

Troubleshooting Guide

- mechanical -



Xperia™ sola

MT27i

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1 Problem Areas

1.1 Power

1.1.1 Will not power on or will switch off randomly

Check:

Check if the phone vibrates by pressing the on/off key.

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 1261-8448 Charging via USB, Diagnostic Battery / Charging status.

Connect:

A Dummy Battery to the phone.

Check:

Measure the current consumption when the phone is in off mode.

Action:

If more than 1 mA – replace board.

Check:

Start up the phone with a Dummy Battery and measure the current consumption.

Action:

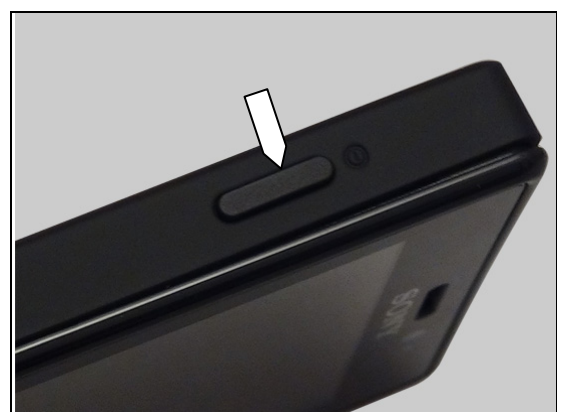
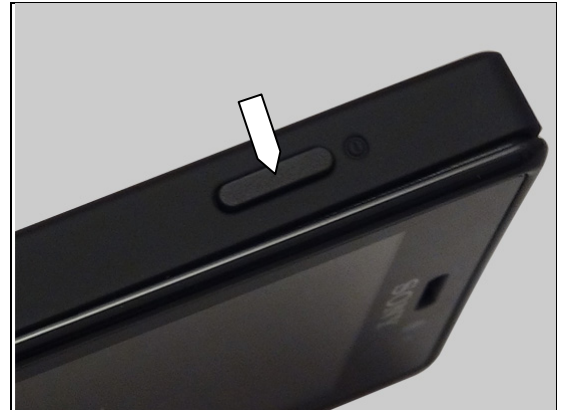
If less than 1 mA – follow the instruction below.

Check:

Inspect the on/off key.

Action

Refer to section 1.2.4 'On/Off Key'.



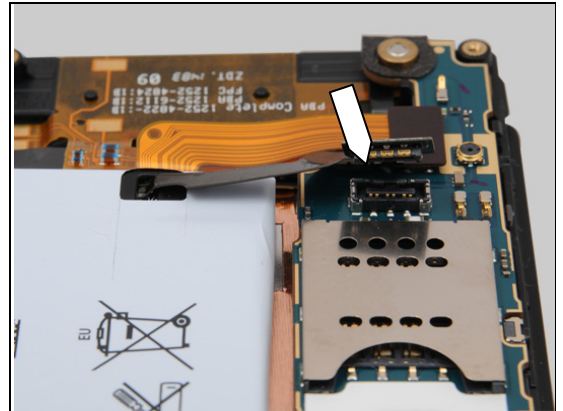
Problem Areas: Power

Check:

Inspect the connection between the Battery and the PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the contact pins.



Check:

Inspect the Battery.

Action

1. If the Battery or the connector is damaged – replace the Battery.
2. Replace board.



Problem Areas

1.2 Keys

1.2.1 Back, Home and Menu Keys

Check:

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

Action

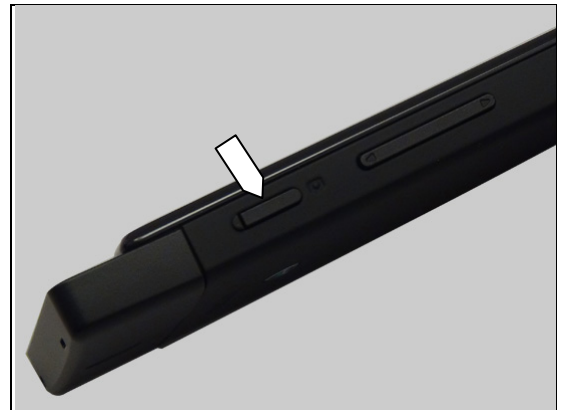
1. Refer to section 1.3 'Touch Screen'.
2. Replace board.



1.2.2 Camera Key

Check:

Inspect the camera key on the Cover Battery.



Action:

1. If the camera key is dirty or clogged – clean it.
2. If the camera key is damaged – replace the Cover Battery.



Check:

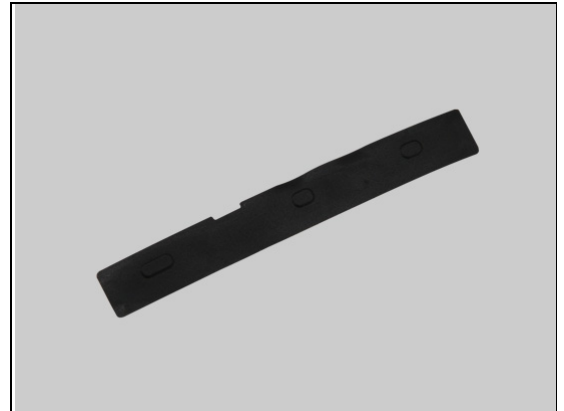
Inspect the Silicone Volume/Camera on the Inner Frame.



Problem Areas: Keys

Action:

If the Silicone Volume/Camera is dirty, clogged or damaged – replace it.



Check:

Inspect the camera key input switch on the main PBA.

Action:

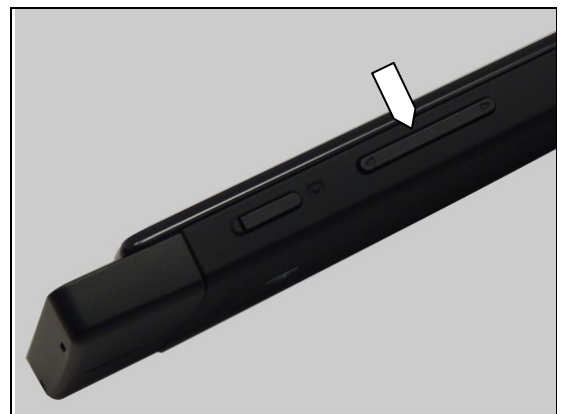
1. If dirty or clogged – clean it.
2. Replace board.



1.2.3 Volume Key

Check:

Inspect the volume key on the Cover Battery.



Action:

1. If the volume key is dirty or clogged – clean it.
2. If the volume key is damaged – replace the Cover Battery.



Problem Areas: Keys

Check:

Inspect the Silicone Volume/Camera on the Inner Frame.



Action:

If the Silicone Volume/Camera is dirty, clogged or damaged – replace it.

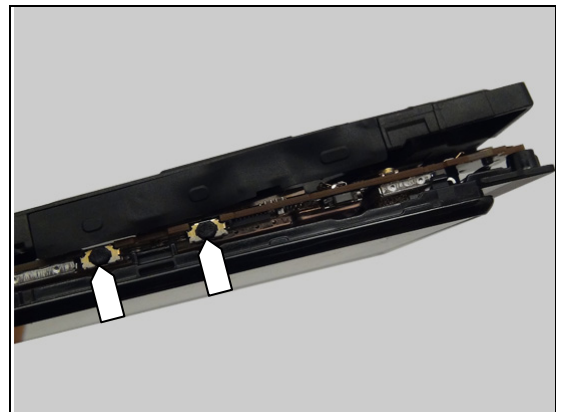


Check:

Inspect the volume key input switches on the main PBA.

Action:

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



1.2.4 On/Off Key

Check:

Inspect the on/off key on the Cover Battery.



Problem Areas: Keys

Action:

1. If the on/off key is dirty or clogged – clean it.
2. If the on/off key is damaged – replace the Cover Battery.



Check:

Inspect the Silicone On/Off on the Inner Frame.



Action:

If the Silicone On/Off is dirty, clogged or damaged – replace it.

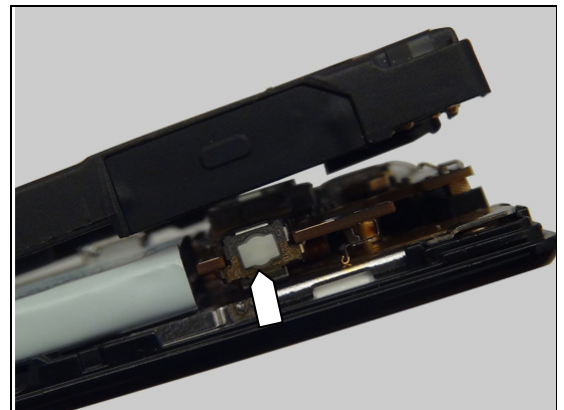


Check:

Inspect the on/off key input switch on the main PBA.

