

## Troubleshooting Guide

- mechanical -



*Xperia TX*

*LT29i*

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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 On/Off.

**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.
3. If damaged – replace board.

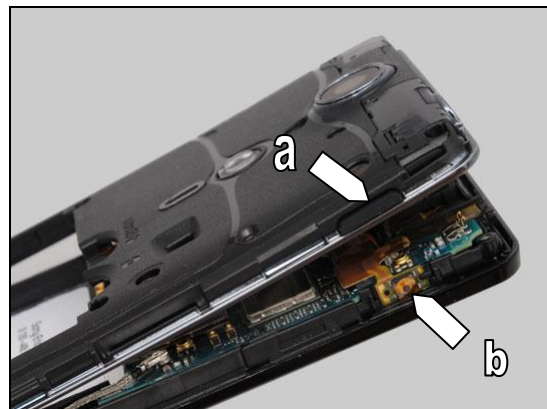


**Check:**

Inspect the Key On/Off (a) and the key on/off switch (b).

**Action:**

1. If dirty – clean them.



## Problem Areas: Power

2. If the Key On/Off is damaged – replace it.

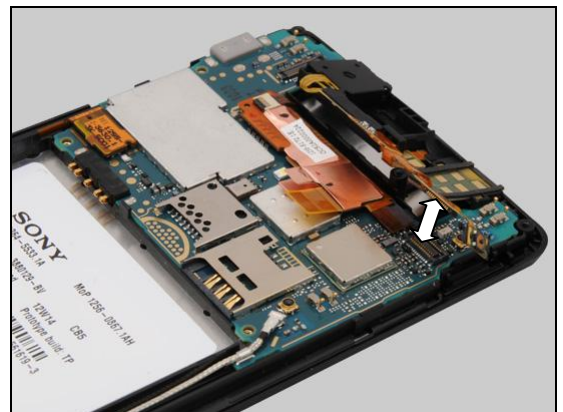


### Check:

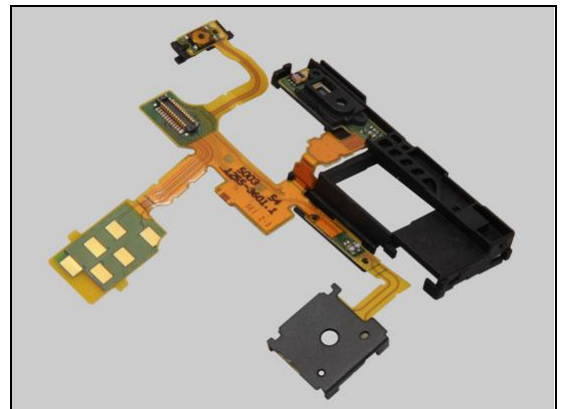
Inspect the BtB connector of the RCV Flex FPC to the PBA.

### Action:

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



3. If the key on/off switch, the BtB connector or the FPC of the RCV Flex FPC is damaged – replace the RCV Flex FPC.
4. Replace board.



## Problem Areas

### 1.2 Keys

#### 1.2.1 Back, Home and Multitask Keys

**Action:**

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



#### 1.2.2 Camera Key

**Check:**

Inspect the external area of the Key Camera.

**Action:**

If dirty – clean it.

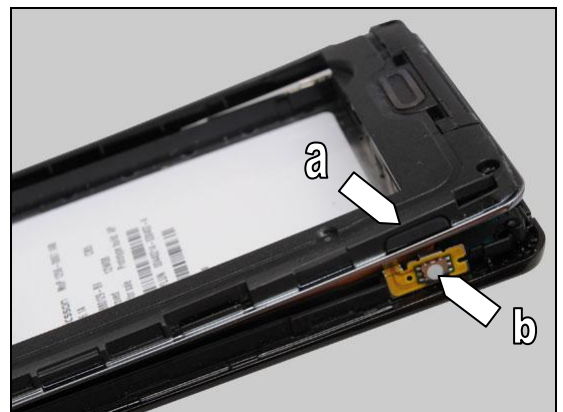


**Check:**

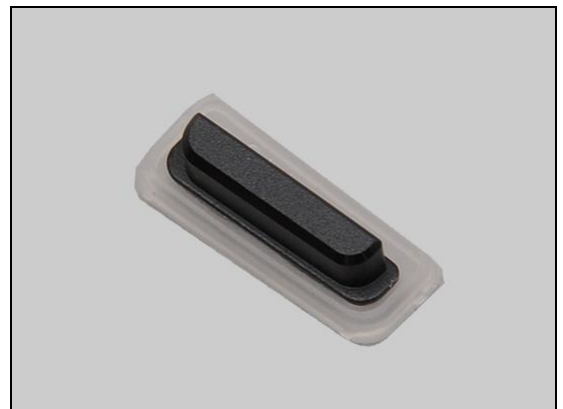
Inspect the Key Camera (a) and the key camera switch (b).

**Action:**

1. If dirty – clean them.



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



## Problem Areas: Keys

### Check:

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

### Action:

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



3. If the key camera switch, the BtB connector or the FPC of Key Flex FPC is damaged – replace the Key Flex FPC.
4. Replace board.



### 1.2.3 Volume Key

### Check:

Inspect the external area of the Key Volume.

### Action:

If dirty – clean it.

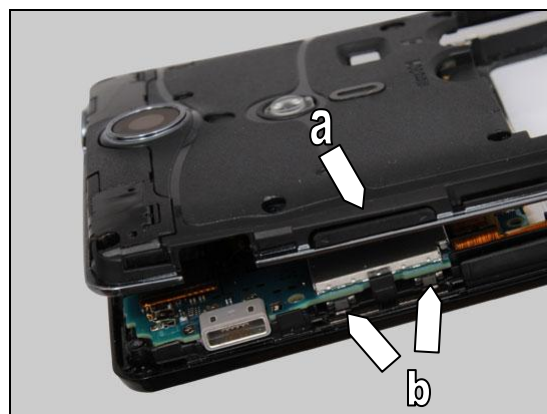


### Check:

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

### Action:

1. If dirty – clean them.





## Problem Areas: Keys

2. If the Key Volume is damaged – replace it.
3. Replace board.

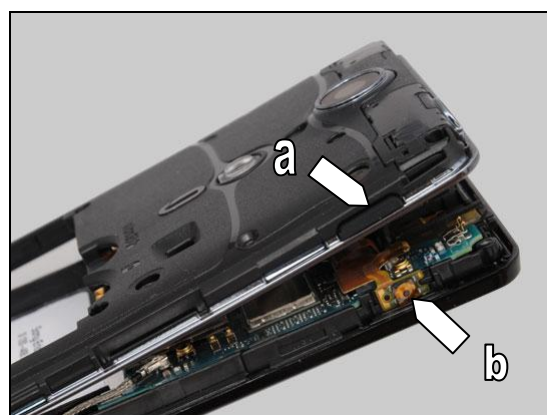
### 1.2.4 On/Off Key

**Check:**

Inspect the Key On/Off (a) and the key on/off switch (b).

