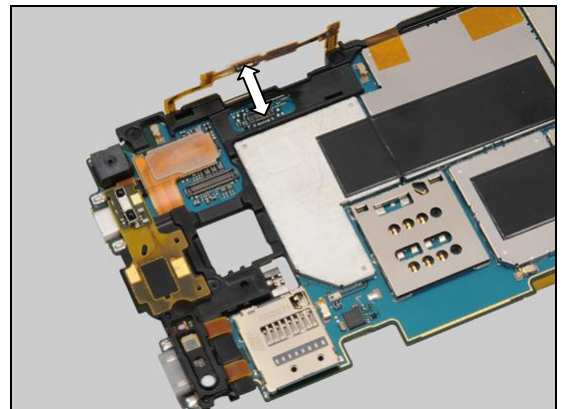


Check:

Inspect the BtB connector of PBA Flex Module to the PBA.

Action:

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



3. If the FPC or the BtB connector of PBA Flex Module is damaged – replace the PBA Flex Module.
4. If the BtB connector on the PBA is damaged – replace PBA.



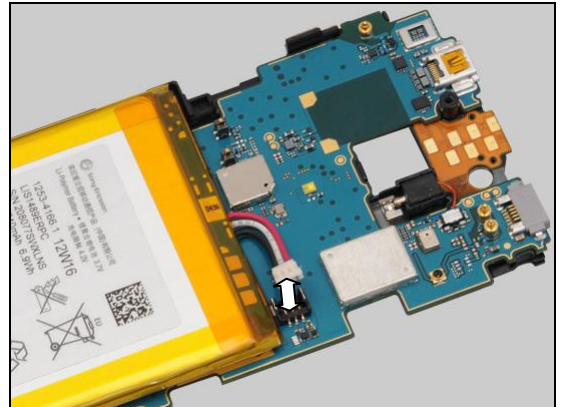
Problem Areas: Power

Check:

Inspect the battery and the BtB connector of battery to the PBA.

Action:

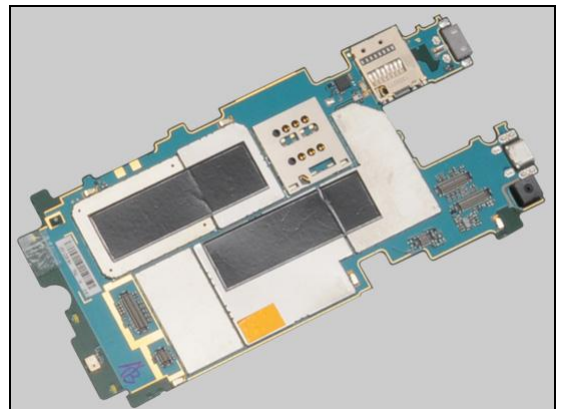
1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the both sides of the BtB connectors.



3. If the Battery or its BtB connector is damaged – replace the Battery.



4. If the BtB connector on the PBA is damaged – replace PBA.

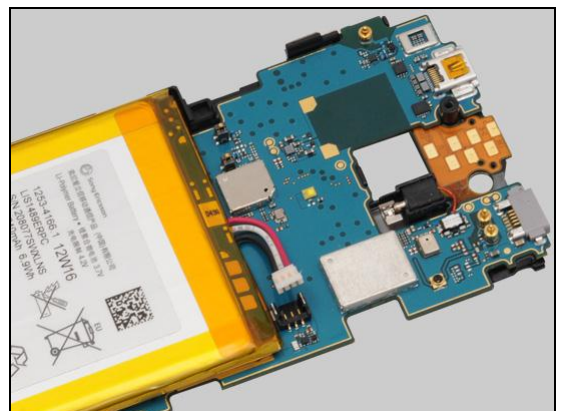


Check:

Check current draw in off mode by using “Dummy Battery” (max 1 mA).

Action:

If current draw is abnormal – replace PBA.



Problem Areas

1.2 Keys

1.2.1 Menu, Home and Back Keys

Check:

Inspect the menu, home and back keys on the Touch/Display Front Cover Assy.

Action:

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



1.2.2 Camera Key

Check:

Inspect the external area of the Key Camera.

Action:

If dirty – clean it.

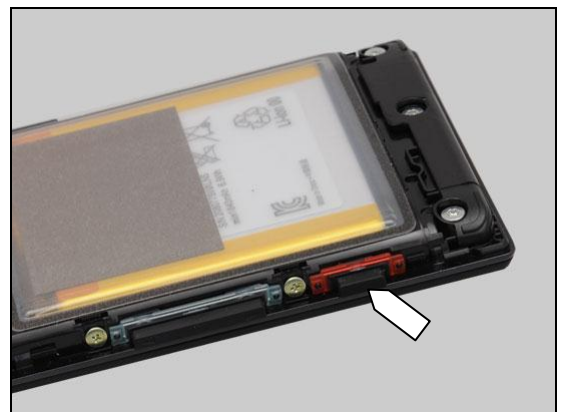


Check:

Inspect the Key Camera.

Action:

1. If dirty – clean it.



2. If damaged – replace it.



Problem Areas: Keys

Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the Key Gasket (a) and the key camera switch (b).

Action:

1. If dirty – clean them.

2. If the Key Gasket is damaged – replace it.

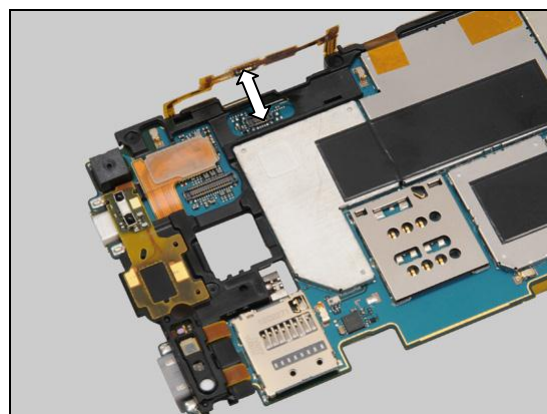
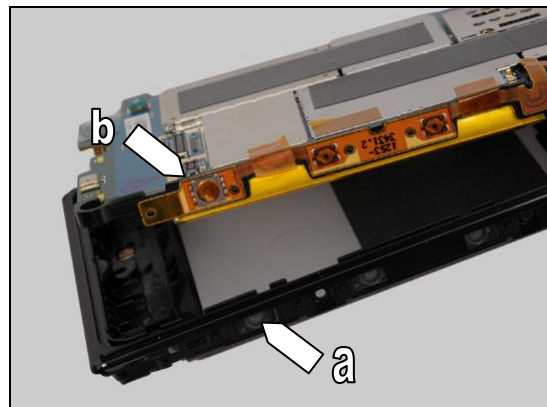
3. If the key power switch is damaged – replace the PBA Flex Module.

Check:

Inspect the BtB connector of PBA Flex Module to the PBA.

Action:

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



Problem Areas: Keys

3. If the FPC or the BtB connector of PBA Flex Module is damaged – replace the PBA Flex Module.

4. If the BtB connector on the PBA is damaged – replace PBA.

1.2.3 Volume Key

Check:

Inspect the external area of the Key Volume.

Action:

If dirty – clean it.

Check:

Inspect the Key Volume.

Action:

1. If dirty – clean it.

2. If damaged – replace it.



Problem Areas: Keys

Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the Key Gaskets (a) and the key volume switch (b).

Action:

1. If dirty – clean them.

2. If the Key Gasket is damaged – replace it.

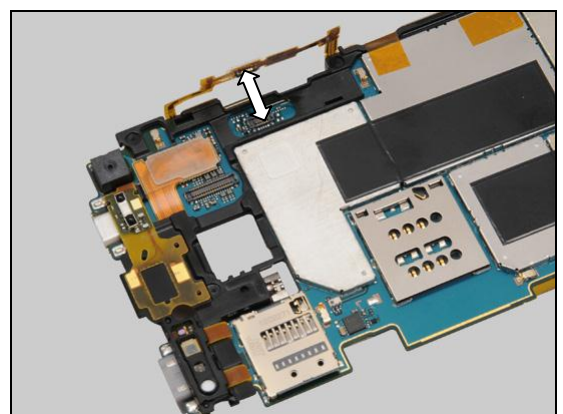
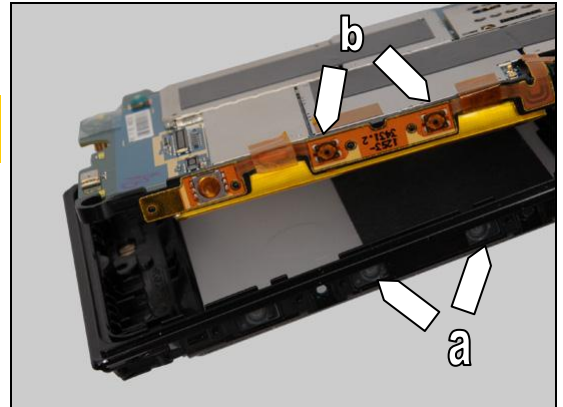
3. If the key power switch is damaged – replace the PBA Flex Module.

Check:

Inspect the BtB connector of PBA Flex Module to the PBA.

Action:

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



Problem Areas: Keys

3. If the FPC or the BtB connector of PBA Flex Module is damaged – replace the PBA Flex Module.
4. If the BtB connector on the PBA is damaged – replace PBA.

1.2.4 On/Off Key

Check:

Inspect the external area of the Key Power.

Action:

If dirty – clean it.

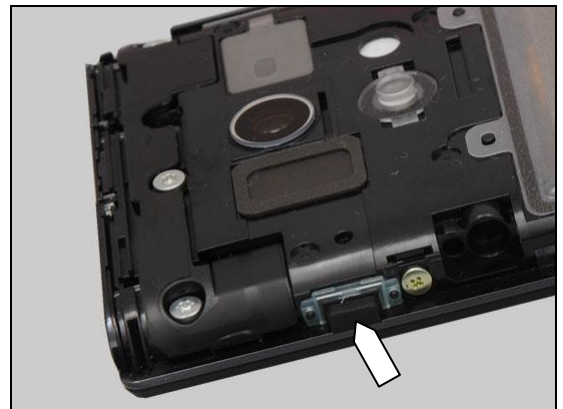
Check:

Inspect the Key Power.

Action:

1. If dirty – clean it.

2. If damaged – replace it.



Problem Areas: Keys

Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the Key Gasket (a) and the key power switch (b).