Action:

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



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

If:

The end user has complained about unexpected behavior of the touch screen or the touch keys.

Action:

Calibrate the Touch Panel 1257-2706 *Trouble Shooting Application – mechanical.*

Check:

Inspect the touch screen and try the function of the three touch keys in the Cover Front.

Action: If dirty – clean it.

Check:

Inspect the connection between the touch screen flex and the main PBA.

Action:

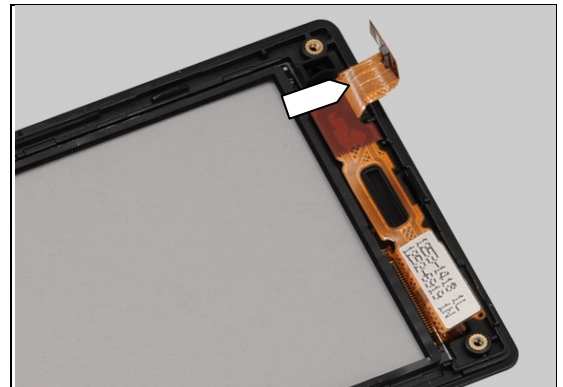
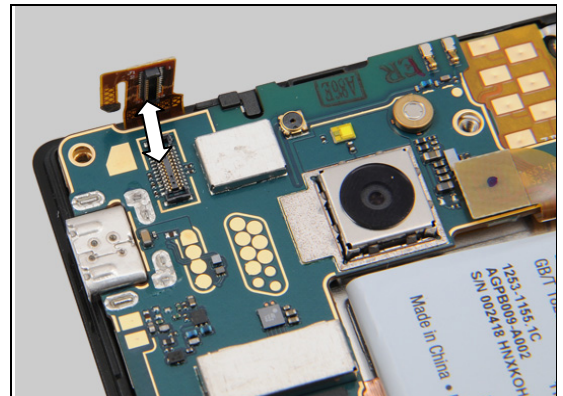
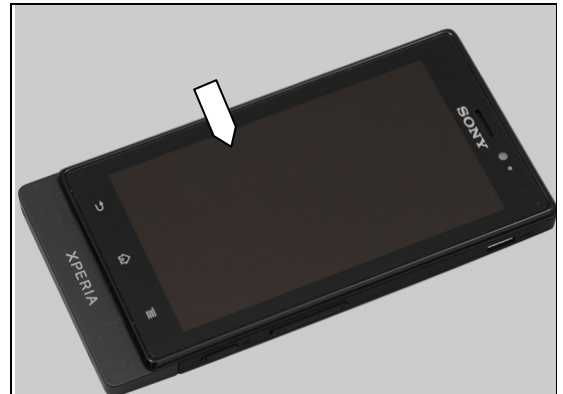
1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the BtB connector.

Check:

Inspect the flex film in the top of the Cover Front.

Action:

1. If the Cover Front, flex film or the BtB connector is damaged – replace the Cover Front.
2. Replace board.



Problem Areas

1.4 Display

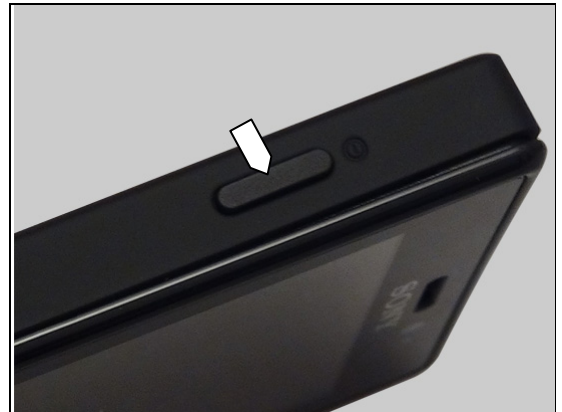
1.4.1 Graphics & Illumination

Check:

Check whether the phone vibrates after the on/off key has been pressed.

Action:

1. If the phone doesn't vibrate, refer to section 1.1 'Power'.
2. If the phone vibrates, perform a forced shut down (press the Power and Volume Up key for 10sec) and then restart the phone.

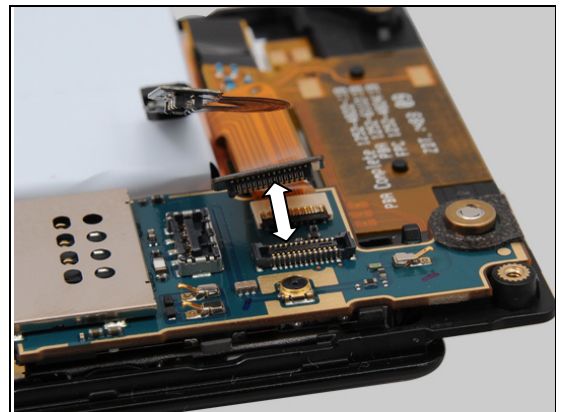


Check:

Inspect the connection between the Display and the main PBA.

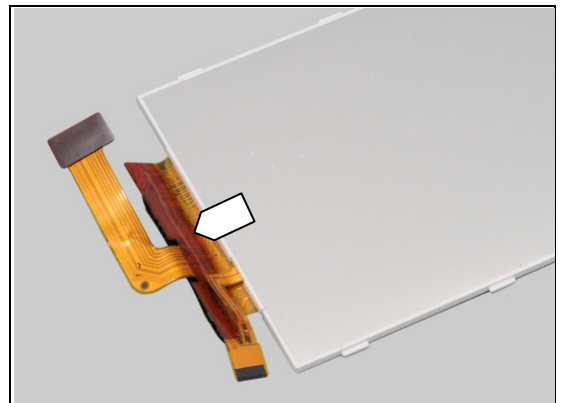
Action:

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



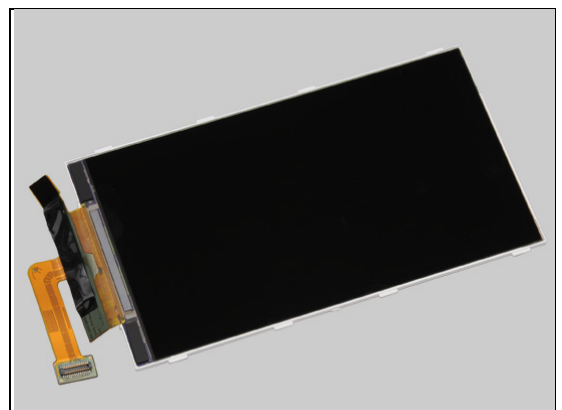
Check:

Inspect the Display, the Tape Conductive and the flex film of the Display.



Action:

1. If the flex film isn't properly assembled – disassembly and replace the Tape Conductive.
2. If the Display, flex film or the BtB connector is damaged – replace the Display.
3. Replace board.



Problem Areas

1.5 LED/Illumination

1.5.1 LED/Illumination

Check:

Inspect the window of LED on the Cover Front.

Action:

If dirty – clean it.

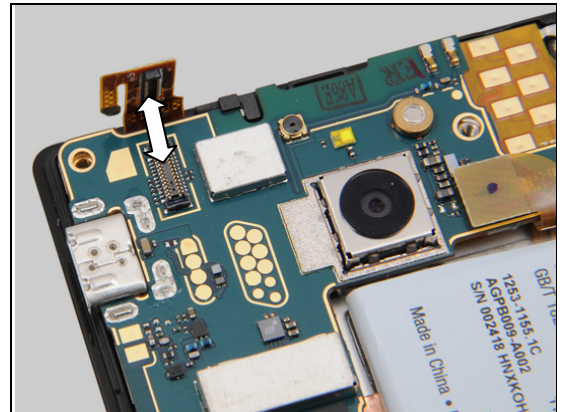


Check:

Inspect the connection between the flex film in the top of the Cover Front and the main PBA.