**Action:**

1. If dirty – clean them.



2. If the Key On/Off is damaged – replace it.

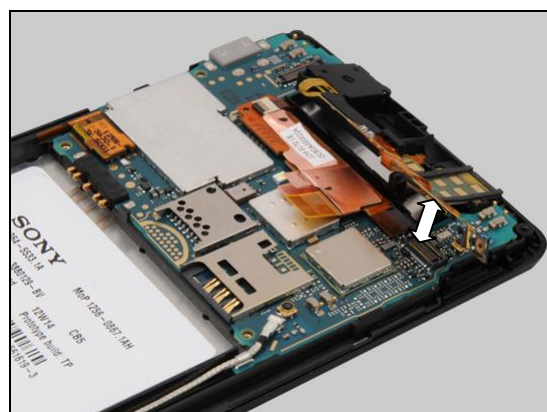


**Check:**

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

**Action:**

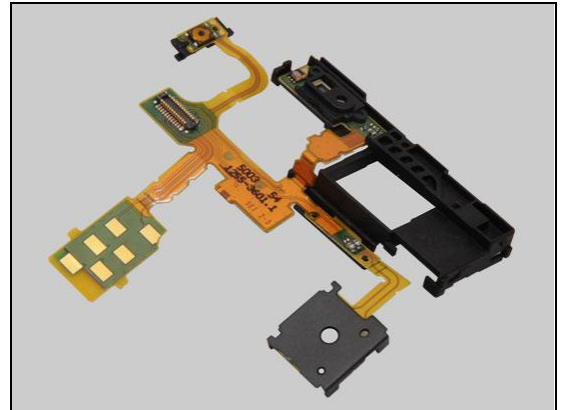
1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean it.





## Problem Areas: Keys

3. If the key on/off switch, the BtB connector or the FPC of the RCV Flex FPC is damaged – replace the RCV Flex FPC.
4. Replace board.



## Problem Areas

### 1.3 Touch Screen

#### 1.3.1 Touch Screen malfunction

**Check:**

Inspect the touch screen.

**Action:**

If dirty – clean it.

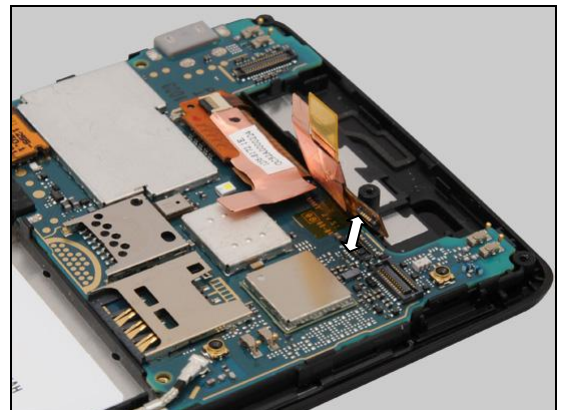


**Check:**

Inspect the BtB connector of the Cover Front Assy to the PBA.

**Action:**

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



3. If the touch screen or the FPC of the Cover Front Assy is damaged – replace the Cover Front Assy.

4. Replace board.



## Problem Areas

### 1.4 Display

#### 1.4.1 Graphics & Illumination

**Check:**

Check whether the phone vibrates after the Key On/Off 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 Cover Front Assy to the PBA.

**Action:**

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

3. If the display or the FPC of the Cover Front Assy is damaged – replace the Cover Front Assy.

4. Replace board.



## Problem Areas:

### 1.5 LED/Illumination

#### 1.5.1 LED/Illumination

**Check:**

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

**Action:**

1. If dirty – clean it.

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

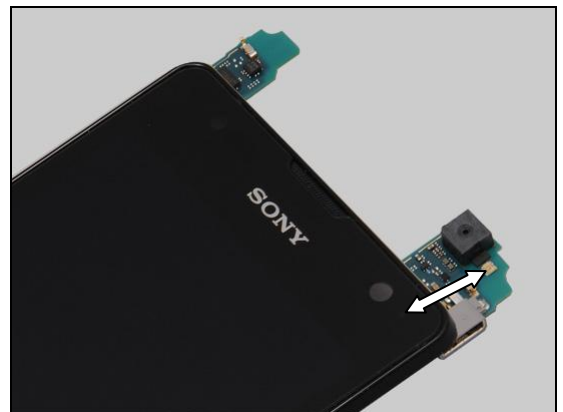
**Check:**

Inspect the RGB LED on the PBA.

**Action:**

1. If dirty or clogged – clean it.

2. Replace board.



## Problem Areas: Illumination

### 1.5.2 XPERIA logo Illumination

**Check:**

Inspect the illumination window of the XPERIA logo on the Cover Front Assy.

**Action:**

If dirty – clean it.



**Check:**

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

**Action:**

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



**Check:**

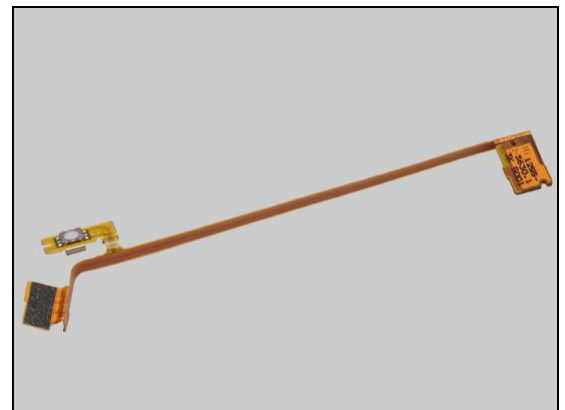
Inspect the BtB connector of Key Flex FPC to the Sub Board Assy.