Action:

1. If dirty – clean them.

2. If the Key Gasket is damaged – replace it.

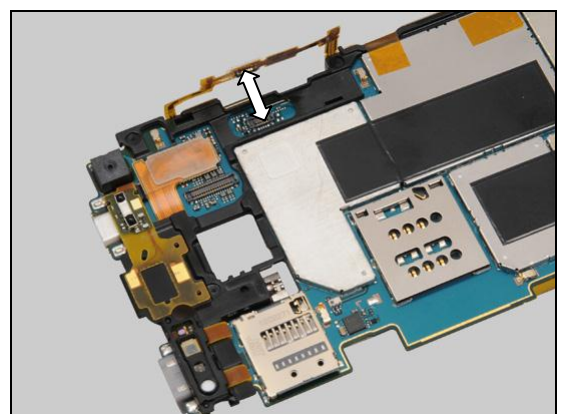
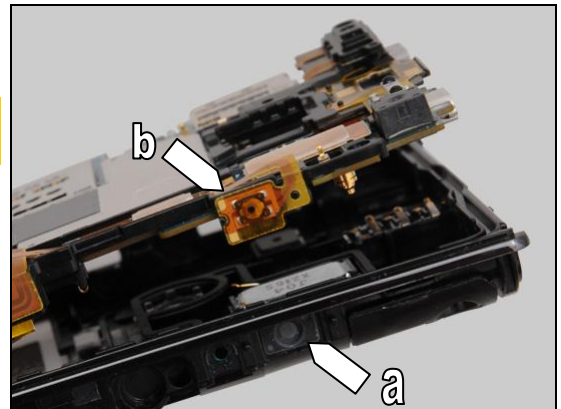
3. If the key power switch is damaged – replace the PBA Flex Module.

Check:

Inspect the BtB connector of PBA Flex Module to the PBA.

Action:

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



Problem Areas: Keys

3. If the FPC or the BtB connector of PBA Flex Module is damaged – replace the PBA Flex Module.
4. If the BtB connector on the PBA is damaged – replace PBA.



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

Check:

Inspect the touch screen of the Touch/Display Front Cover Assy.

Action:

If dirty – clean it.



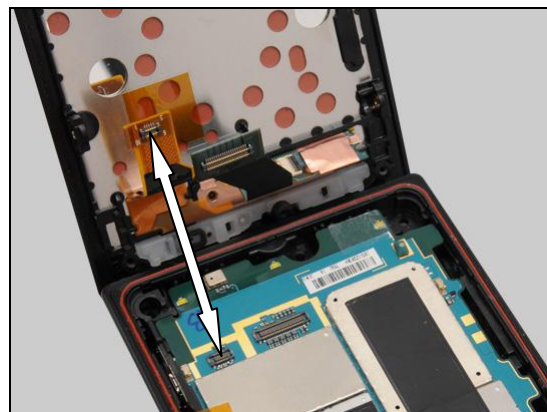
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the FPC and the BtB connector of the Touch/Display Front Cover Assy to the PBA.

Action:

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



3. If the touch screen, the FPC or the BtB connector of the Touch/Display Front Cover Assy is damaged – replace the Touch/Display Front Cover Assy.
4. Replace PBA.



Problem Areas

1.4 Display

1.4.1 Graphics & Illumination

Check:

Check whether the phone vibrates after the Key Power has been pressed.

Action:

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

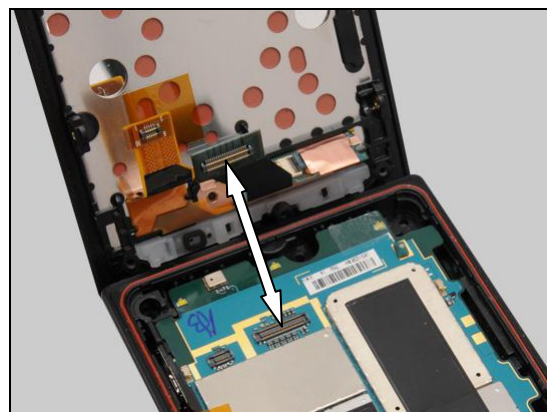
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the FPC and the BtB connector of the Touch/Display Front Cover Assy to the PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the both sides of the BtB connectors.
3. If the display, the FPC or the BtB connector of the Touch/Display Front Cover Assy is damaged – replace the Touch/Display Front Cover Assy.
4. Replace PBA.



Problem Areas:

1.5 LED/Illumination

1.5.1 LED/Illumination

Check:

Inspect the external window area of the RGB LED on the Touch/Display Front Cover Assy.

Action:

1. If dirty – clean it.



2. If the external window area is damaged – replace the Touch/Display Front Cover Assy.

Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the RGB LED on the PBA Flex Module.

Action:

If dirty or clogged – clean it.

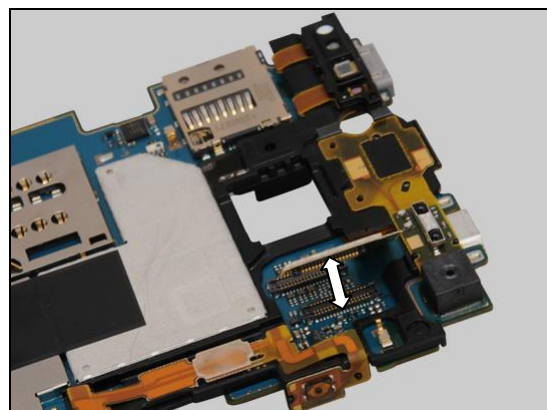


Check:

Inspect the FPC and the BtB connector of PBA Flex Module to the PBA.

Action:

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



Problem Areas: Illumination

3. If the RGB LED, the FPC or the BtB connector of PBA Flex Module is damaged – replace the PBA Flex Module.
4. Replace PBA.



1.5.2 Menu, Home and Back keys Illumination

Check:

Inspect the illumination window of the Menu, Home and Back keys on the Touch/Display Front Cover Assy.

Action:

If dirty – clean it.



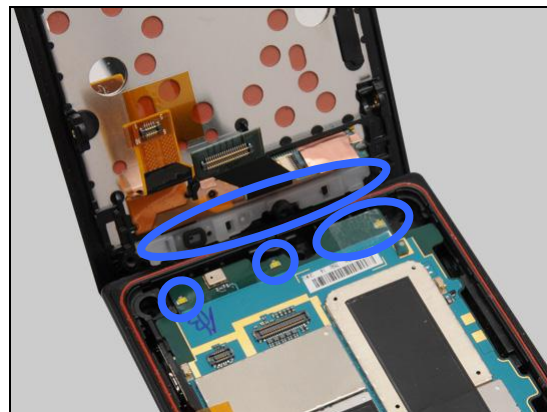
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the LEDs on the PBA, Sheet LED and the Lightguide Key Sub Assy.

Action:

1. If dirty – clean them.



2. If the Lightguide Key Sub Assy is damaged – replace it.



Problem Areas: Illumination

3. If the Sheet LED is damaged – replace it.
4. Replace PBA.



Problem Areas

1.6 Speaker

1.6.1 Loudspeaker

Check:

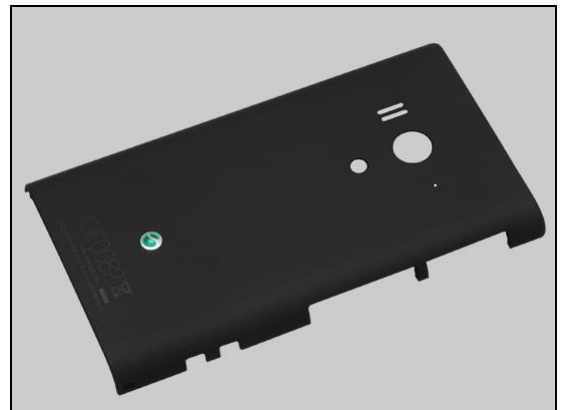
Inspect the Loudspeaker's external port on the Cover Back.

Action:

1. If the Loudspeaker external port is clogged – clean it.



2. If the Loudspeaker external port is damaged – replace the Cover Back.

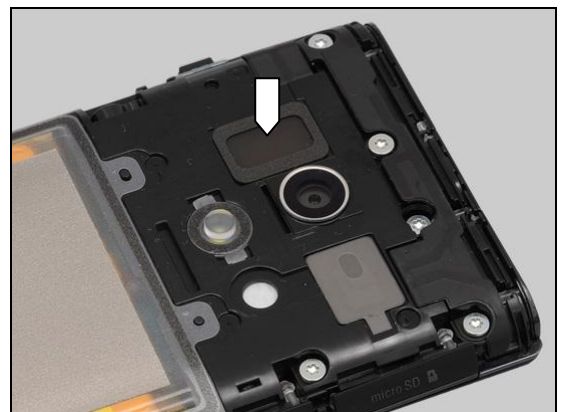


Check:

Inspect the Net Speaker of the Loudspeaker on the Rear Cover Assy.

Action:

1. If dirty – clean it.



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



Problem Areas: Speaker

Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

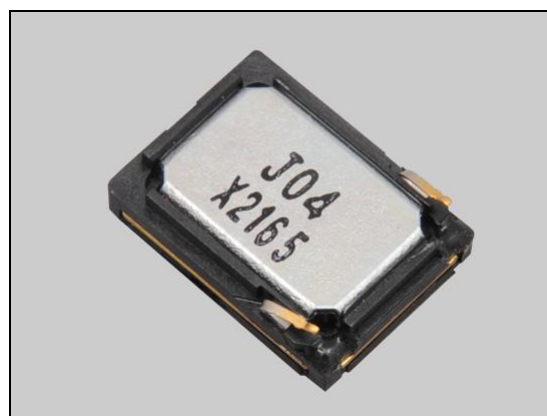
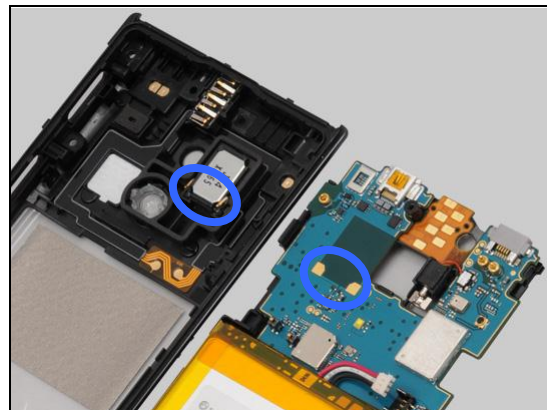
Inspect the Loudspeaker's pins and the pads on the PBA.

Action:

1. If dirty – clean them.

2. If the pins of the Loudspeaker are damaged – replace the Loudspeaker.

3. Replace PBA.



Problem Areas

1.7 Earphone

1.7.1 Earphone

Check:

Inspect the Ear Speaker's external port on the Touch/Display Front Cover Assy.

