

# Trouble Shooting Guide, Mechanical

Applicable for MD300


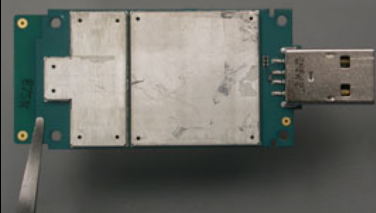
## Contents

<b>1</b>	<b>General .....</b>	<b>2</b>
<b>2</b>	<b>Identification Problems .....</b>	<b>2</b>
<b>3</b>	<b>Navigation Problems .....</b>	<b>3</b>
<b>4</b>	<b>SIM Problems .....</b>	<b>5</b>
<b>5</b>	<b>Illumination Problems .....</b>	<b>6</b>
<b>6</b>	<b>Revision History .....</b>	<b>7</b>

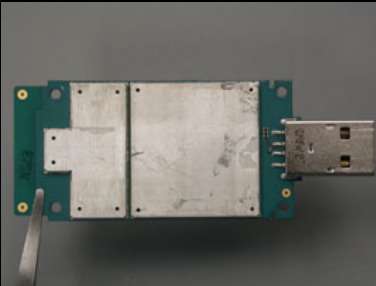
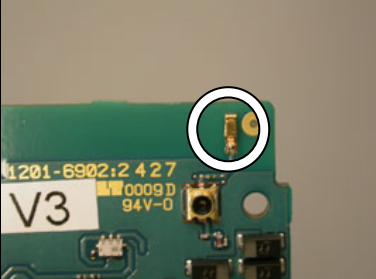
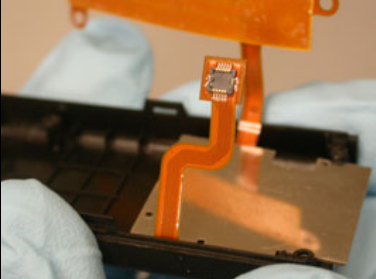
# 1 General

The Mechanical Trouble Shooting Guide outlines the mechanical repairs that can be made to try to fix the common failures that are seen in the field. To gain a complete understanding of how to test and repair a specific failure, this document should be used in conjunction with the Mechanical Test Instructions and the Mechanical Working Instructions.

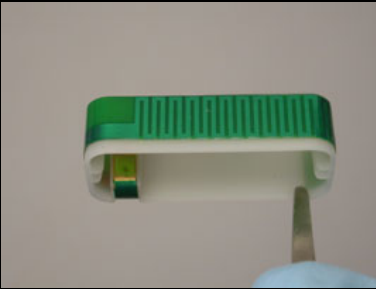
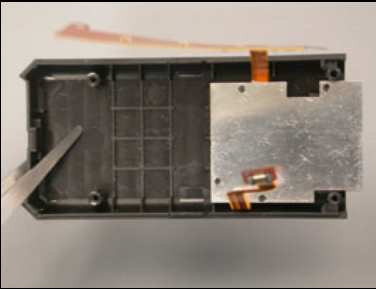
## 2 Identification Problems

Problem Area	Items to Inspect	Repair Action	Inspection Reference
Card not identified by computer	Visually inspect USB connector	<ul style="list-style-type: none"> <li>If dirty, clean the connector</li> </ul>	
	Visually inspect PCB for water damage	<ul style="list-style-type: none"> <li>If damaged, handle according to your region's specifications</li> </ul>	
	If the issue is not resolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	


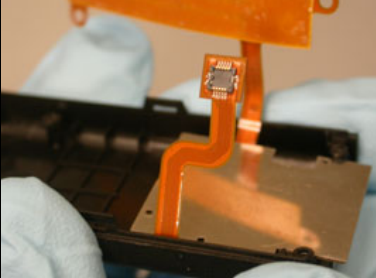

### 3 Navigation Problems

Problem Area	Items to Inspect	Repair Action	Inspection Reference
Unable to navigate to a webpage	Visually inspect the PCB for water damage	<ul style="list-style-type: none"> <li>If damaged, handle according to your region's specifications</li> </ul>	
	Inspect the antenna contact pin	<ul style="list-style-type: none"> <li>If dirty, clean it</li> <li>If damaged, escalate to an electrical repair level</li> </ul>	
	Inspect the SIM flex	<ul style="list-style-type: none"> <li>If the connector is dirty, clean it</li> <li>If the flex is damaged, replace the SIM flex/bottom cover assembly</li> </ul>	




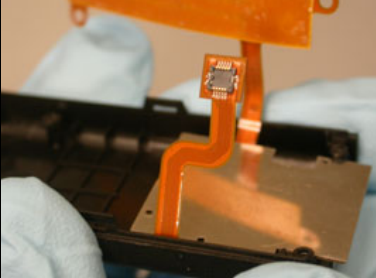

Problem Area	Items to Inspect	Repair Action	Inspection Reference
Unable to navigate to a webpage (Cont)	If the issue is not resolved →	<ul style="list-style-type: none"><li>Replace the antenna</li></ul>	
	If the issue remains unresolved →	<ul style="list-style-type: none"><li>Replace the SIM flex/bottom cover assembly if you have not already done so</li></ul>	
	If the issue remains unresolved →	<ul style="list-style-type: none"><li>Escalate to an electrical repair level</li></ul>	

## 4 SIM Problems

Problem Area	Items to Inspect	Repair Action	Inspection Reference
SIM card not recognized	Inspect the PCB for water damage	<ul style="list-style-type: none"> <li>If damaged, handle according to your region's specifications</li> </ul>	
	Inspect the SIM flex	<ul style="list-style-type: none"> <li>If the SIM flex connection is loose, reconnect it</li> <li>If the SIM flex is dirty or damaged, replace the SIM flex/bottom cover assembly</li> </ul>	
	If the issue is not resolved →	<ul style="list-style-type: none"> <li>Replace the SIM flex/bottom cover assembly, if it has not been replaced</li> </ul>	
	If the issue remains unresolved →	<ul style="list-style-type: none"> <li>Escalate to an electrical repair level</li> </ul>	



## 5 Illumination Problems

Problem Area	Items to Inspect	Repair Action	Inspection Reference
Branding outline does not light up	Inspect the PCB for water damage	<ul style="list-style-type: none"><li>If damaged, handle according to your region's specifications</li></ul>	
	Inspect the SIM flex	<ul style="list-style-type: none"><li>If the SIM flex connection is loose, reconnect it</li><li>If the SIM flex is dirty or damaged, replace the SIM flex/bottom cover assembly</li></ul>	
	If the issue is not resolved →	<ul style="list-style-type: none"><li>Replace the SIM flex/bottom cover assembly, if it has not been replaced</li></ul>	
	If the issue remains unresolved →	<ul style="list-style-type: none"><li>Escalate to an electrical repair level</li></ul>	

## 6 Revision History

Rev.	Date	Changes / Comments
1	February 15, 2008	Initial Release