**Action:**

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



3. If the two BtB connectors or the FPC of Key Flex FPC is damaged – replace the Key Flex FPC.



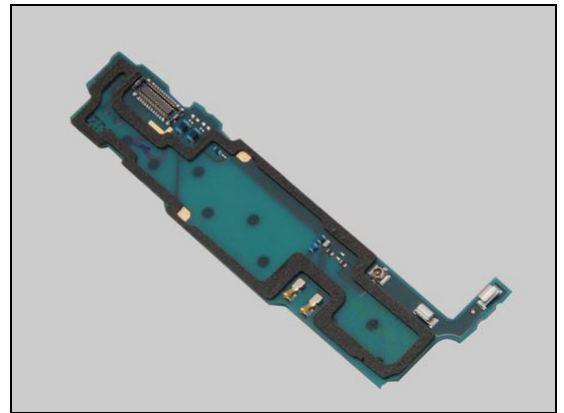
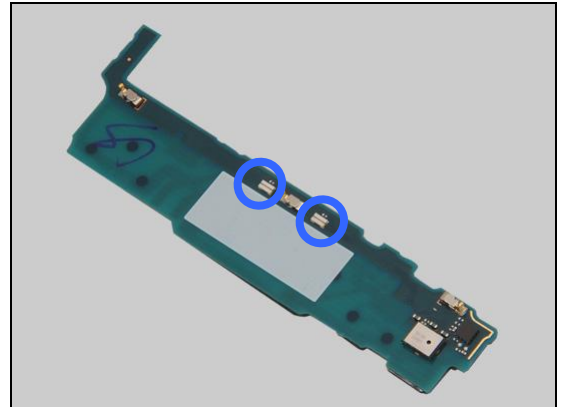
## Problem Areas: Illumination

**Check:**

Inspect the two LEDs on the Sub Board Assy.

**Action:**

1. If dirty – clean it.
2. If the two LEDs or the BtB connector of the Sub Board Assy is damaged – replace the Sub Board Assy.
3. Replace board.



## Problem Areas

### 1.6 Speaker

#### 1.6.1 Loudspeaker

**Check:**

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

**Action:**

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

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



**Check:**

Inspect the mesh of the Loudspeaker on the Frame Rear Assy.

**Action:**

1. If dirty – clean it.

2. If the mesh is damaged – replace the Frame Rear Assy.





## Problem Areas: Speaker

### Check:

Inspect the Loudspeaker's pins and the pads on the Sub Board Assy.

### Action:

1. If dirty – clean them.

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

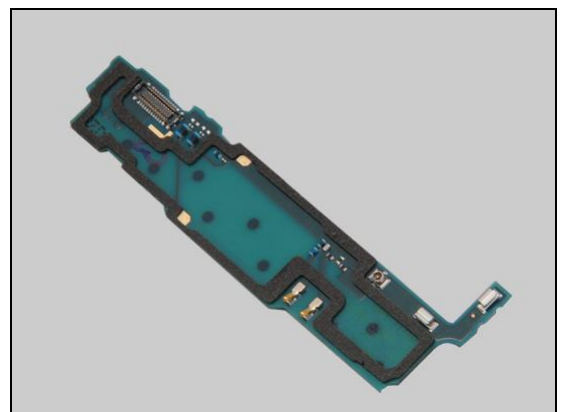
### Check:

Inspect the BtB connector of Key Flex FPC to the Sub Board Assy.

### Action:

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

3. If the pads or the BtB connector of the Sub Board Assy is damaged – replace the Sub Board Assy.



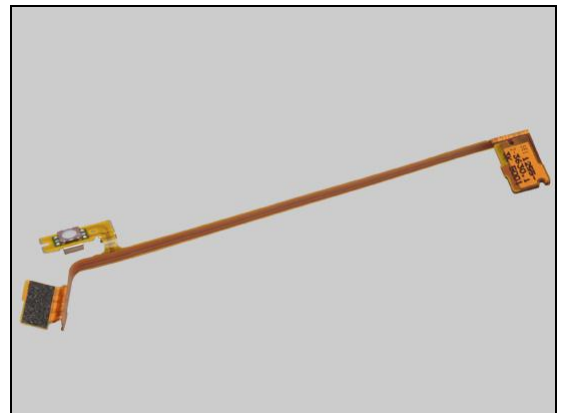
## Problem Areas: Speaker

### Check:

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

### Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the both sides of the BtB connector.
3. If the two BtB connectors or the FPC of the Key Flex FPC is damaged – replace the Key Flex FPC.
4. Replace board.



## Problem Areas

### 1.7 Earphone

#### 1.7.1 Earphone

**Check:**

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

**Action:**

1. If clogged – clean it.



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

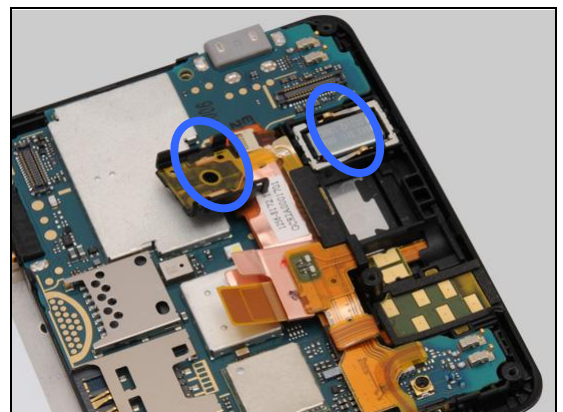


**Check:**

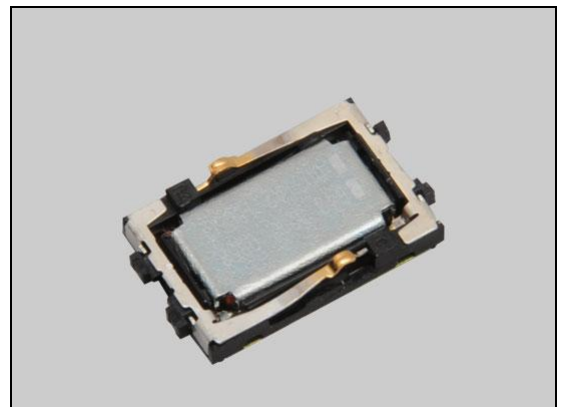
Inspect the Ear Speaker's pins and the pads on the RCV Flex FPC.