Action:

1. If clogged – clean it.



2. If the port is damaged – replace the Touch/Display Front Cover Assy.



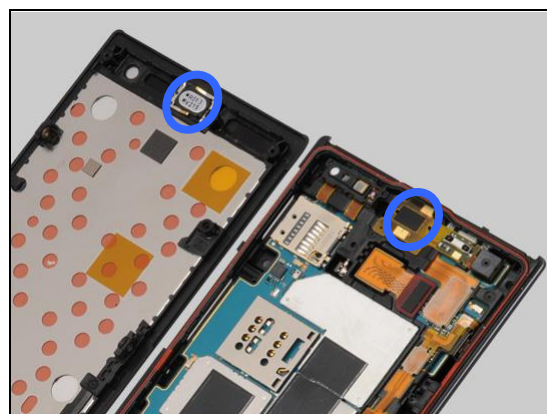
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the Ear Speaker's pins and the pads on the PBA Flex Module.

Action:

1. If dirty – clean them.



2. If the Ear Speaker's pins are damaged – replace the Ear Speaker.



Problem Areas: Earphone

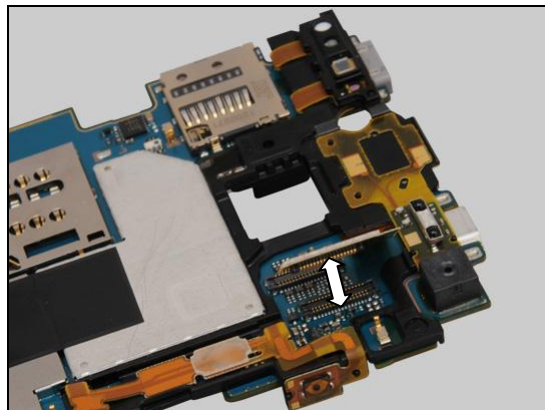
Check:

Inspect the BtB connector of the PBA Flex Module to the PBA.

Action:

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

3. If the pads, the BtB connector or the FPC of the PBA Flex Module is damaged – replace the PBA Flex Module.
4. Replace PBA.



Problem Areas

1.8 Microphone

1.8.1 Microphone

Check:

Inspect the Microphone's external port on the Touch/Display Front Cover Assy.

Action:

1. If clogged – clean the port.

2. If the port is damaged – replace the Touch/Display Front Cover Assy.

Note: Ensure the BtB connector of Battery is disconnected in the following steps!

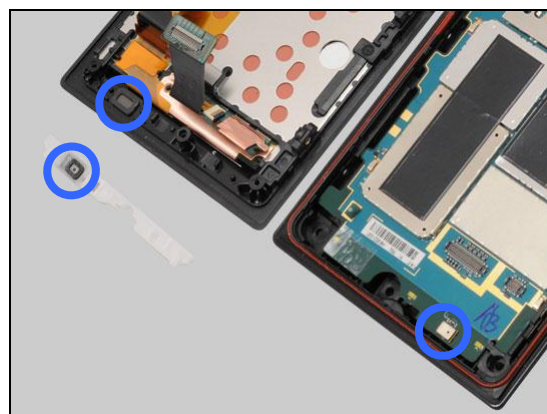
Check:

Inspect microphone mesh on the Touch/Display Front Cover Assy, the hole on the Lightguide Key Sub Assy and the Microphone on the PBA.

Action:

1. If the hole on the Lightguide Key Sub Assy or the Microphone on the PBA is dirty or clogged – clean them.

2. If microphone mesh is dirty or damaged – replace Touch/Display Front Cover Assy.



Problem Areas: Microphone

3. If the Lightguide Key Sub Assy is damaged – replace it.
4. Replace PBA.

1.8.2 Secondary Microphone

Check:

Inspect the secondary microphone's external port on the Cover Back.

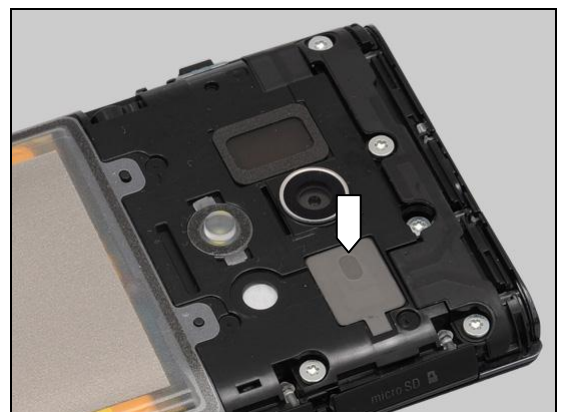
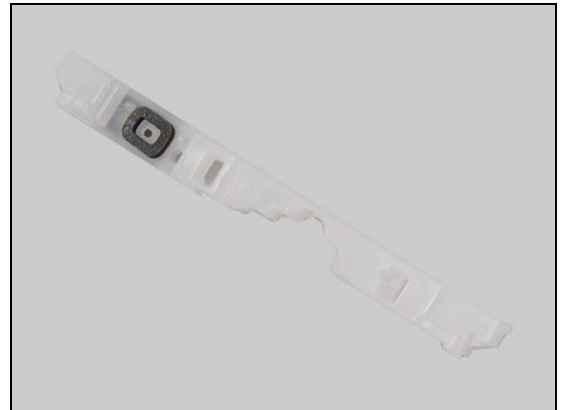
Action:

1. If clogged – clean the port.

2. If the port is damaged – replace the Cover Back.

Check:

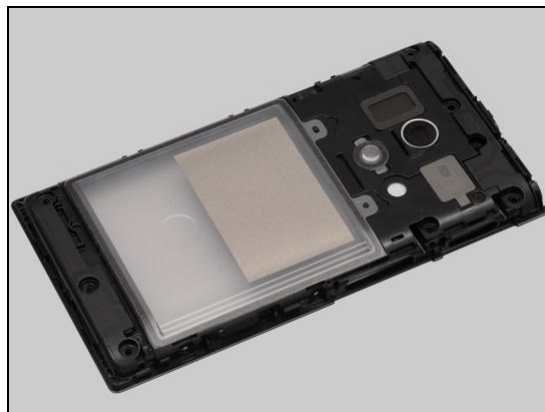
Inspect the port of the secondary microphone mesh on the Rear Cover Assy.



Problem Areas: Microphone

Action:

If the secondary microphone mesh dirty or damaged – replace the Rear Cover Assy.



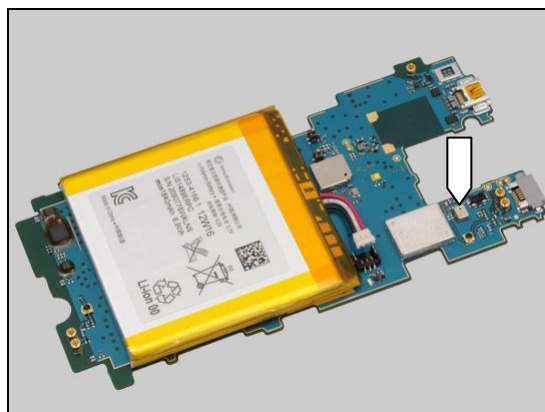
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the secondary microphone on the PBA.

Action:

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



Problem Areas

1.9 Vibrator

1.9.1 Vibrator not generating alerts

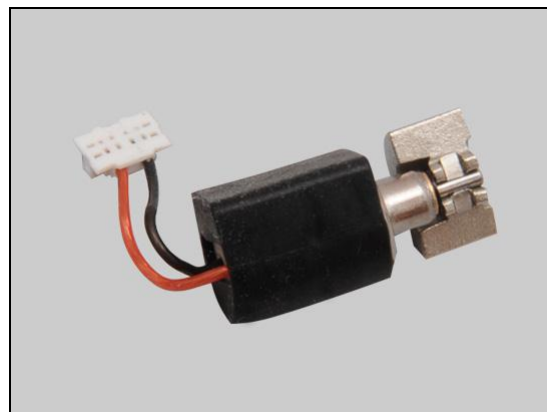
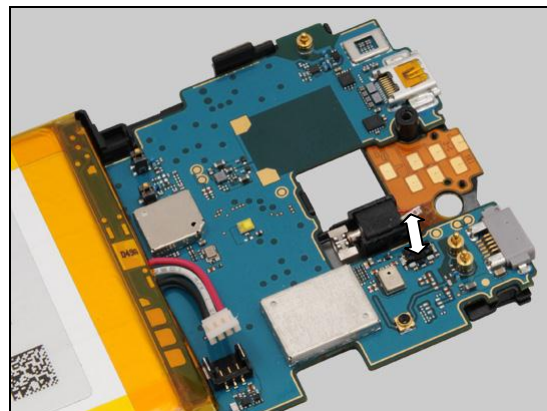
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the BtB connector of the Vibrator to the PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean them.
3. If the Vibrator or its BtB connector is damaged – replace the Vibrator.
4. Replace PBA.



Problem Areas

1.10 Camera

1.10.1 Camera defects

Check:

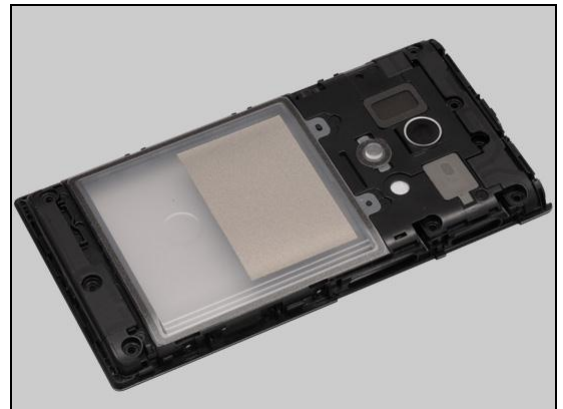
Inspect the external area of camera window.

Action:

1. If dirty – clean it.



2. If the camera window scratched or damaged – replace the Rear Cover Assy.



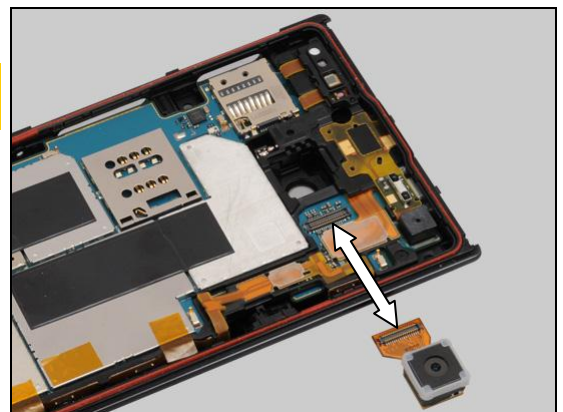
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the BtB connector of the Camera to the PBA.