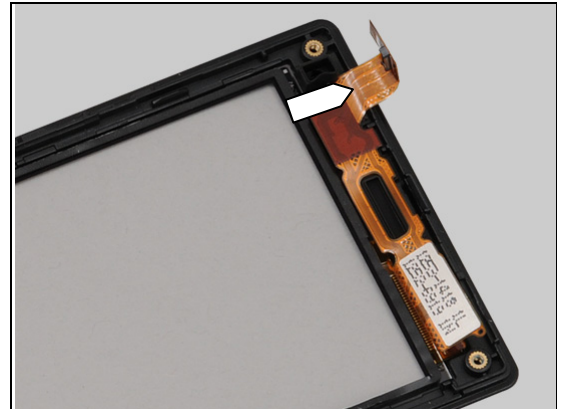
Action:

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



Check:

Inspect the flex film in the top of the Cover Front.



Action:

1. If the Cover Front, flex film or the BtB connector is damaged – replace the Cover Front.
2. Replace board.



Problem Areas: Illumination

1.5.2 Key Illumination

Check:

Inspect the Illumination window on the Cover Front.

Action:

If dirty – clean it.

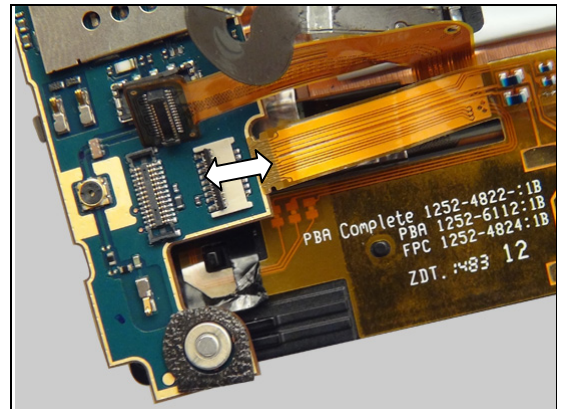


Check:

Inspect the connection between the FPC LED/Vibr/Speaker and the main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the ZIF connector.

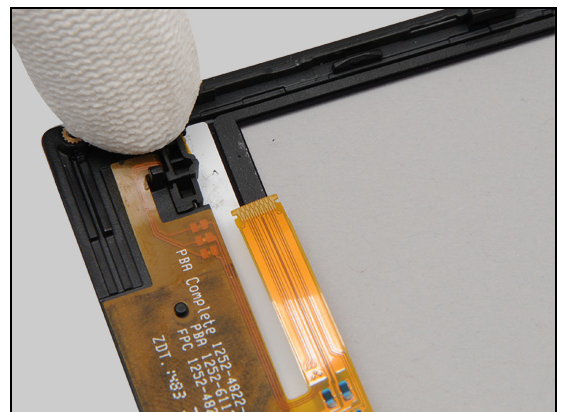


Check:

Inspect the Gasket Lightguide LED.

Action:

If the Gasket Lightguide LED isn't properly assembled – disassembly and reassembly it.

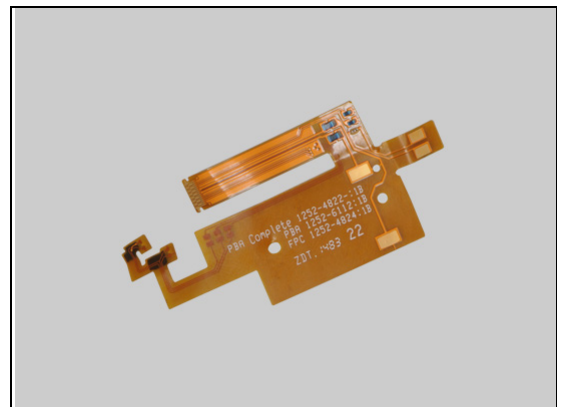


Check:

Inspect the FPC LED/Vibr/Speaker.

Action:

1. If the FPC LED/Vibr/Speaker or its contact pads are damaged – replace it.
2. Replace board.



Problem Areas

1.6 Speaker

1.6.1 Loudspeaker

Check:

Inspect the speaker's external port on the Cap Bottom.



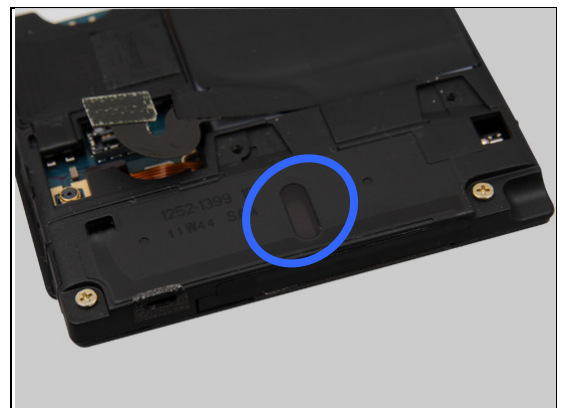
Action:

1. If clogged – clean the speaker port.
2. If the Cap Bottom is damaged – replace it.



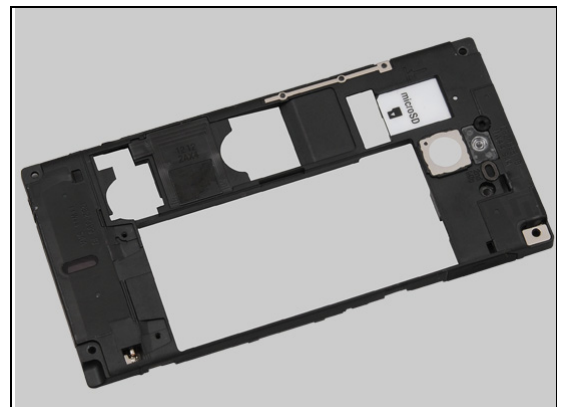
Check:

Inspect the net loudspeaker mesh on the Inner Frame.



Action:

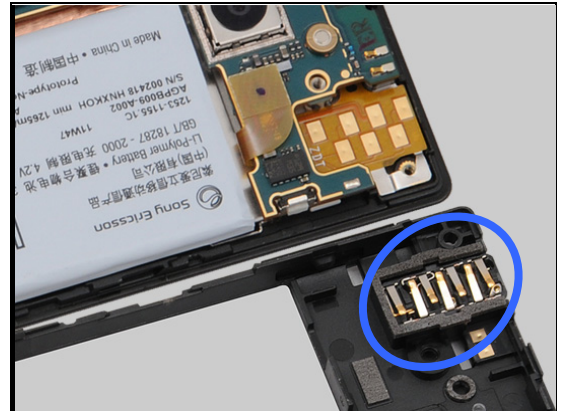
1. If clogged – clean the net loudspeaker mesh.
2. If the mesh is damaged – replace the Inner Frame.



Problem Areas: Speaker

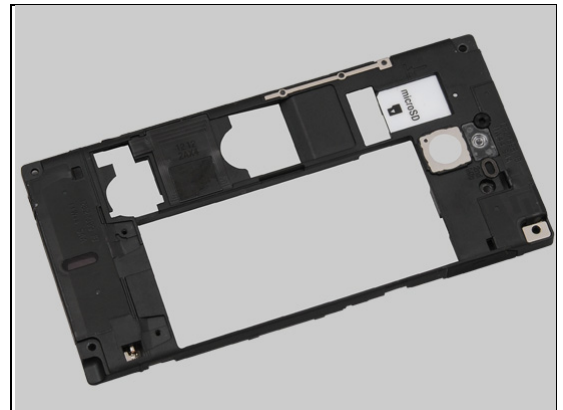
Check:

Inspect the gasket around the Audio Jack on the Inner Frame.



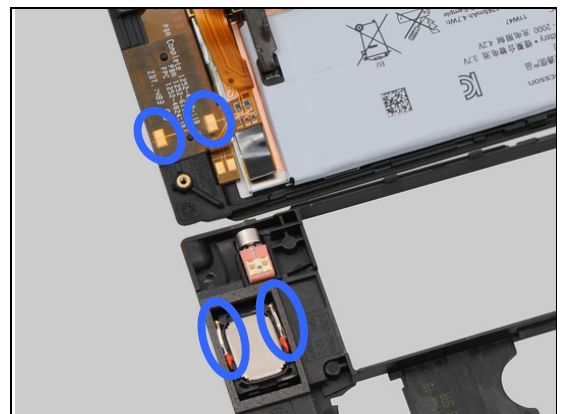
Action:

If the gasket is damaged – replace the Inner Frame.