**Action:**

1. If dirty – clean them.



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



## Problem Areas: Earphone

### Check:

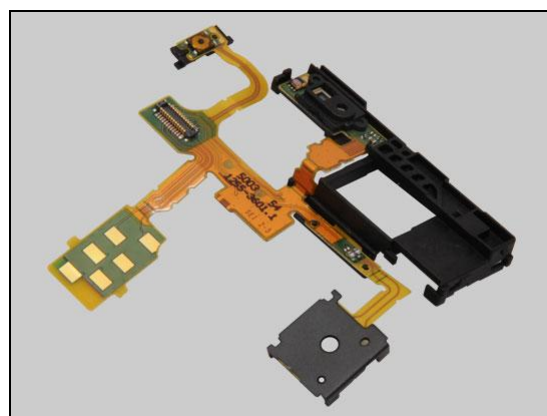
Inspect the BtB connector of the RCV Flex FPC to the PBA.

### Action:

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



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



## Problem Areas

### 1.8 Microphone

#### 1.8.1 Microphone

**Check:**

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

**Action:**

1. If clogged – clean the port.

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



**Check:**

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

**Action:**

1. If not properly connected – disconnect and reconnect.

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



**Check:**

Inspect the BtB connector of Key Flex FPC to the Sub Board Assy.

**Action:**

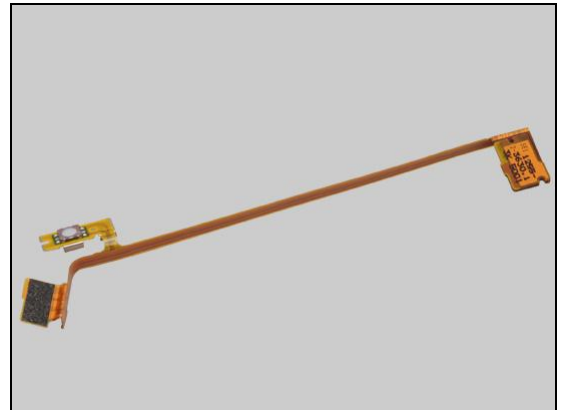
1. If not properly connected – disconnect and reconnect.

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



## Problem Areas: Microphone

3. If the two BtB connectors or the FPC of Key Flex FPC is damaged – replace the Key Flex FPC.

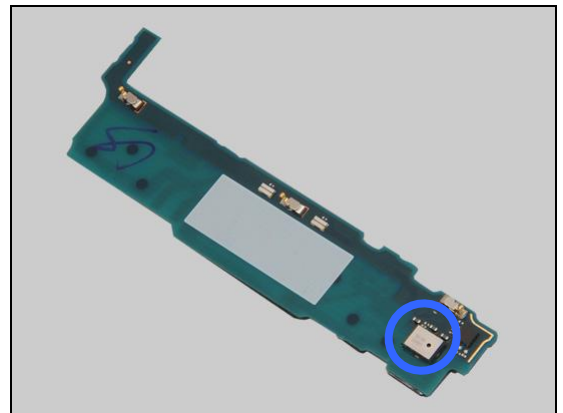


**Check:**

Inspect the microphone on the Sub Board Assy.

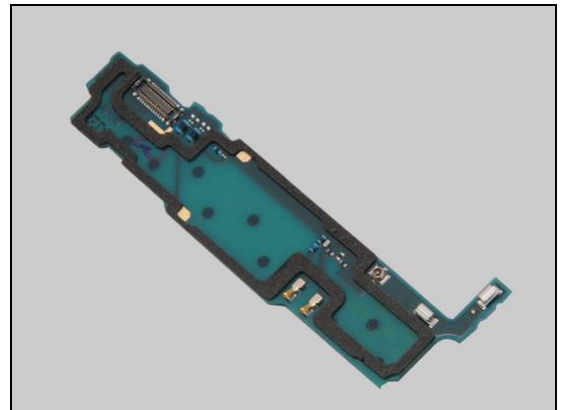
**Action:**

1. If dirty – clean it.



2. If the microphone or the BtB connector of the Sub Board Assy is damaged – replace the Sub Board Assy.

3. Replace board.





## Problem Areas: Microphone

### 1.8.2 Secondary Microphone

**Check:**

Inspect the secondary microphone's external port on the Cover Battery Assy.

**Action:**

1. If clogged – clean the port.

2. If the port is damaged – replace the Cover Battery Assy.



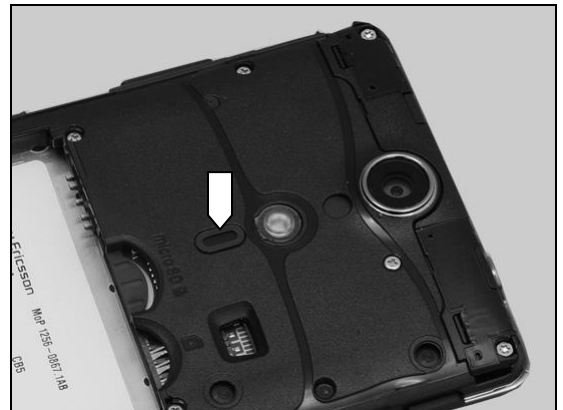
**Check:**

Inspect the mesh of the secondary microphone on the Frame Rear Assy.

**Action:**

1. If dirty – clean it.

2. If the mesh is damaged – replace the Frame Rear Assy.





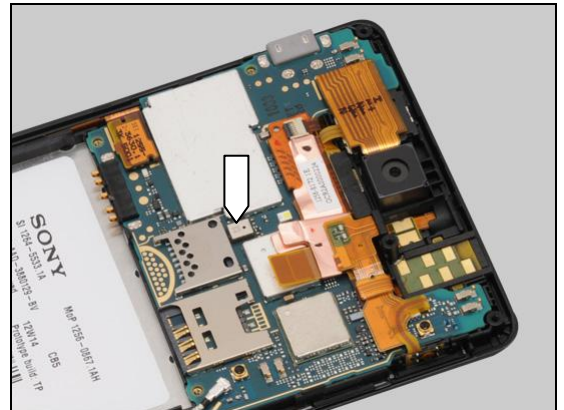
## Problem Areas: Microphone

**Check:**

Inspect the secondary microphone on the PBA.

**Action:**

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



## Problem Areas

### 1.9 Vibrator

#### 1.9.1 Vibrator not generating alerts

**Check:**

Inspect the Vibrator's pins and the pads on the RCV Flex FPC.