Action:

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



Check:

Inspect the Camera.

Action:

1. If the Camera is damaged – replace it.
2. Replace PBA.



Problem Areas

1.10.2 Video Call Camera defects

Check:

Inspect the external area of the video camera window.

Action:

1. If dirty – clean it.

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

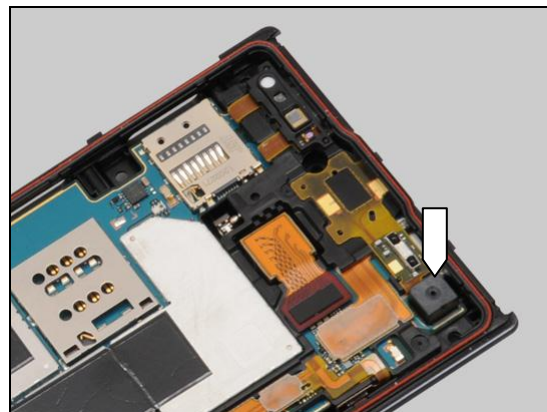
Check:

Inspect the video camera on the PBA.

Action:

1. If dirty or clogged – clean it.

2. Replace PBA.



Problem Areas

1.11 Flash LED

1.11.1 Flash LED not flashing

Check:

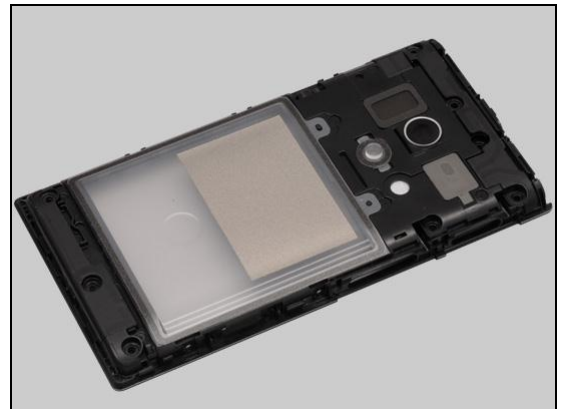
Inspect the external area of the flash LED window.

Action:

1. If the flash LED window is dirty – clean it.



2. If the flash LED window scratched or damaged – replace the Rear Cover Assy.



Note: Ensure the BtB connector of Battery is disconnected in the following steps!

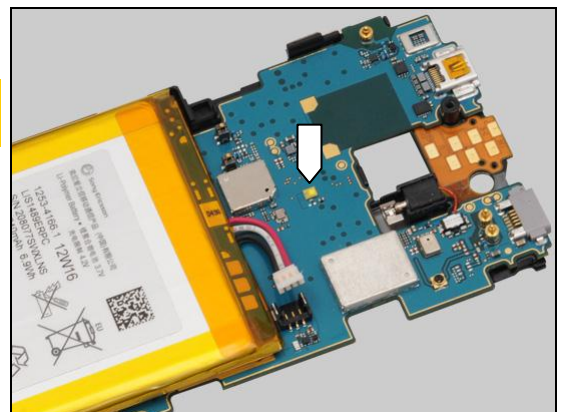
Check:

Inspect the flash LED on the PBA.

Action:

1. If dirty – clean it.

2. Replace PBA.



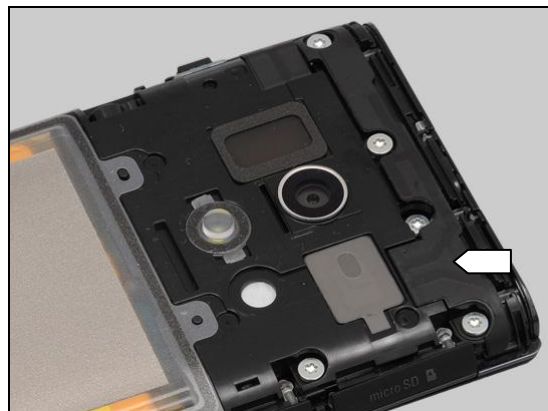
Problem Areas

1.12 Bluetooth and WLAN

1.12.1 Bluetooth or WLAN connection failure

Check:

Inspect the WLAN and Bluetooth antenna on the Rear Cover Assy.



Action:

If the antenna is damaged – replace the Rear Cover Assy.



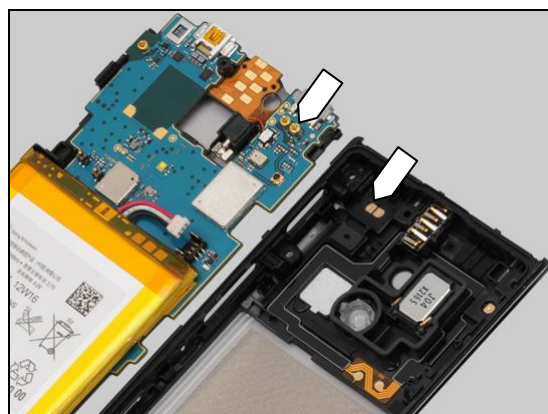
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the WLAN and Bluetooth antenna contact pad on the antenna assy and the contact pin on the PBA.

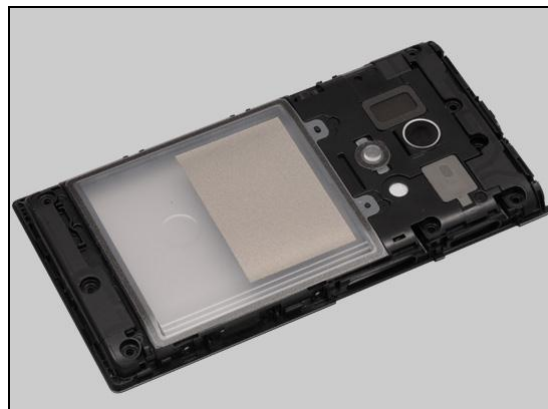
Action:

1. If dirty or oxidized – clean the pad and pin.



2. If the pad is damaged – replace the Rear Cover Assy.

3. Replace PBA.



Problem Areas

1.13 NFC

1.13.1 NFC malfunctions

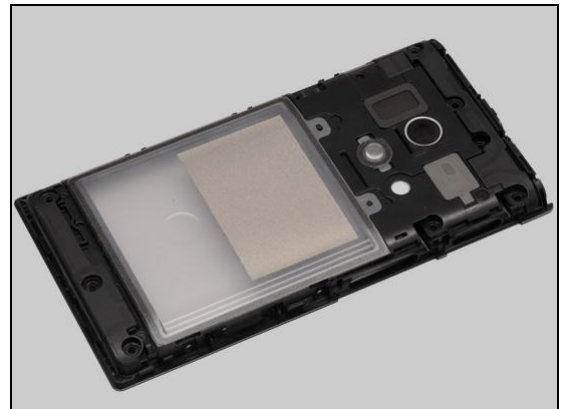
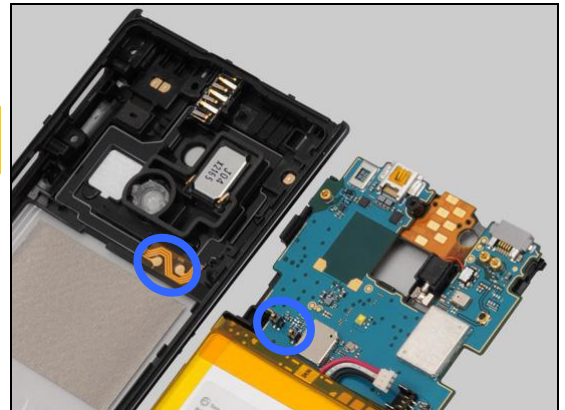
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the NFC antenna contact pads and the contact pins on the PBA.

Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the NFC antenna or its pads is damaged – replace the Rear Cover Assy.
3. Replace PBA.



Problem Areas

1.14 GPS

1.14.1 GPS malfunctions

Check:

Inspect the GPS antenna on the Rear Cover Assy.

Action:

If the antenna is damaged – replace the Rear Cover Assy.

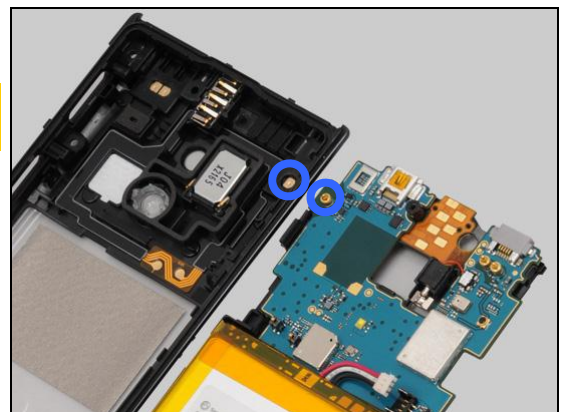
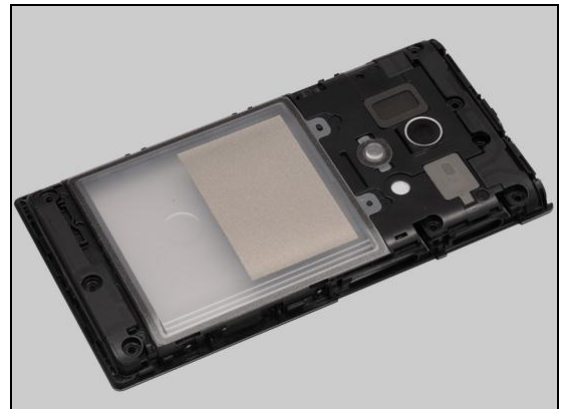
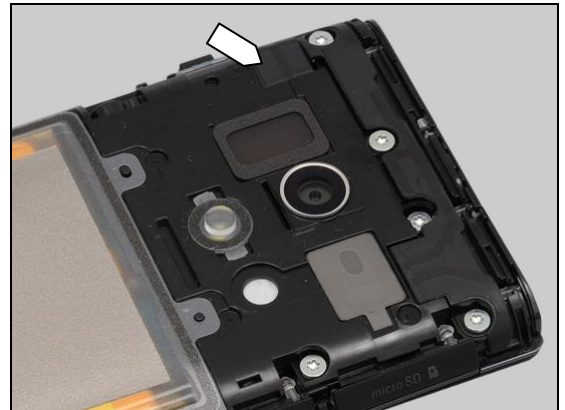
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the GPS antenna contact pad on the antenna assy and the contact pin on the PBA.