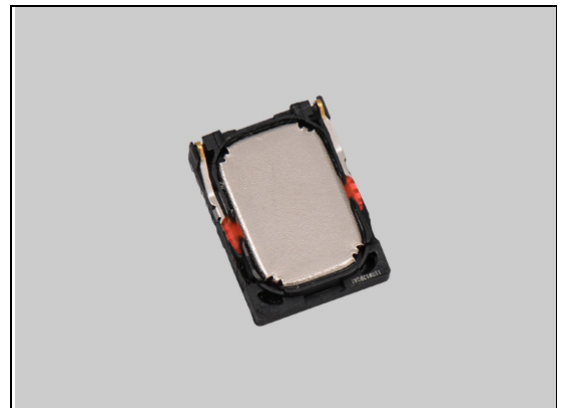
Check:

Inspect the Speaker's pins and the contact pads on FPC LED/Vibr/Speaker.



Action:

1. If dirty – clean them.
2. If Speaker or the pins of the Speaker are damaged – replace the Speaker.



Problem Areas: Speaker

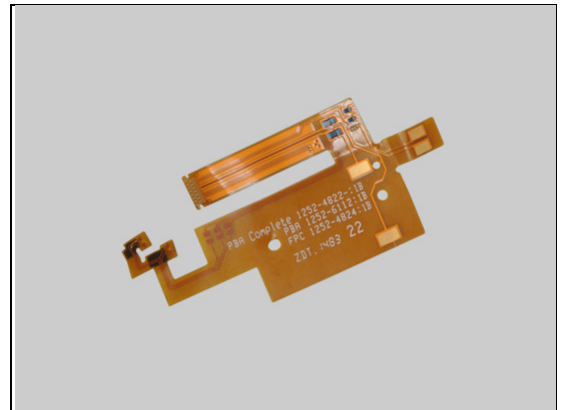
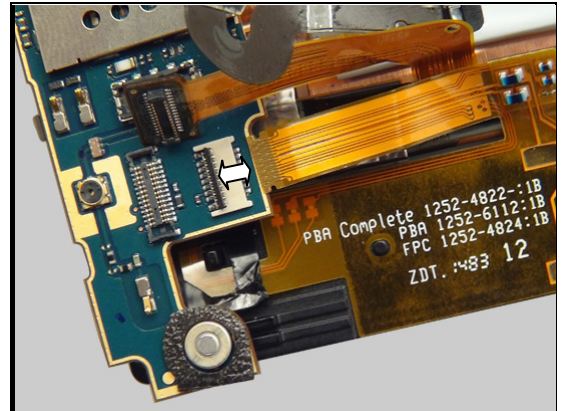
Check:

Inspect the connection between the FPC LED/Vibr/Speaker and the main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the ZIF connector.

3. If the FPC LED/Vibr/Speaker or its contact pads are damaged – replace it.
4. Replace board.



Problem Areas

1.7 Earphone

1.7.1 Earphone

Check:

Inspect the Earspeaker's pins and the contact pads on the main PBA.

Action:

If the Earspeaker pins or contact pads are dirty – clean them.

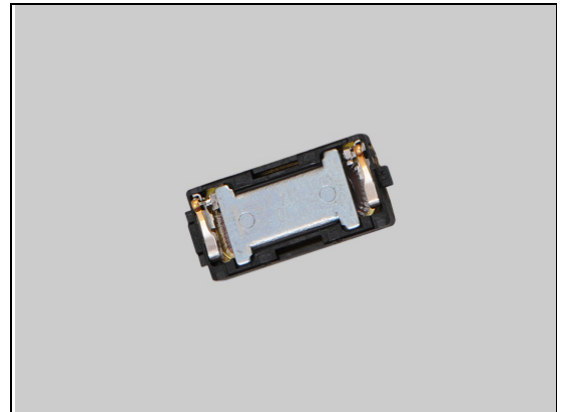


Check:

Inspect the Earspeaker.

Action:

If the Earspeaker or its pins are damaged – replace it.

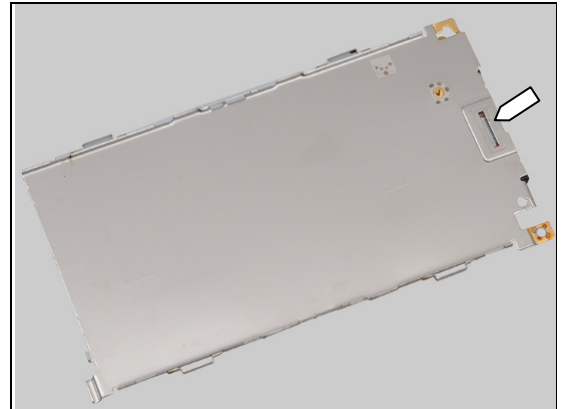


Check:

Inspect the Earspeaker hole on LCD support.

Action:

1. If clogged – clean it.



Check:

Inspect the Earspeaker's external port on the Cover Front.



Problem Areas: Earphone

Action:

1. If clogged – clean it.
2. If the port is damaged – replace the Cover Front.
3. Replace board



Problem Areas

1.8 Microphone

1.8.1 Primary Microphone

Check:

Inspect the microphone's external port on the Cap Bottom.



Action:

1. If clogged – clean the port.
2. If Cap Bottom is damaged – replace it.



Check:

Inspect the Gasket Main Mic Rectangular on the Inner Frame.



Action:

If the Gasket Main Mic Rectangular is damaged or misalign – replace it.



Problem Areas: Microphone

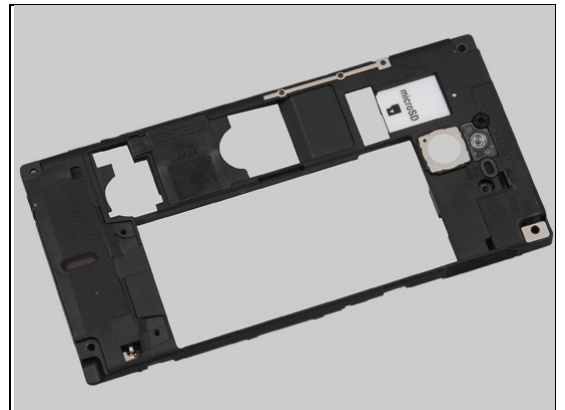
Check:

Inspect the microphone's external port on the Inner Frame.



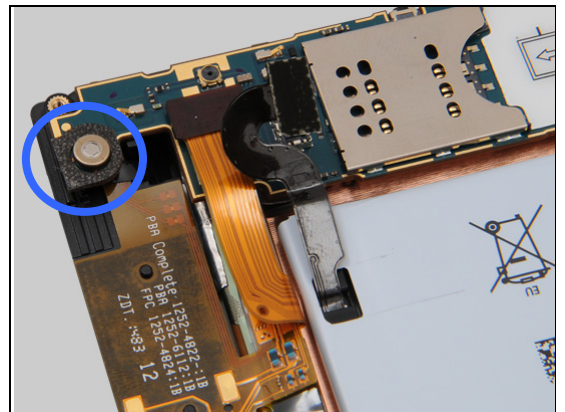
Action:

1. If clogged – clean the port.
2. If the port is damaged – replace the Inner Frame.



Check:

Inspect the Gasket Mic Circular on the main PBA.



Action:

1. If the Gasket Mic Circular is damaged – replace it.
2. Replace board.

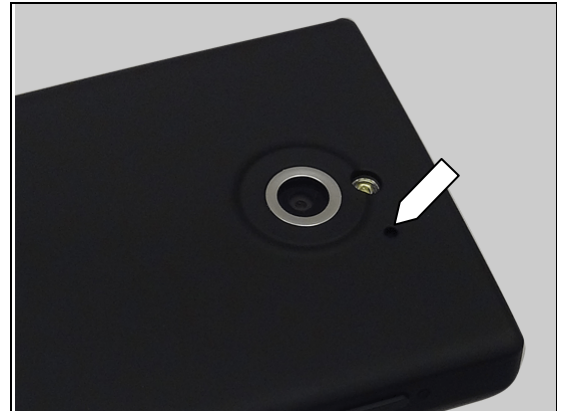


Problem Areas: Microphone

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 the Cover Battery is damaged – replace it.



Check:

Inspect the Gasket 2nd Mic Oval on the Inner Frame.



Action:

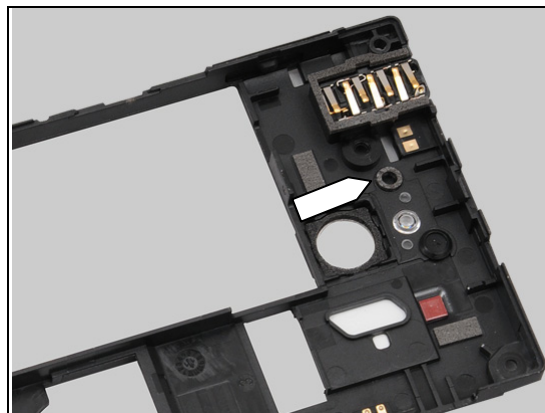
If the Gasket 2nd Mic Oval is clogged or damaged – replace it.