**Action:**

1. If dirty or clogged – clean them.

2. If the Vibrator or its pins are damaged – replace the Vibrator.

**Check:**

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

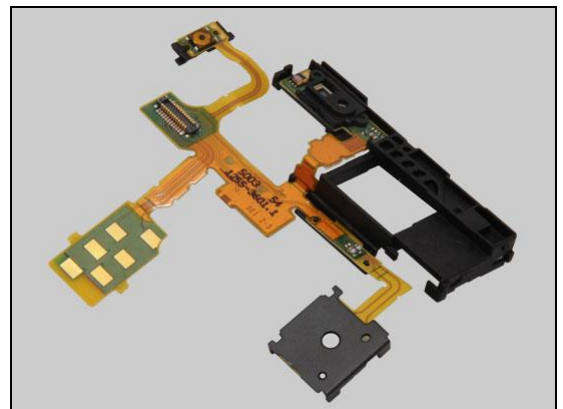
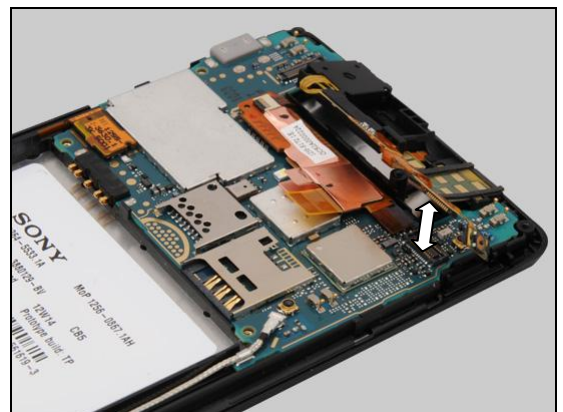
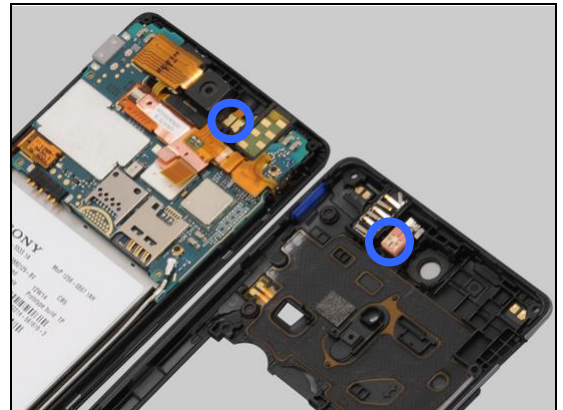
**Action:**

1. If not properly connected – disconnect and reconnect.

2. If dirty or oxidized – clean it.

3. If the pads or the BtB connector is damaged – replace the RCV Flex FPC.

4. Replace board.



## 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 Frame Rear Assy.



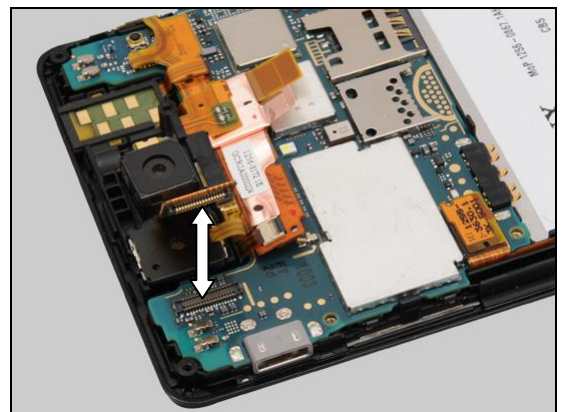
**Check:**

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 connector.



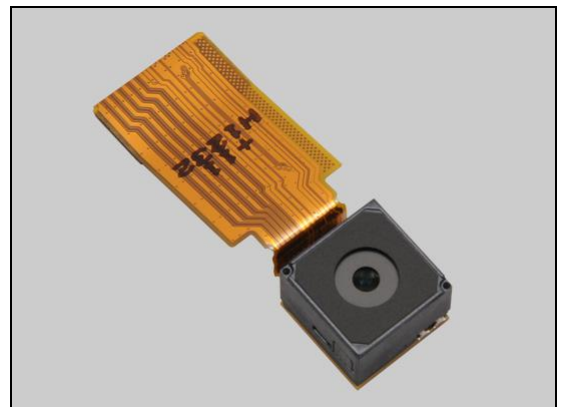
**Check:**

Inspect the Camera.

**Action:**

1. If the Camera is damaged – replace it.

2. Replace board.



## 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 Cover Front Assy.



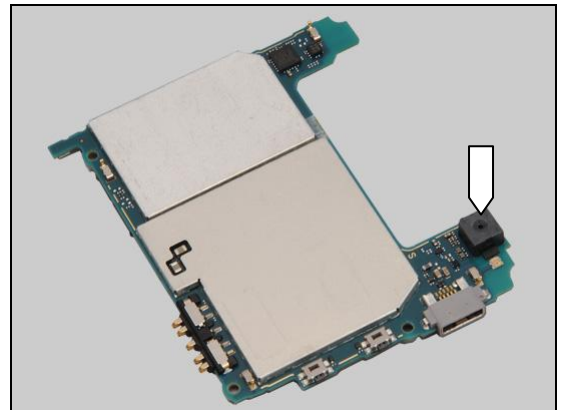
**Check:**

Inspect the video camera on the PBA.

**Action:**

1. If dirty or clogged – clean it.

2. Replace board.



## 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 Frame Rear Assy.



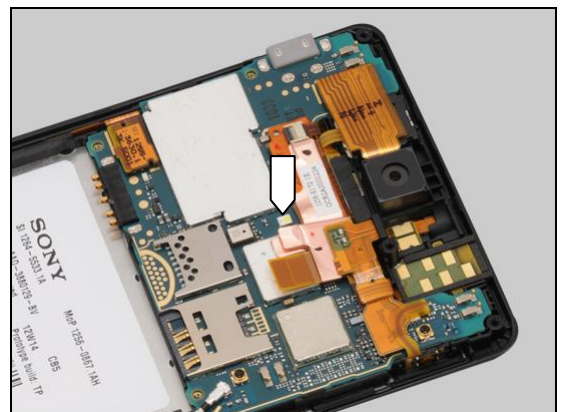
**Check:**

Inspect the flash LED on the PBA.

**Action:**

1. If dirty – clean it.

2. Replace board.



## Problem Areas

### 1.12 Bluetooth and WLAN

#### 1.12.1 Bluetooth or WLAN connection failure

**Check:**

Inspect the WLAN and Bluetooth antenna on the Sub Antenna Assy.