Action:

1. If dirty or oxidized – clean the pad and pin.
2. If the pad is damaged – replace the Rear Cover Assy.
3. Replace PBA.



Problem Areas

1.15 Compass

1.15.1 Compass fails

Action:

Replace PBA.

Problem Areas

1.16 Accelerometer

1.16.1 Accelerometer test fails

Action:

Replace PBA.

Problem Areas

1.17 Gyroscope

1.17.1 Gyroscope test fails

Action:

Replace PBA.

Problem Areas

1.18 Ambient Light Sensor

1.18.1 Light Sensor malfunctions

Check:

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

Action:

1. If dirty – clean it.

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

Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the light sensor on the PBA Flex Module.

Action:

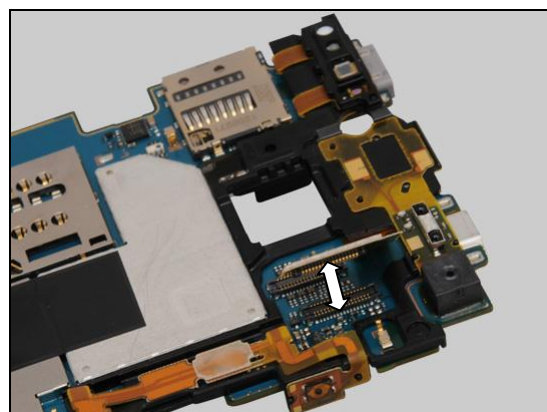
If dirty or clogged – clean it.

Check:

Inspect the BtB connector of the PBA Flex Module to the PBA.

Action:

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



Problem Areas: Ambient Light Sensor

3. If the light sensor, the FPC or the BtB connector of the PBA Flex Module is damaged – replace the PBA Flex Module.
4. Replace PBA.



Problem Areas

1.19 Proximity Switch

1.19.1 Proximity switch malfunctions

Check:

Inspect the proximity sensor window area on the Touch/Display Front Cover Assy.

Action:

1. If dirty – clean it.

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

Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the proximity sensor on the PBA Flex Module.

Action:

If dirty or clogged – clean it.

Check:

Inspect the bracket of the proximity sensor.



Problem Areas: Proximity Switch

Action:

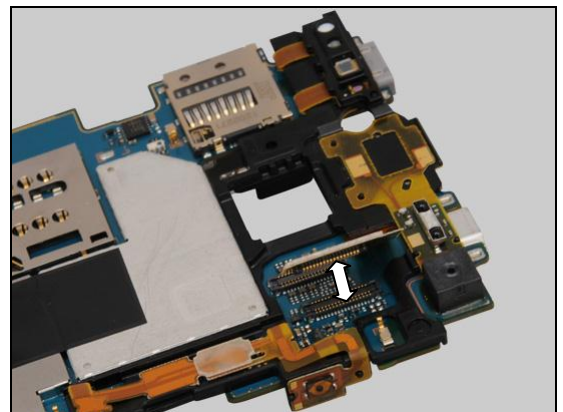
If damaged – replace the PBA Flex Module.

Check:

Inspect the BtB connector of the PBA Flex Module to the PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean them.
3. If the proximity sensor, the FPC or the BtB connector of the PBA Flex Module is damaged – replace the PBA Flex Module.
4. Replace PBA.



Problem Areas

1.20 Pressure Sensor

1.20.1 Pressure Sensor test fails

N/A, no pressure sensor on PBA.

Problem Areas

1.21 Water Resistance

1.21.1 Water Resistance fails

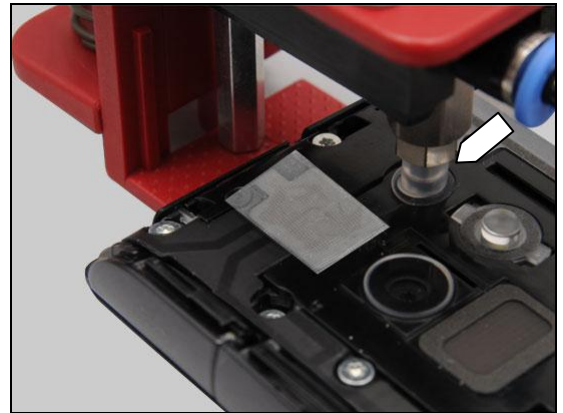
Check:

Inspect that the Vacuum Cup is correctly mounted to ventilation hole. It should be a dark circle if it is correctly placed.

Action:

Reseal ventilation hole with the Vacuum Cup.

Run the Water Resistance Test again!



Check:

Inspect that the primary microphone is properly sealed with tape.



Check:

Inspect that the secondary microphone is properly sealed with sealing adhesive.

Action:

Reseal the primary microphone with tape and the secondary microphone with sealing adhesive.

Run the Water Resistance Test again!



Check:

Inspect the equipment:

Check all tubing connections as arrows shown.

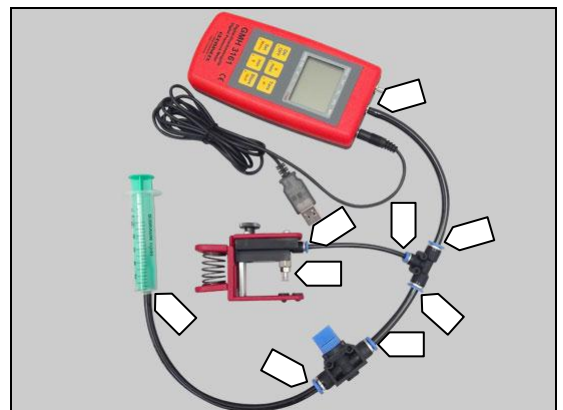
Check the Vacuum Cup sealing area and the syringe.

Check for dirt, cracks, damages.

Check direction on the valve.

Action:

1. If any bad connection – remount the equipment.
2. If damaged – replace the equipment.



Problem Areas: Water Resistance

3. If the arrow on the valve is not pointing to the tube connected to syringe – reconnect it in the correct direction.

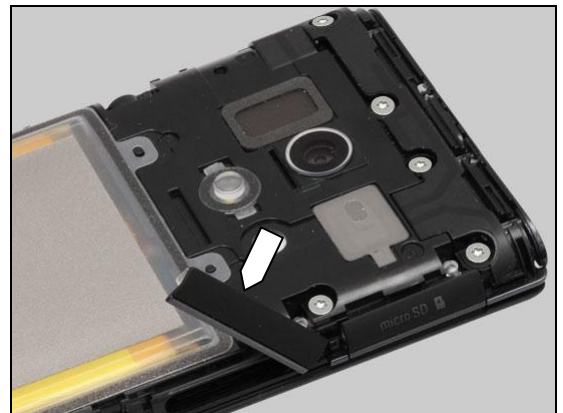


Check:

Inspect the Cap SIM.

Action:

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



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

Run the Water Resistance Test again!



Check:

Inspect the Cap Micro SD.

Action:

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



Problem Areas: Water Resistance

3. If the Cap Micro SD is damaged – replace it.

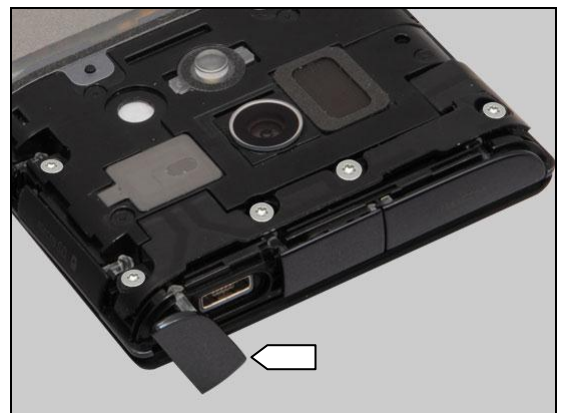
Run the Water Resistance Test again!

Check:

Inspect the Cap Micro USB.

Action:

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



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

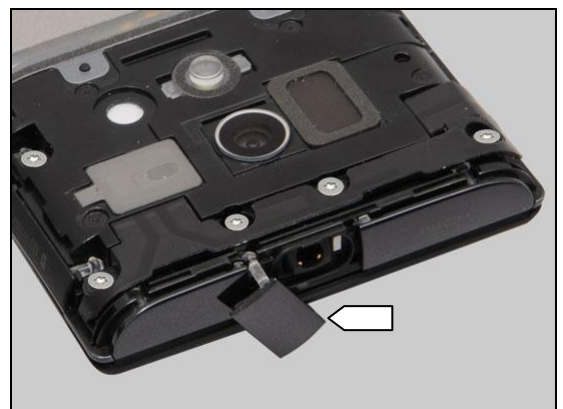
Run the Water Resistance Test again!

Check:

Inspect the Cap Audio Jack.

Action:

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



Problem Areas: Water Resistance

3. If the Cap Audio Jack is damaged – replace it.

Run the Water Resistance Test again!

Check:

Inspect the Cap HDMI.

Action:

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



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

Run the Water Resistance Test again!

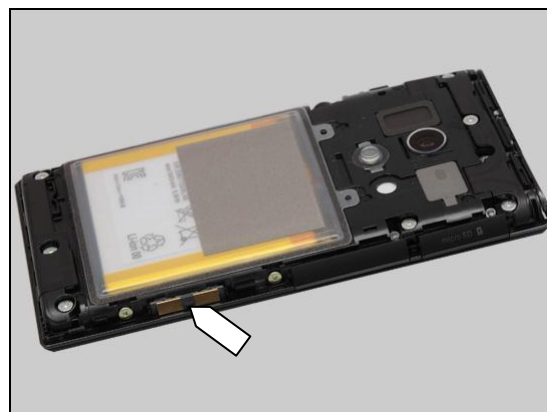


Check:

Inspect the Charger PAD connector.

Action:

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



Problem Areas: Water Resistance

3. If the Charger PAD connector is damaged – replace it.

Run the Water Resistance Test again!



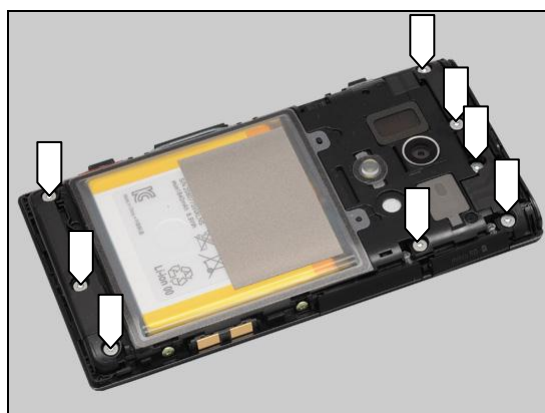
Check:

Inspect the Screw Len:5.0 Diam:1.7 O-Ring.