Problem Areas: Microphone

Check:

Inspect the Gasket 2nd Mic Circular on the Inner Frame.



Action:

1. If the Gasket 2nd Mic Circular is damaged – replace it.
2. Replace board.



Problem Areas

1.9 Vibrator

1.9.1 Vibrator not generating alerts

Check:

Inspect the Vibrator's pins and the contact pads on FPC LED/Vibr/Speaker.

Action:

1. If dirty – clean them.
2. If Vibrator or the pins of the Vibrator are damaged – replace the Vibrator.

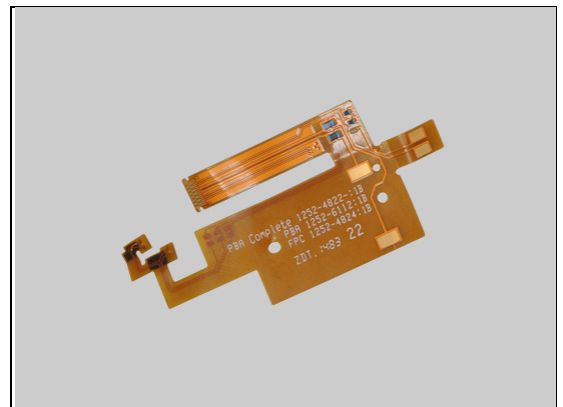
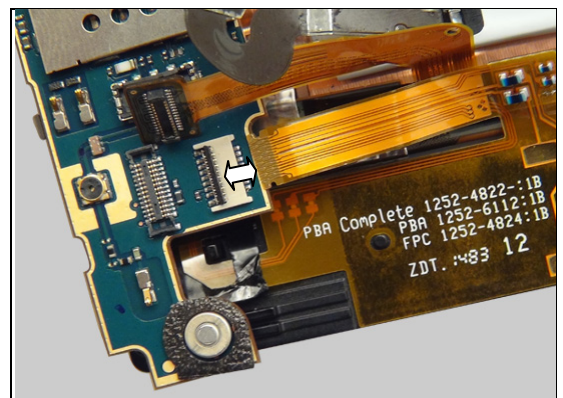
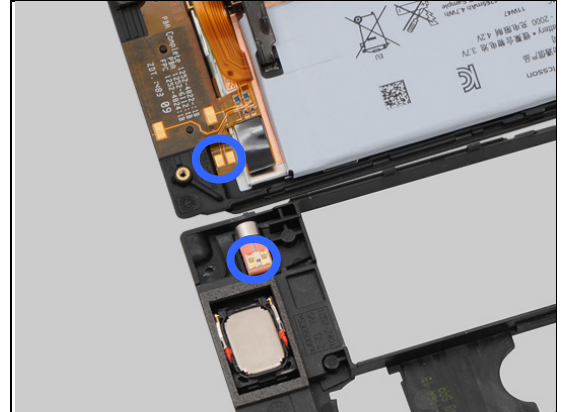
Check:

Inspect the connection between the FPC LED/Vibr/Speaker and the main PBA.

Action:

1. If not properly connected – disconnect and reconnect.
2. If dirty or oxidized – clean the ZIF connector.

3. If the FPC LED/Vibr/Speaker or its contact pads are damaged – replace it.
4. Replace board.



Problem Areas

1.10 Camera

1.10.1 Camera defects

Check:

Inspect the position of the Main Camera.



Action:

If the camera is tilted as in the picture – reassembly the Inner Frame and secure the position of the camera during the assembly.

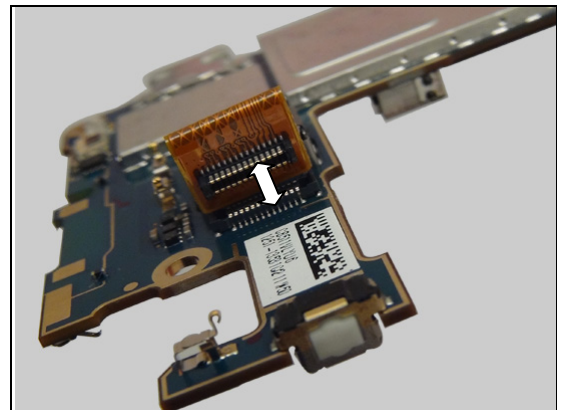


Check:

Inspect the connection between the Main Camera and the main PBA.

Action:

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



Check:

Inspect Main Camera.

Action:

1. If lens is dirty – clean the lens carefully.
2. If the Main Camera, the flex film or the BtB connector are damaged – replace the Main Camera
3. Replace board.



Problem Areas

1.11 Flash LED

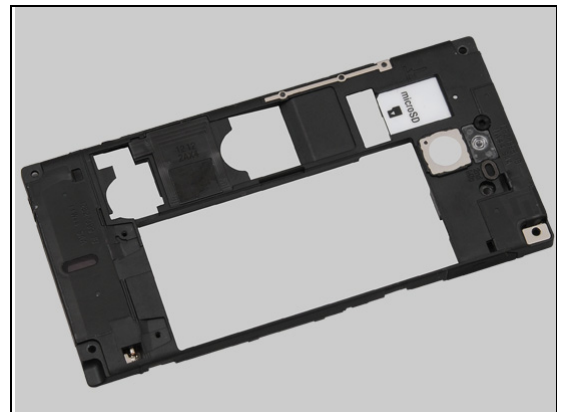
1.11.1 Flash LED not flashing

Check:

Inspect flash lens window on Inner Frame.

Action:

1. If dirty – clean the window.
2. If scratched or damaged – replace the Inner Frame.
3. Replace board.



Problem Areas

1.12 Bluetooth and WLAN

1.12.1 Bluetooth or WLAN connection failure

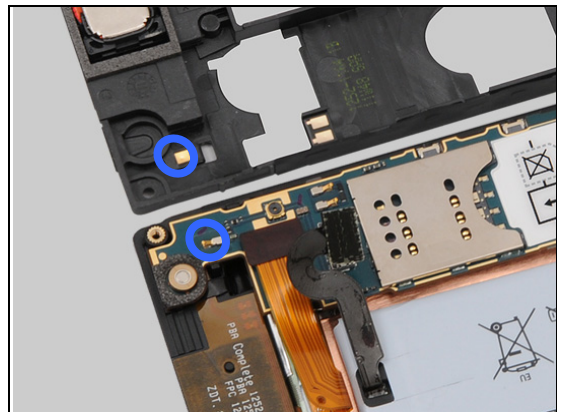
Check:

Inspect the Bluetooth and WLAN antenna on the Inner Frame.



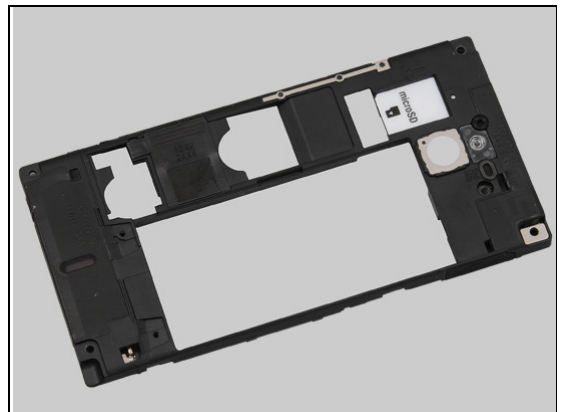
Check:

Inspect the Bluetooth and WLAN antenna contact pads on the Inner Frame and the contact pins on the main PBA.



Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the pads or antenna on Inner Frame is damaged – replace the Inner Frame.
3. Replace board.