**Action:**

1. If dirty – clean it.



2. If the antenna is damaged – replace the Sub Antenna Assy.

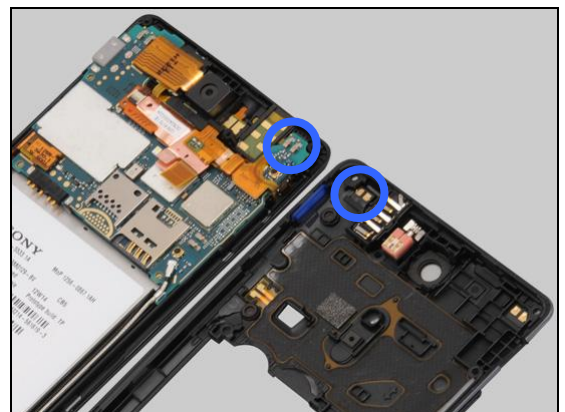


**Check:**

Inspect the WLAN and Bluetooth antenna contact pads on the Sub Antenna Assy and the contact pins on the PBA.

**Action:**

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



2. If the pads are damaged – replace the Sub Antenna Assy.

3. Replace board.





## Problem Areas

### 1.13 NFC

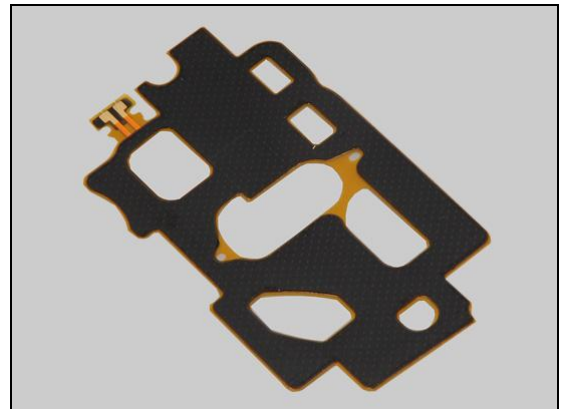
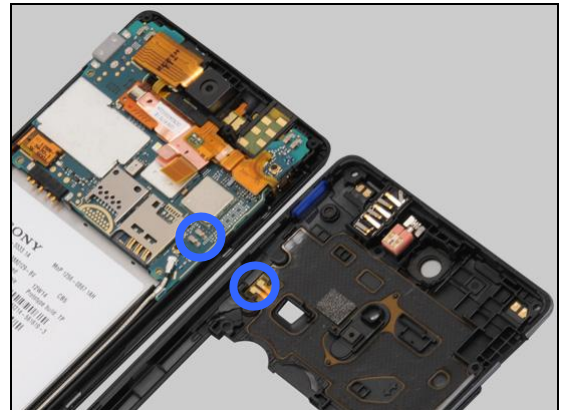
#### 1.13.1 NFC malfunctions

**Check:**

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

**Action:**

1. If dirty or oxidized – clean the pads and pins.
2. If the Antenna FPC or its pads are damaged – replace the Antenna NFC.
3. Replace board.





## Problem Areas

### 1.14 GPS

#### 1.14.1 GPS malfunctions

**Check:**

Inspect the GPS antenna on the Sub Antenna Assy.

**Action:**

1. If dirty – clean it.



2. If the antenna is damaged – replace the Sub Antenna Assy.

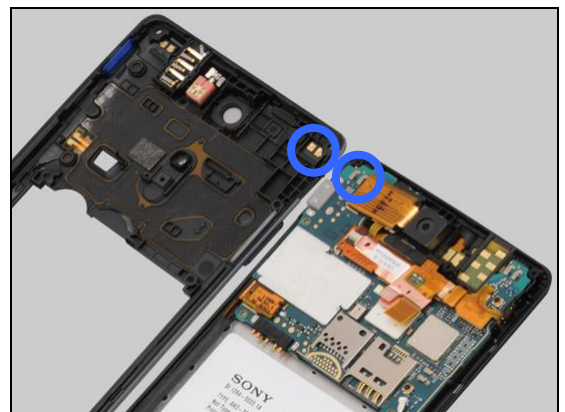


**Check:**

Inspect the GPS antenna contact pads on the Sub Antenna Assy and the contact pins on the PBA.

**Action:**

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



2. If the pads are damaged – replace the Sub Antenna Assy.

3. Replace board.



## Problem Areas

### 1.15 Compass

#### 1.15.1 Compass fails

**Action:**

Replace board.

## Problem Areas

### 1.16 Accelerometer

#### 1.16.1 Accelerometer test fails

**Action:**

Replace board.

## Problem Areas

### 1.17 Gyroscope

#### 1.17.1 Gyroscope test fails

**Action:**

Replace board.

## Problem Areas

### 1.18 Ambient Light Sensor

#### 1.18.1 Light Sensor malfunctions

**Check:**

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

**Action:**

1. If clogged – clean it.



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



**Check:**

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

**Action:**

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

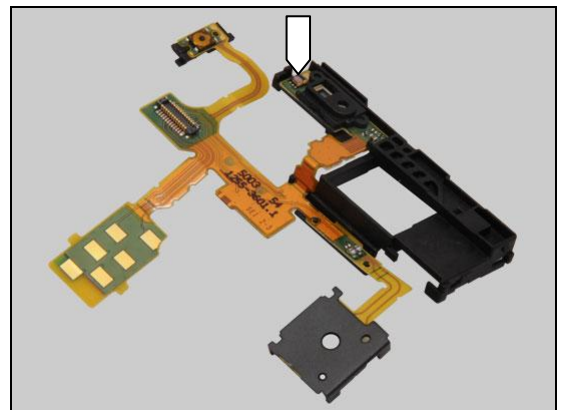


**Check:**

Inspect the light sensor on the RCV Flex FPC.

**Action:**

1. If dirty – clean it.
2. If the light sensor or the BtB connector of the RCV Flex FPC is damaged – replace the RCV Flex FPC.
3. Replace board.



## Problem Areas

### 1.19 Proximity Switch

#### 1.19.1 Proximity switch malfunctions

**Check:**

Inspect the proximity switch window area and the proximity sensor window area on the Cover Front Assy.

**Action:**

1. If dirty – clean it.

2. If the end user has complained about unexpected behavior of the proximity sensor - Calibrate the P-sensor 1262-6643 Trouble Shooting Application – mechanical.