Action:

1. If not properly assembled – reassemble them.

Do not reuse in case of disassembling!



2. If the Screw Len:5.0 Diam:1.7 O-Ring is damaged or its gasket is damaged or missing – replace it.

Run the Water Resistance Test again!



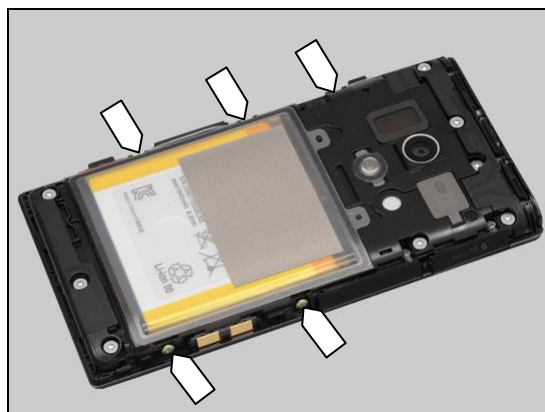
Check:

Inspect the Screw Len:2.8 Diam:1.4 O-Ring M.

Action:

1. If not properly assembled – reassemble them.

Do not reuse in case of disassembling!



Problem Areas: Water Resistance

2. If the Screw Len:2.8 Diam:1.4 O-Ring M is damaged or its gasket is damaged or missing – replace it.

Run the Water Resistance Test again!



Check:

Inspect the Key Gasket.

Action:

1. If not properly assembled – reassemble them.

Do not reuse in case of disassembling!



2. If the Key Gasket is damaged – replace it.

Run the Water Resistance Test again!

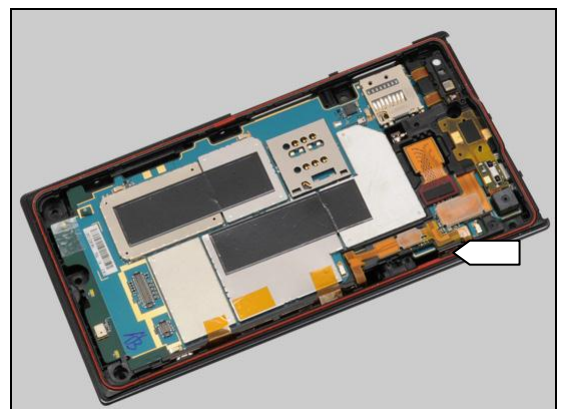


Check:

Inspect the Gasket Main.

Action:

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



Problem Areas: Water Resistance

3. If the Gasket Main is damaged – replace it.

Run the Water Resistance Test again!

Check:

Inspect the Loudspeaker.

This check is only applicable for newly replaced Loudspeaker and new Rear Cover Assy.

Action:

1. If suspect that the Loudspeaker is not securely attached – press it only one time with the Press Tool Loudspeaker to make sure the Loudspeaker securely attached.

Be careful! In this action, the Loudspeaker can be pressed only once.

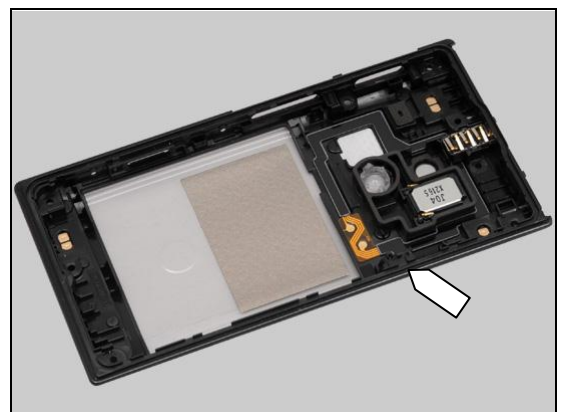
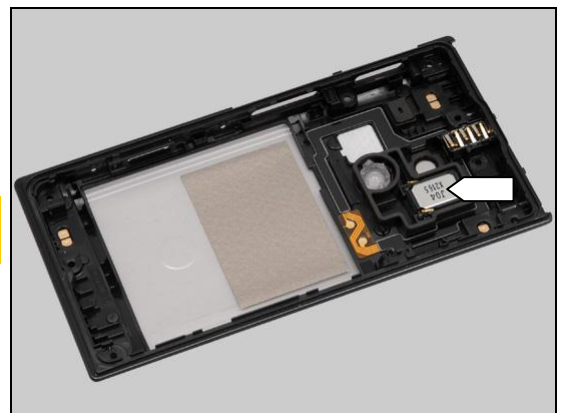
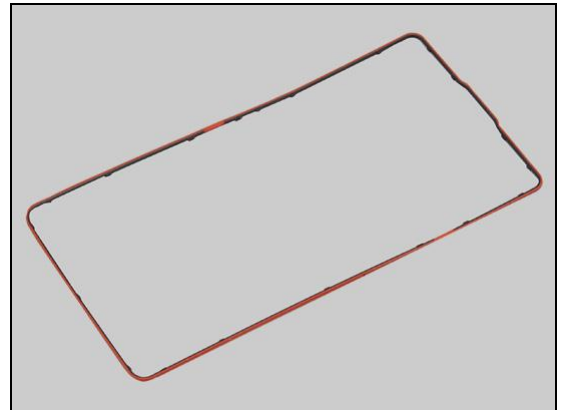
Run the Water Resistance Test again!

Check:

Inspect the cavity of the Rear Cover Assy.

Action:

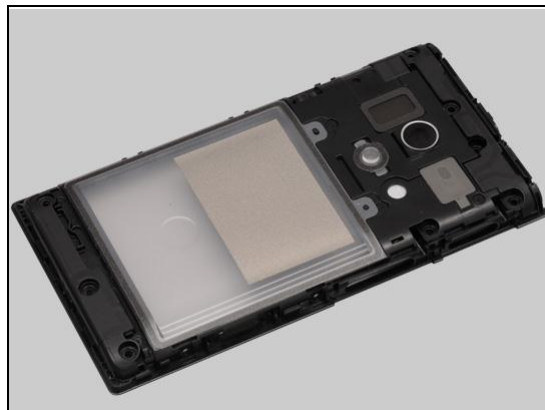
1. If dirty – clean it.



Problem Areas: Water Resistance

2. If the cavity of the Rear Cover Assy is damaged – replace the Rear Cover Assy.

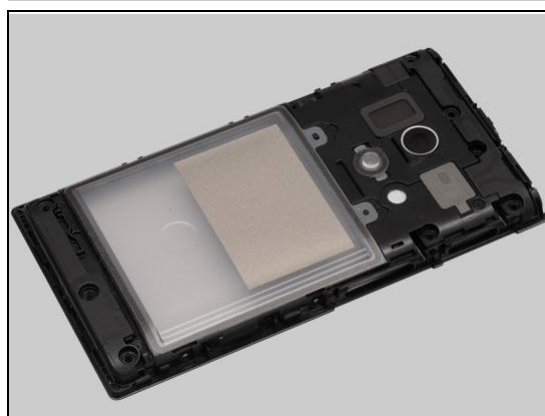
Run the Water Resistance Test again!



Action:

If above inspections and actions for the Rear Cover Assy are failed – replace the Rear Cover Assy.

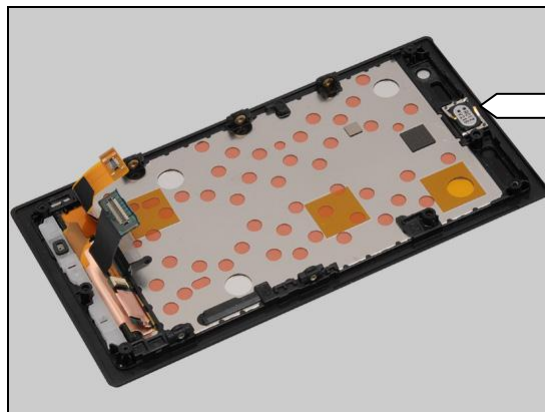
Run the Water Resistance Test again!



Check:

Inspect the Ear Speaker.

This check is only applicable for newly replaced Ear Speaker and new Touch/Display Front Cover Assy.

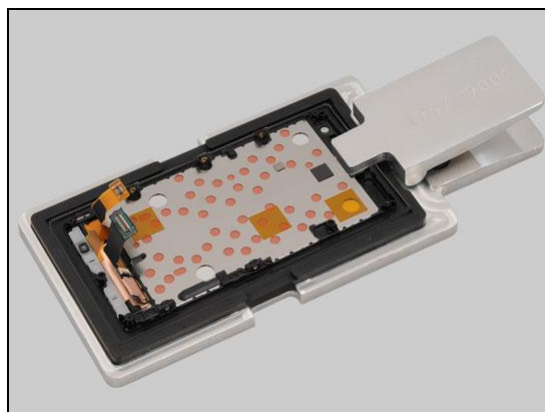


Action:

1. If suspect that the Ear Speaker is not securely attached – press it only one time with the Press Tool Earspeaker to make sure the Ear Speaker securely attached.

Be careful! In this action, the Ear Speaker can be pressed only once.

Run the Water Resistance Test again!



Problem Areas: Water Resistance

Check:

Inspect the cavity of the Touch/Display Front Cover Assy.

Action:

1. If dirty – clean it.

2. If the cavity of the Touch/Display Front Cover Assy is damaged – replace the Touch/Display Front Cover Assy.

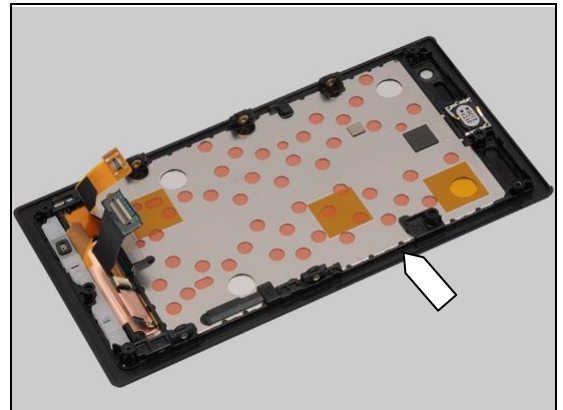
Run the Water Resistance Test again!

Action:

If above inspections and actions for the Touch/Display Front Cover Assy are failed – replace the Touch/Display Front Cover Assy.

Run the Water Resistance Test again!