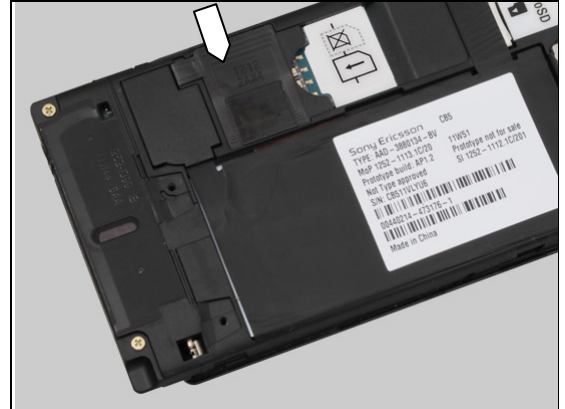
Problem Areas

1.13 NFC

1.13.1 NFC connection failure

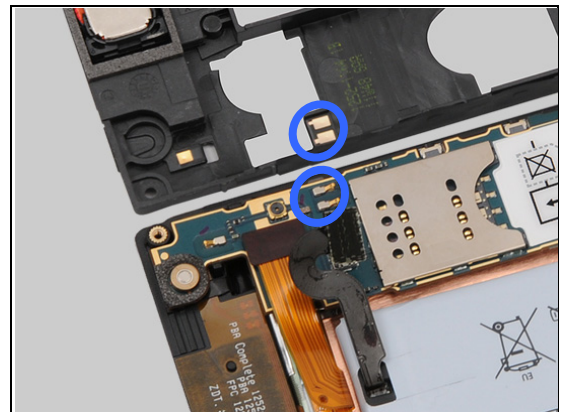
Check:

Inspect the NFC antenna on the Inner Frame.



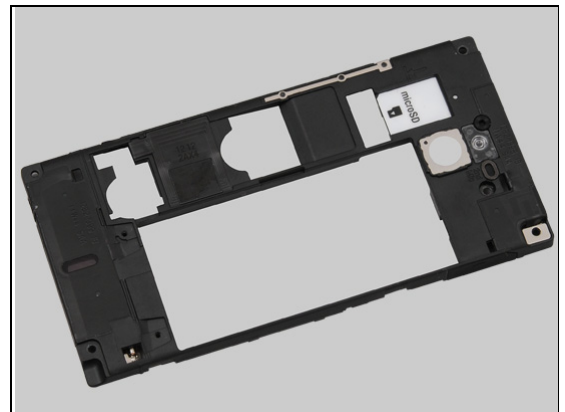
Check:

Inspect the NFC antenna contact pads on the Inner Frame and the contact pins on the main PBA.



Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the pads or antenna on Inner Frame is damaged – replace the Inner Frame.
3. Replace board.



Problem Areas

1.14 GPS

1.14.1 GPS malfunctions

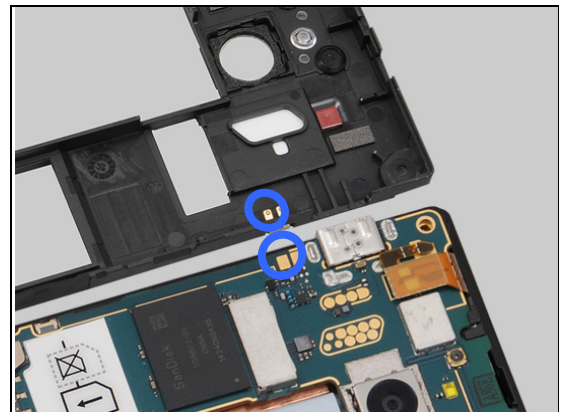
Check:

Inspect the GPS antenna on the Inner Frame.



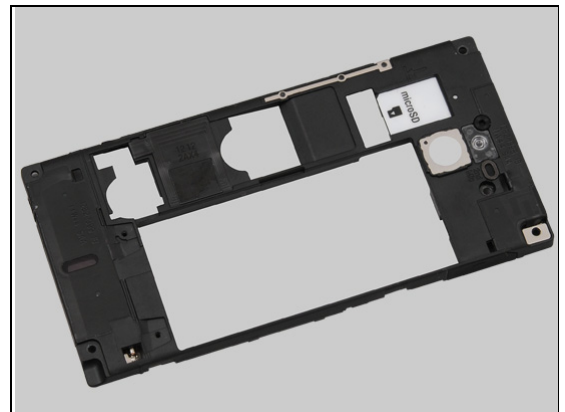
Check:

Inspect the GPS antenna contact pins on the Inner Frame and the contact pads on the main PBA.



Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the pins or antenna on Inner Frame is damaged – replace the Inner Frame.
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

This test is not applicable for this product.

Problem Areas

1.18 Ambient Light Sensor

1.18.1 Light Sensor malfunctions

Check:

Inspect the light sensor window on the Cover Front.

Action:

If dirty – clean it.

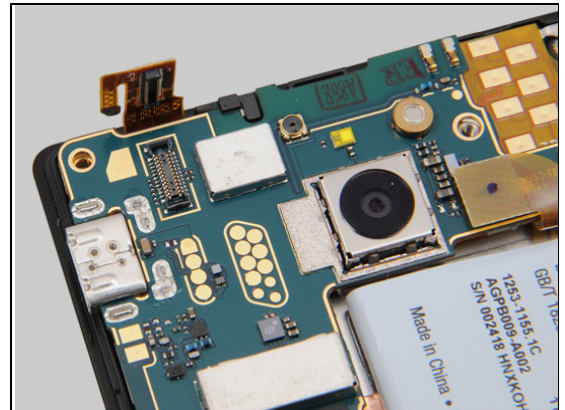


Check:

Inspect the connection between the flex film in the top of the Cover Front and the main PBA.

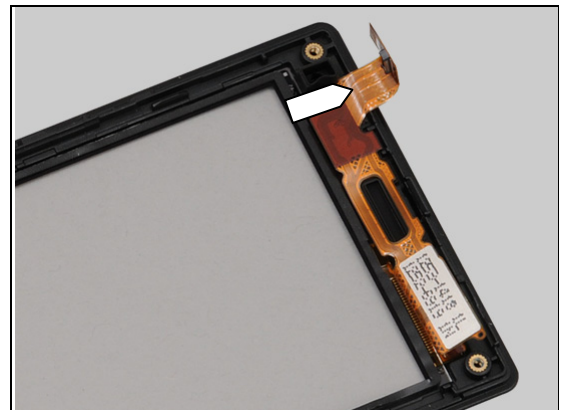
Action:

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



Check:

Inspect the flex film in the top of the Cover Front.



Action:

1. If the Cover Front, flex film or the BtB connector is damaged – replace the Cover Front.
2. Replace board.



Problem Areas

1.19 Proximity switch

1.19.1 Proximity switch malfunctions

Check:

Inspect the proximity switch windows on the Cover Front.

Action:

If dirty – clean it.

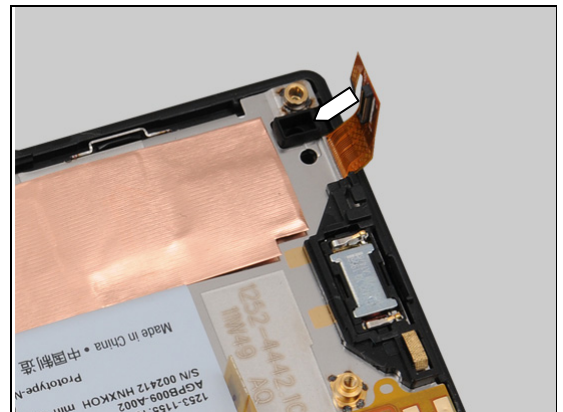


Check:

Inspect the first proximity switch channel in the Cover Front.

Action:

If clogged – clean it.

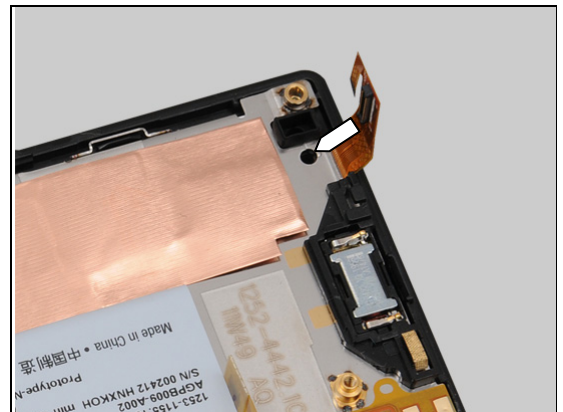


Check:

Inspect the second proximity switch hole in LCD support and the Cover Front.

Action:

If clogged – clean it.



Check:

Inspect the Cover Front.

1. If scratched or damaged – replace the Cover Front.
2. Replace board.



Problem Areas

1.20 Pressure Sensor

1.20.1 Pressure Sensor test fails

This test is not applicable for this product.

Problem Areas

1.21 Water Proof

1.21.1 Water Proof fails

This test is not applicable for this product.