3. If scratched or damaged – replace the Cover Front Assy.



**Check:**

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

**Action:**

1. If not properly connected – disconnect and reconnect.

2. If dirty or oxidized – clean it.



**Check:**

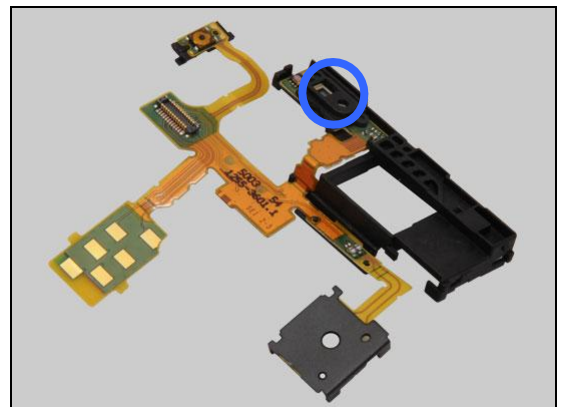
Inspect the proximity switch and proximity sensor on the RCV Flex FPC.

**Action:**

1. If dirty – clean it.

2. If the BtB connector, the proximity switch or the proximity sensor of the RCV Flex FPC is damaged – replace the RCV Flex FPC.

3. Replace board.



## Problem Areas

### 1.20 Pressure Sensor

#### 1.20.1 Pressure Sensor test fails

**Action:**

Not applicable. This test is not applicable for this product.



## Problem Areas

### 1.21 Water Proof

#### 1.21.1 Water Proof fails

**Action:**

Not applicable. No water proof functions in the phone.

## Problem Areas

### 1.22 Real Time Clock

#### 1.22.1 Real Time Clock test fails

**Action:**

Replace board.

## Problem Areas

### 1.23 Total call time

#### 1.23.1 Total call time fails

**Action:**

Replace board.

## 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.

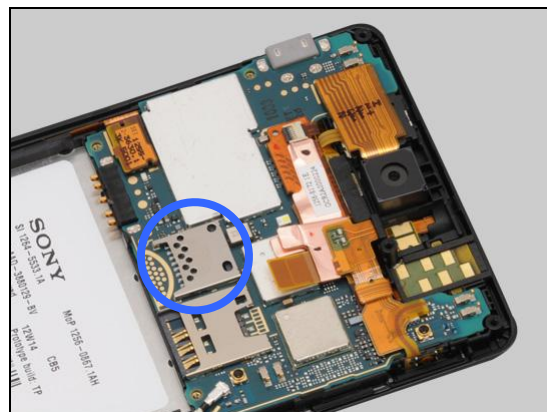


**Check:**

Inspect the memory card holder on the PBA.

**Action:**

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



## Problem Areas

### 1.25 Security

#### 1.25.1 Security fails

**Action:**

Replace board.

## Problem Areas

### 1.26 FM Radio

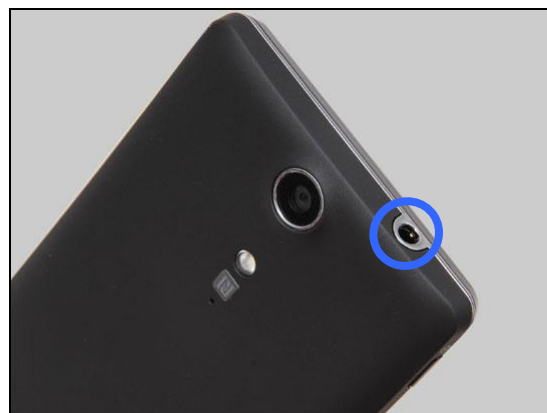
#### 1.26.1 No/Poor FM Radio reception

**Check:**

Inspect the external port of the Audio Jack.

**Action:**

If dirty or oxidized – clean it.

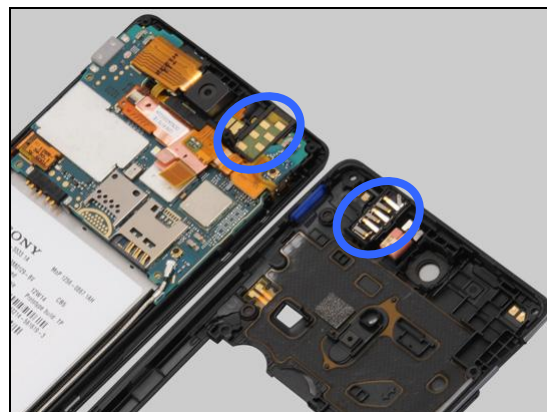


**Check:**

Inspect the contact pins on the Audio Jack and the contact pads on the RCV Flex FPC.

**Action:**

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



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



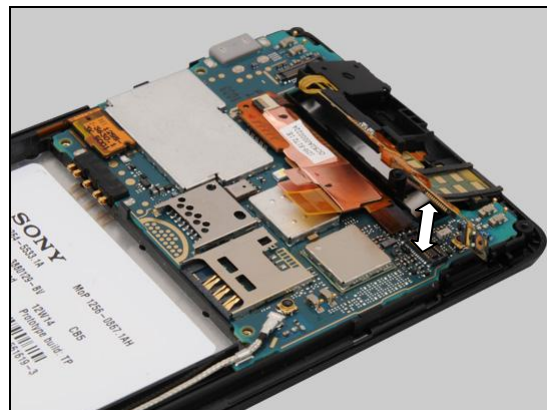
**Check:**

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

**Action:**

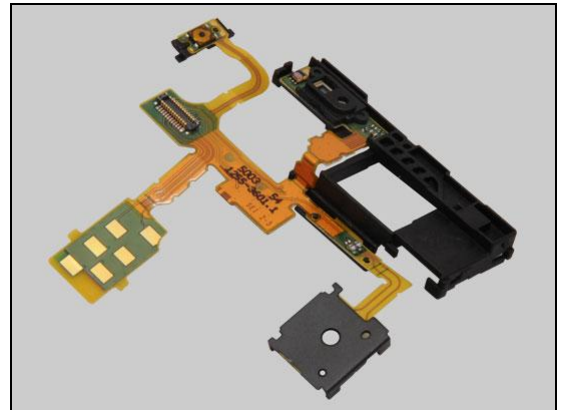
1. If not properly connected – disconnect and reconnect.

2. If dirty or oxidized – clean it.



## Problem Areas: FM Radio

3. If the pads or the BtB connector of the RCV Flex FPC is damaged – replace the RCV Flex FPC.
4. Replace board.





## Problem Areas

### 1.27 Flip slider counter

#### 1.27.1 Flip slider counter fails

**Action:**

Not applicable. No slider phone.

## Problem Areas

### 1.28 Verify Certificates

#### 1.28.1 Verify certificates fails

**Action:**

Replace board.

## Problem Areas

### 1.29 IrDA Test

#### 1.29.1 IrDA test fails

**Action:**

Not applicable. No IrDA in the phone.