If the test fails, handle the unit according to your local instruction.



Problem Areas

1.22 Real Time Clock

1.22.1 Real Time Clock test fails

Action:

Replace PBA.

Problem Areas

1.23 Total call time

1.23.1 Total call time fails

Action:

Replace PBA.

Problem Areas

1.24 External Memory

1.24.1 Memory Card not detected

Check:

Inspect the external port of the memory card holder and check if a memory card can be properly inserted.

Action:

If dirty or clogged – clean the external port.



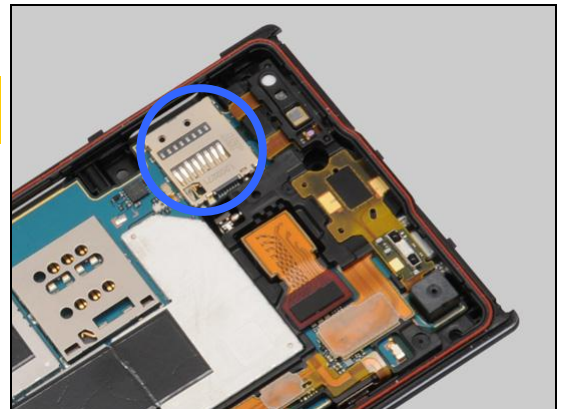
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the memory card holder on the PBA.

Action:

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



Problem Areas

1.25 Security

1.25.1 Security fails

Action:

Replace PBA.

Problem Areas

1.26 FM Radio

1.26.1 No/Poor FM Radio reception

Check:

Inspect the Audio Jack.

Action:

If dirty or oxidized – clean it.



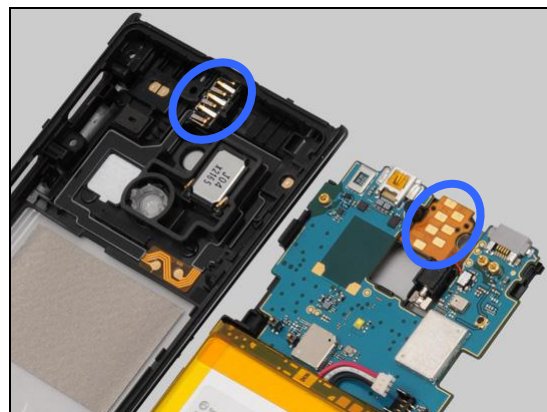
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the contact pins on the Audio Jack and the contact pads on the PBA Flex Module.

Action:

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



2. If the pins are damaged – replace the Audio Jack.



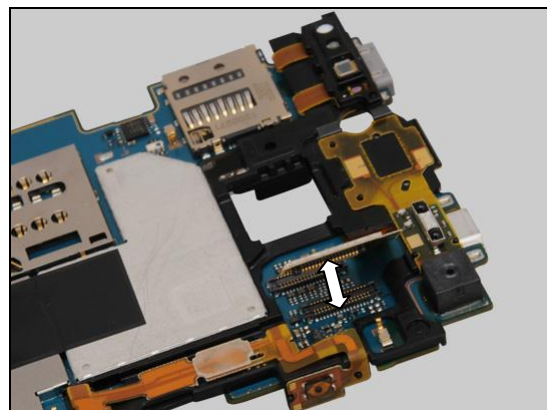
Check:

Inspect the BtB connector of the PBA Flex Module to the PBA.

Action:

1. If not properly connected – disconnect and reconnect.

2. If dirty or oxidized – clean them.



Problem Areas: FM Radio

3. If the contact pads or the BtB connector of the PBA Flex Module is damaged – replace the PBA Flex Module.
4. Replace PBA.



Problem Areas

1.27 Flip slider counter

1.27.1 Flip slider counter fails

Action:

N/A. Not slider phone.

Problem Areas

1.28 Verify Certificates

1.28.1 Verify certificates fails

Action:

Replace PBA.

Problem Areas

1.29 IrDA Test

1.29.1 IrDA test fails

Action:

N/A. No IrDA functionality in the phone.

Problem Areas

1.30 TV-Out Test

1.30.1 TV-Out test fails

Check:

Inspect the HDMI connector.

Action:

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



Problem Areas

1.31 Connector Ground Test

1.31.1 Connector ground test fails

Action:

N/A. This test is not applicable for this product.

Problem Areas

1.32 Network & Signal

1.32.1 No/Poor signal

Check:

Inspect the main antenna on the Rear Cover Assy.

Action:

If the main antenna is damaged – replace the Rear Cover Assy.

Note: Ensure the BtB connector of Battery is disconnected in the following steps!

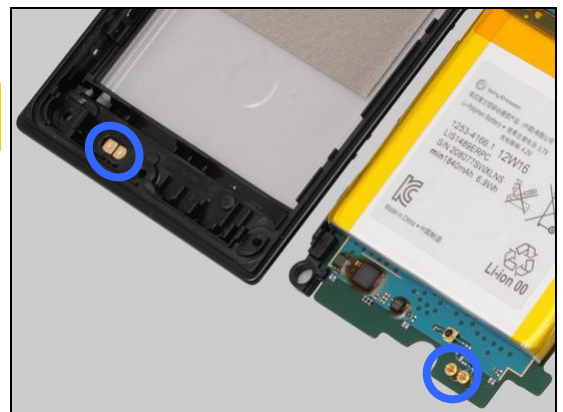
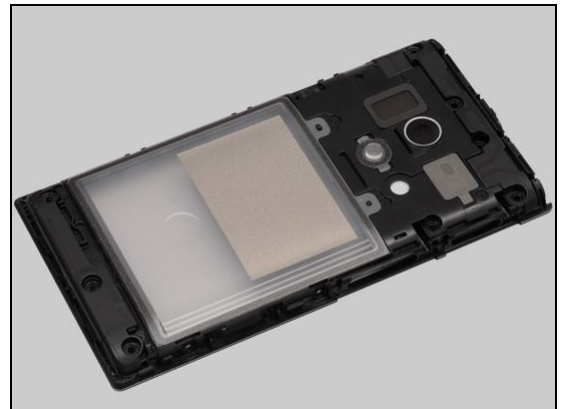
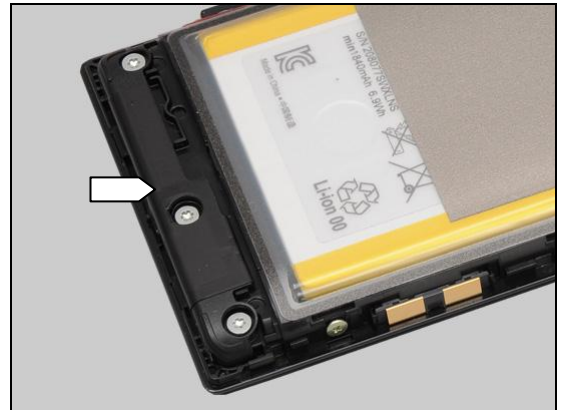
Check:

Inspect contact pads on the main antenna and contact pins on the PBA.

Action:

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

2. If the contact pads are damaged – replace Rear Cover Assy.



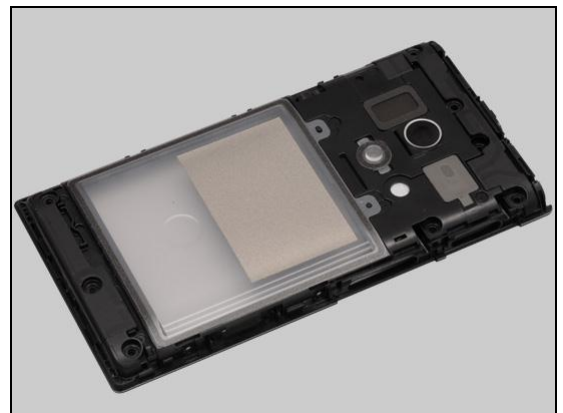
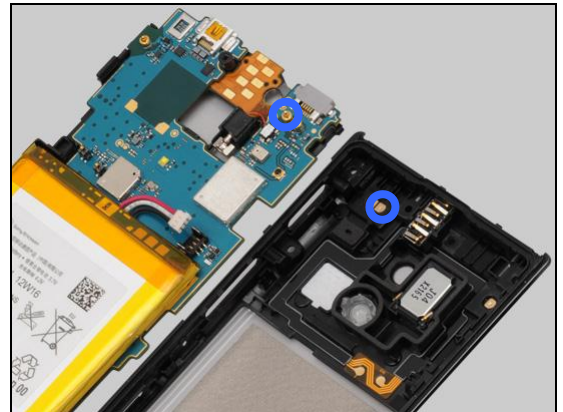
Problem Areas: Network & Signal

Check:

Inspect the contact pad on the antenna assy and the contact pin on the PBA.

Action:

1. If dirty or oxidized – clean the pad and pin.
2. If the pad is damaged – replace Rear Cover Assy.
3. Replace PBA.



Problem Areas

1.33 SIM

1.33.1 SIM not detected

Check:

Inspect the external port of the SIM card holder and check if a SIM card can be properly inserted.

Note the orientation of the SIM connector to be installed!

Action:

If dirty or clogged – clean the external port.



Check:

Inspect the SIM connector.

Action:

1. If dirty – clean it.
2. If damaged – replace it.



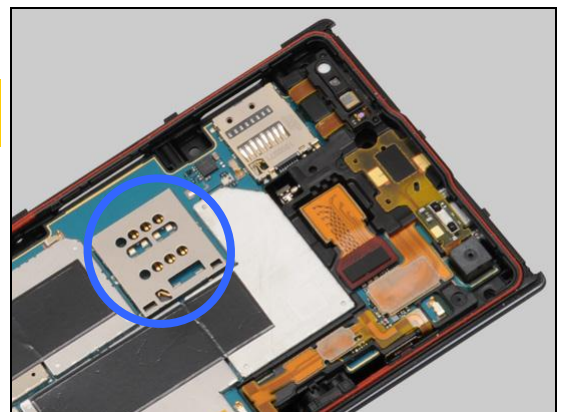
Note: Ensure the BtB connector of Battery is disconnected in the following step!

Check:

Inspect the SIM card holder on the PBA.

Action:

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

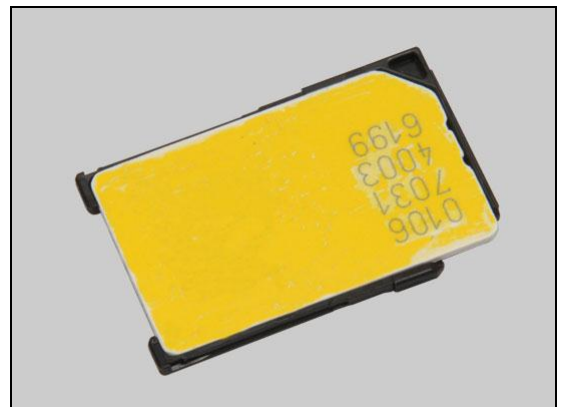


Check:

Check whether the SIM card is assembled onto SIM Connector correctly.