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 test fails

Action:

Replace board.

Problem Areas

1.24 Storage

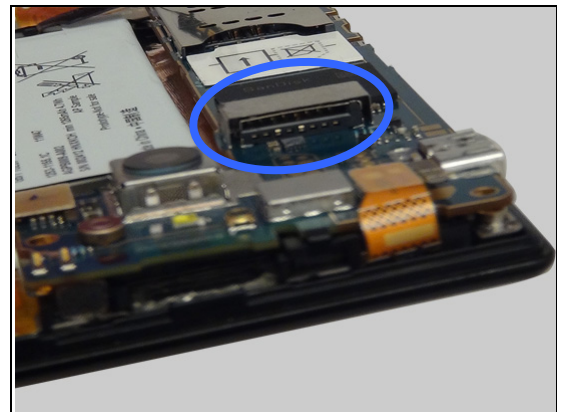
1.24.1 Memory Card not detected

Check:

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

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

Make sure to use a headset with the CTIA standard.

A warning (*Accessory not supported*) will occur if you use an incorrect headset.

Check:

Inspect the Audio Jack.

Action:

If clogged – clean the connector.

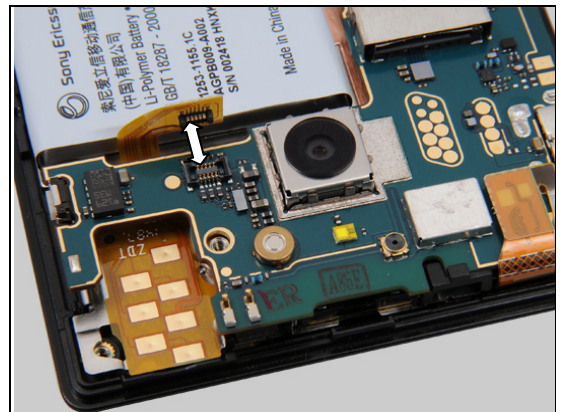


Check:

Inspect the connection between the FPC AV and the main PBA.

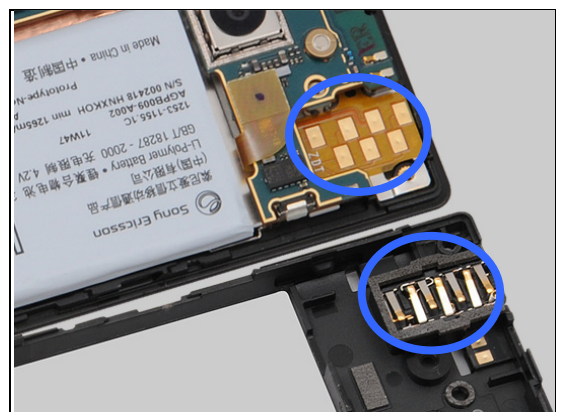
Action:

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



Check:

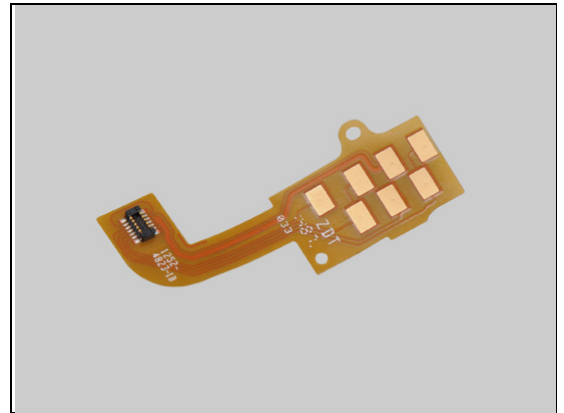
Inspect the contact pins on the Audio Jack and the contact pads on the FPC AV.



Problem Areas: FM Radio

Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the FPC AV, the contact pads or the connector is damaged – replace the FPC AV.
3. If Audio Jack or contact pins of it are damaged – replace the Audio Jack.
4. Replace board.



Problem Areas

1.27 Flip slider counter

1.27.1 Flip slider counter fails

This test is not applicable for this product.

Problem Areas

1.28 Verify Certificates

1.28.1 Verify certificates fails

Not applicable.

Problem Areas

1.29 IrDA Test

1.29.1 IrDA test fails

This test is not applicable for this product.

Problem Areas

1.30 HDMI Test

1.30.1 HDMI test fails

This test is not applicable for this product.

Problem Areas

1.31 Network & Signal

1.31.1 No/Poor signal - high band

Check:

Inspect the main antenna high band on the Inner Frame.

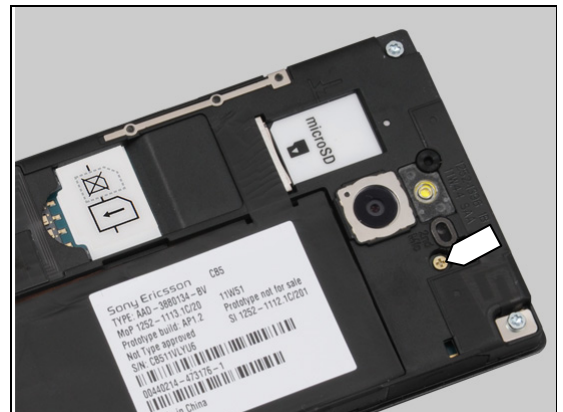


Check:

Secure that the Screw M1.4x2.8 is tighten as it should be.

Action:

If not – tighten the screw with the correct torque.



Check:

Secure that the two Screw Torx 5.0 x 1.4 are tighten as they should be.

Action:

If not – tighten the screws with the correct torque.



Check:

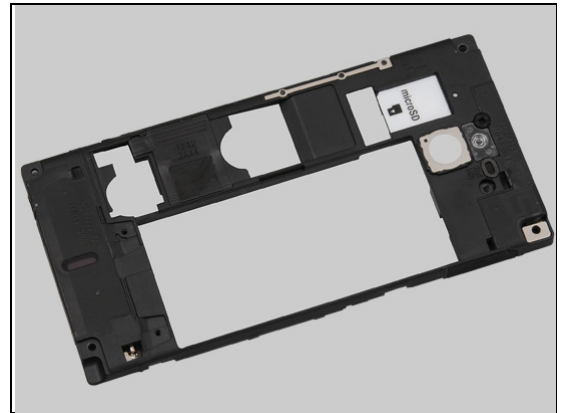
Inspect the main antenna high band contact pads on the Inner Frame and contact pins on the main PBA.



Problem Areas: Network & Signal

Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the pads of main antenna high band are damaged – replace Inner Frame.
3. Replace board.



1.31.2 No/Poor signal - low band

Check:

Inspect the main antenna low band on the Inner Frame.

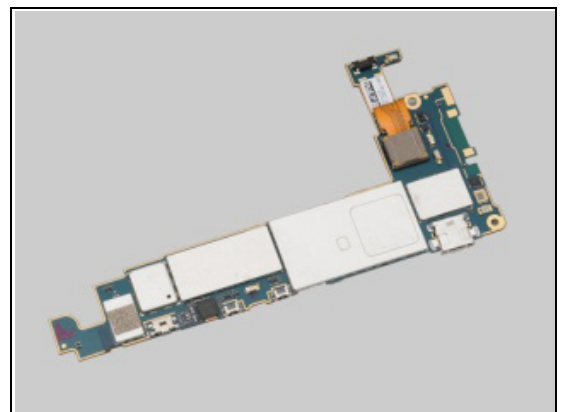


Check:

Inspect the Gasket Conductive on the shield can lid.

Action:

If it is damaged or not proper mounted – replace the Gasket Conductive.



Check:

Inspect the copper surface on the LCD Support.

Action:

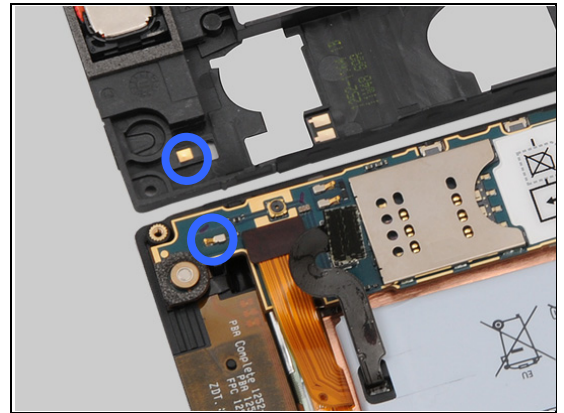
1. If the copper surface is dirty or oxidized – clean it.
2. If it is damaged – replace the LCD Support.