## Problem Areas

### 1.30 TV-Out Test

#### 1.30.1 TV-Out test fails

**Check:**

Inspect the USB connector.

**Action:**

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



## Problem Areas

### 1.31 Connector Ground Test

#### 1.31.1 Connector ground test fails

**Action:**

Not applicable. This test is not applicable for this product.

## Problem Areas

### 1.32 Network & Signal

#### 1.32.1 No/Poor signal

**Check:**

Inspect the sub antenna on the Sub Antenna Assy.

**Action:**

1. If dirty – clean it.

2. If the pad is damaged – replace the Sub Antenna Assy.

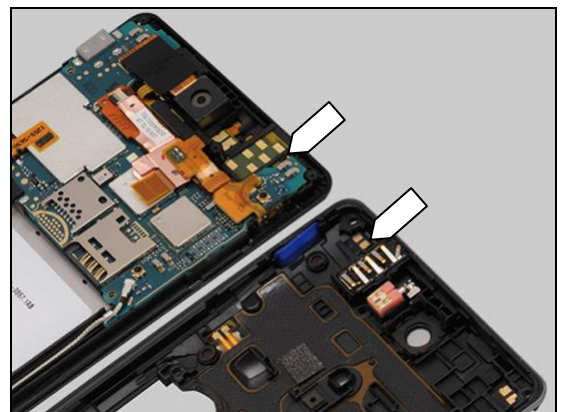
**Check:**

Inspect the main antenna contact pad on the Sub Antenna Assy and the contact pin on the PBA.

**Action:**

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

2. If the pad is damaged – replace the Sub Antenna Assy.



## Problem Areas: Network & Signal

### Check:

Inspect the main antenna on the Main Antenna Assy.

### Action:

1. If dirty – clean it.



2. If the main antenna is damaged – replace the Main Antenna Assy.



### Check:

Inspect the main antenna contact pins on the Sub Board Assy and contact pads on the Main Antenna Assy.

### Action:

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



2. If the pads are damaged – replace Main Antenna Assy.





## Problem Areas: Network & Signal

### Check:

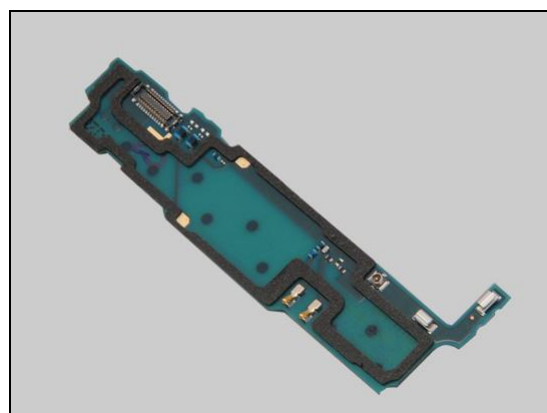
Inspect the connector of the RF Cable to the Sub Board Assy.

### Action:

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



2. If the connector or the pins of the Sub Board Assy is damaged – replace the Sub Board Assy.



### Check:

Inspect the connector of RF Cable to the PBA.

### Action:

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



2. If the RF Cable is damaged – replace it.
3. Replace board.



## 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.

**Action:**

If dirty or clogged – clean the external port.

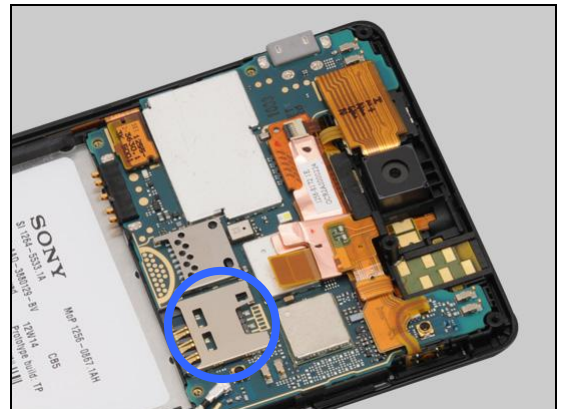


**Check:**

Inspect the SIM card holder on the PBA.

**Action:**

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



#### 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 board.



## Problem Areas

### 1.34 Charging

#### 1.34.1 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. Replace board.



## Problem Areas

### 1.35 HandsFree by Wire

#### 1.35.1 Connection to Portable HandsFree fails

**Check:**

Inspect the external port of the Audio Jack.

**Action:**

If dirty or oxidized – clean the connector.

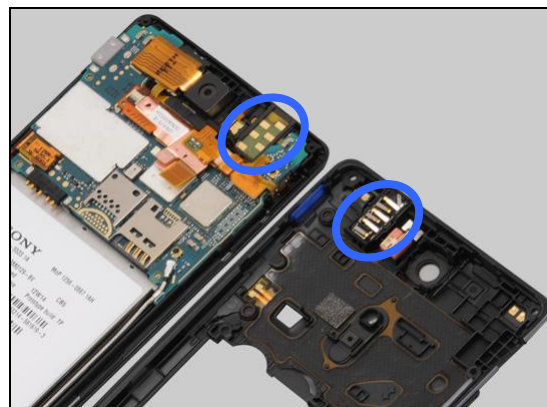


**Check:**

Inspect the contact pins on the Audio Jack and the contact pads on the RCV Flex FPC.

**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 RCV Flex FPC to the PBA.

**Action:**

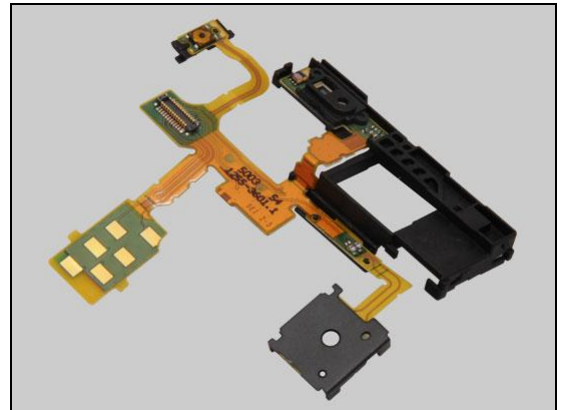
1. If not properly connected – disconnect and reconnect.

2. If dirty or oxidized – clean it.



## Problem Areas: HandsFree by Wire

3. If the pads or the BtB connector of the RCV Flex FPC is damaged – replace the RCV Flex FPC.
4. Replace board.



## 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 board.



## 2 Revision History

Rev.	Date	Changes / Comments
1	2012-Aug-31	Initial release