Action:

1. Put SIM card onto SIM Connector.



Problem Areas: SIM

2. Turn over the SIM Connector with SIM card.



3. Insert the SIM Connector with SIM card into its connector.

4. Replace PBA.



1.33.1 Incorrect SIM-Card adapter

Check:

Check the SIM-Card adapter is from LT26w or not if the Micro SIM card is used.

Note: Only LT26w SIM-Card adapter (1257-9796) can be used in LT26w Phone. Other supplier's SIM-Card adapter or incompatible SIM-Card adapter will damage the SIM Card connector!

Action:

1. Use a proper LT26w SIM-Card adapter (1257-9796).
2. If SIM Card connector is damaged, deal with it according to local directive.

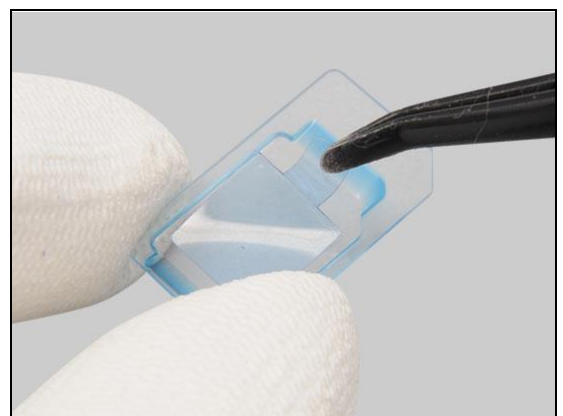


Check:

Check whether the SIM-Card adapter is used correctly.

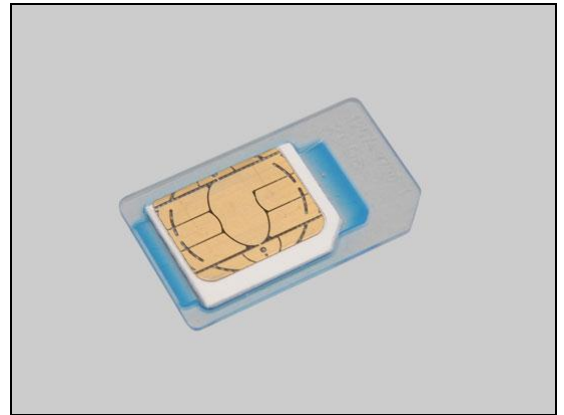
Action:

1. Peel off the protection tape from SIM-Card adapter.

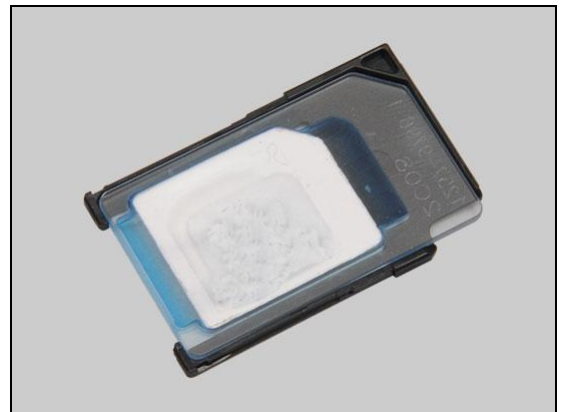


Problem Areas: SIM

2. Assemble the Micro SIM card onto SIM-Card adapter.



3. Assemble this SIM-Card adapter with Micro SIM card onto SIM Connector.



4. Turn over the SIM Connector with Micro SIM card.



5. Insert this SIM Connector assembly into its connector.
6. Replace PBA.



Problem Areas: SIM

1.33.2 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. Replace PBA.



Problem Areas

1.34 Charging

1.34.1 Battery will not charge via USB connector

Check:

Inspect the USB connector.

Action:

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



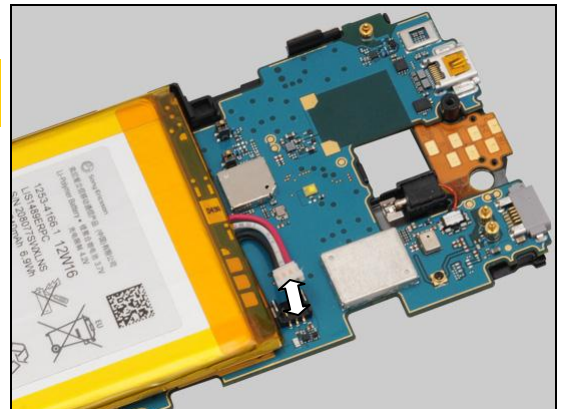
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the BtB connector of Battery to the PBA.

Action:

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



3. If the Battery or its BtB connector is damaged – replace the Battery.
4. Replace PBA.



1.34.2 Battery will not charge via Charger PAD connector

Check:

Inspect the Charger PAD.

Action:

If dirty or oxidized – clean the connector.



Problem Areas: Charging

Check:

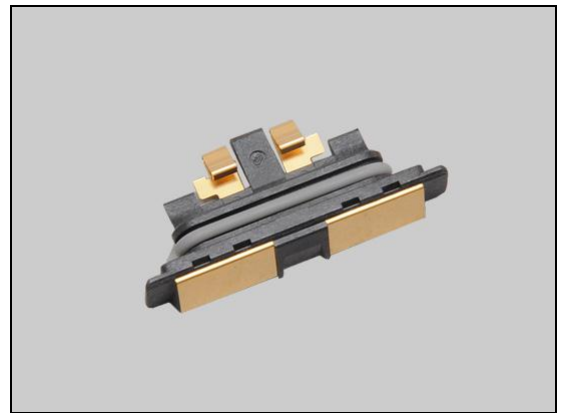
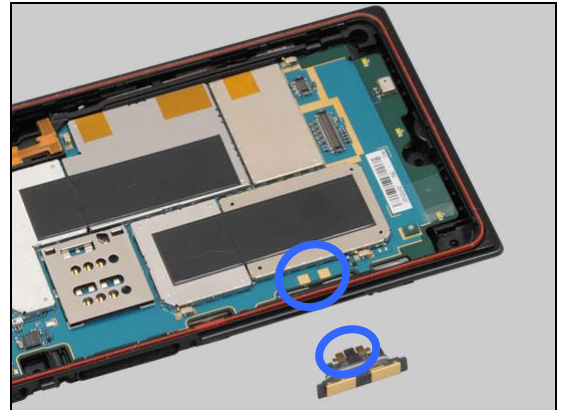
Inspect the contact pins of the Charger PAD connector and the pads on the PBA.

Action:

1. If dirty or oxidized – clean them.

2. If the Charger PAD connector or its contact pins are damaged – replace the Charger PAD connector.

3. If the contact pads are damaged – replace PBA.



Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the BtB connector of Battery to the PBA.

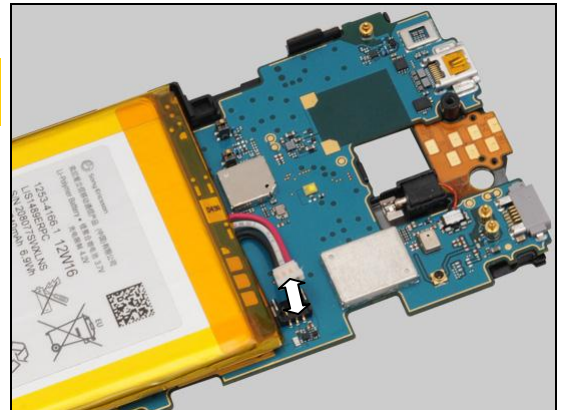
Action:

1. If not properly connected – disconnect and reconnect.

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

3. If the Battery or its BtB connector is damaged – replace the Battery.

4. Replace PBA.



Problem Areas

1.35 HandsFree by Wire

1.35.1 Connection to Portable HandsFree fails

Check:

Inspect the Audio Jack.

Action:

If dirty or oxidized – clean the connector.



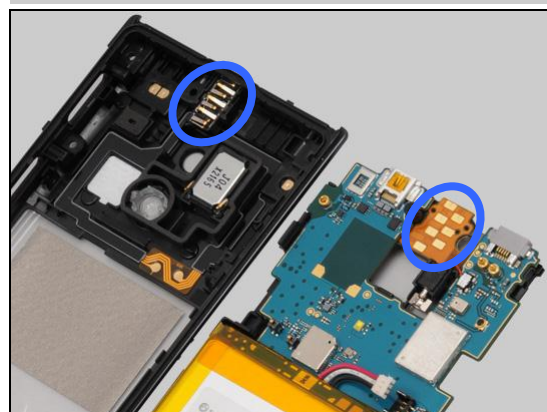
Note: Ensure the BtB connector of Battery is disconnected in the following steps!

Check:

Inspect the contact pins on the Audio Jack and the contact pads on the PBA Flex Module.

Action:

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



2. If the contact pins are damaged – replace the Audio Jack.



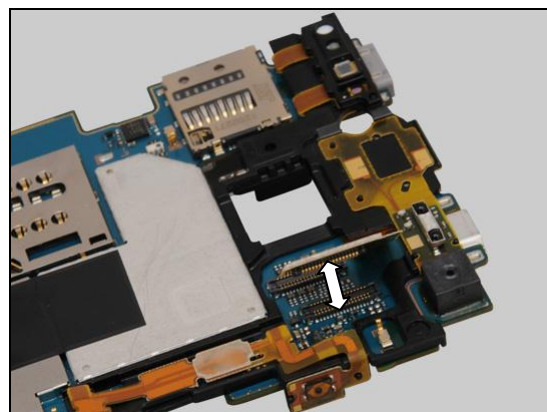
Check:

Inspect the BtB connector of the PBA Flex Module to the PBA.

Action:

1. If not properly connected – disconnect and reconnect.

2. If dirty or oxidized – clean them.



Problem Areas: HandsFree by Wire

3. If the contact pads, the FPC or the BtB connector of the PBA Flex Module is damaged – replace the PBA Flex Module.

4. Replace PBA.



Problem Areas

1.36 Data Communication

1.36.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

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



2 Revision History

Rev.	Date	Changes / Comments
1	2012-Jul-27	Initial release
2	2012-Sep-14	Update chapter 1.34