Problem Areas: Network & Signal

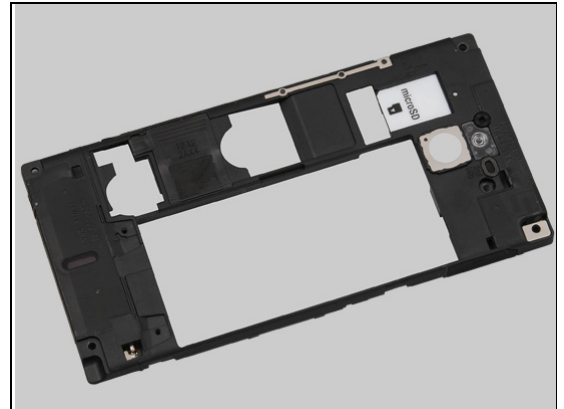
Check:

Inspect the main antenna low band contact pads on the Inner Frame and contact pins on the main PBA.



Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the pads of main antenna low band are damaged – replace Inner Frame.
3. Replace board.



Problem Areas

1.32 SIM

1.32.1 SIM not detected

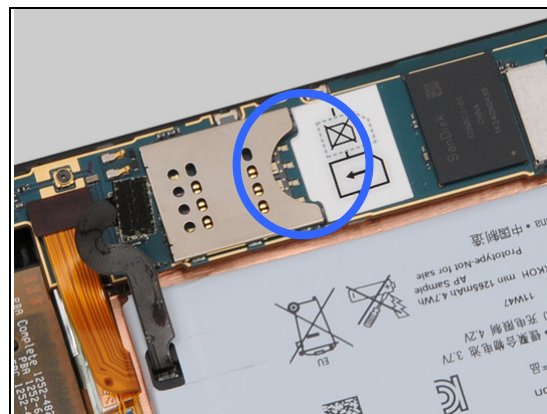
Check:

Inspect the SIM reader.

Action:

1. If dirty or clogged – clean the SIM reader.
2. If damaged or not working – replace board.

Note: The end consumer should primarily use a SIM card of proper size (2FF). Usage of an incompatible SIM card could damage the SIM card or the phone. If the end consumer uses an adapter should it always be a recommended one. Other adapters might damage the phone.



1.32.2 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 (2FF).
2. Replace board.



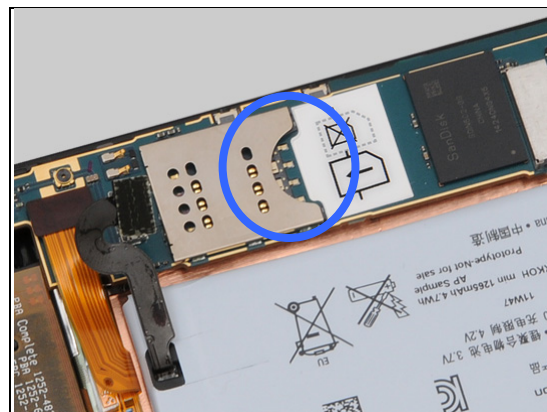
1.32.3 Micro SIM card stuck

Check:

Check whether the SIM reader is stuck by a SIM card.

Action:

1. If stuck – push the SIM card out of the SIM reader, then use a proper operator SIM or test SIM (2FF).
2. Replace board.



Problem Areas

1.33 Charging

1.33.1 Battery will not charge

Check:

Inspect the USB connector.

Action:

If clogged – clean the connector.

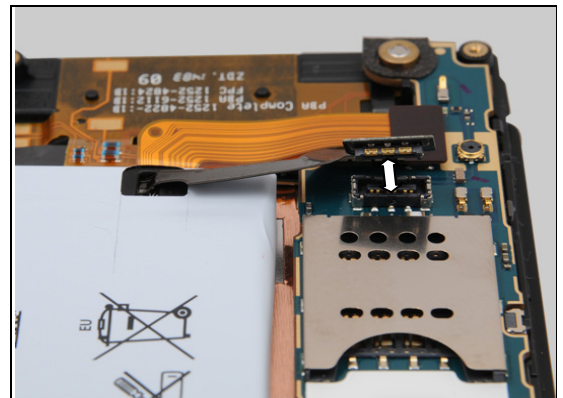


Check:

Inspect the connection between the Battery and the main PBA.

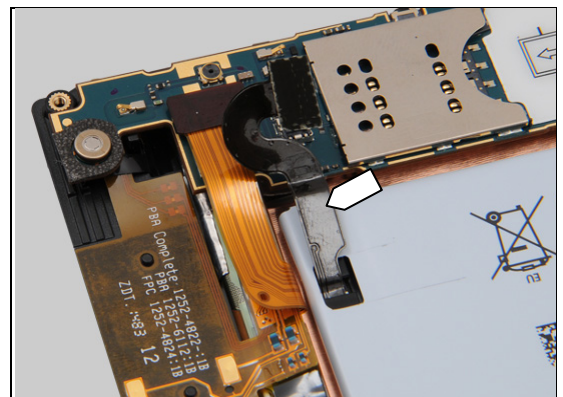
Action:

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



Check:

Inspect the flex film of the Battery.



Action:

1. If the Battery, the flex film or its BtB connector is damaged – replace the Battery.
2. Replace board.



Problem Areas

1.34 HandsFree by Wire

1.34.1 Connection to Portable HandsFree fails

Make sure to use a headset with the CTIA standard.
A warning (*Accessory not supported*) will occur if you use an incorrect headset.

Check:

Inspect the Audio Jack.

Action:

If clogged – clean the connector.

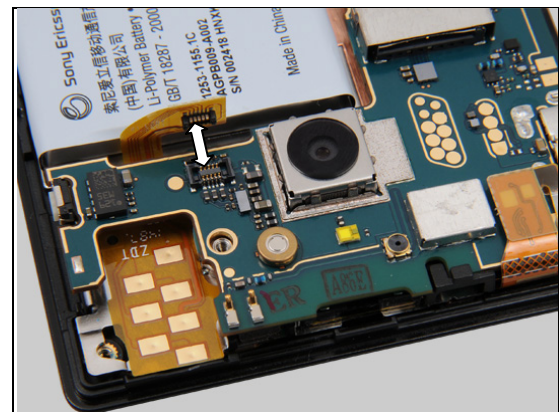


Check:

Inspect the connection between the FPC AV and the main PBA.

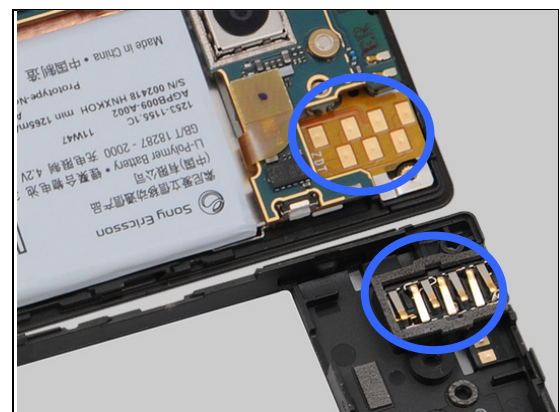
Action:

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



Check:

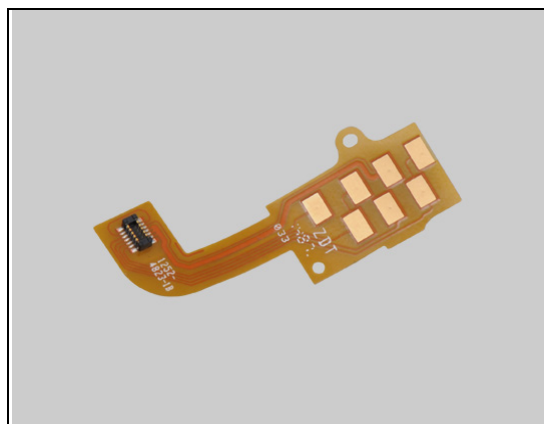
Inspect the contact pins on the Audio Jack and the contact pads on the FPC AV.



Problem Areas: HandsFree by Wire

Action:

1. If dirty or oxidized – clean the pads and pins.
2. If the FPC AV, the contact pads or the connector is damaged – replace the FPC AV.
3. If Audio Jack or contact pins of it are damaged – replace the Audio Jack.
4. Replace board.



Problem Areas

1.35 Data Communication

1.35.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

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



Problem Areas

1.36 Airtouch Function

1.36.1 Airtouch malfunction

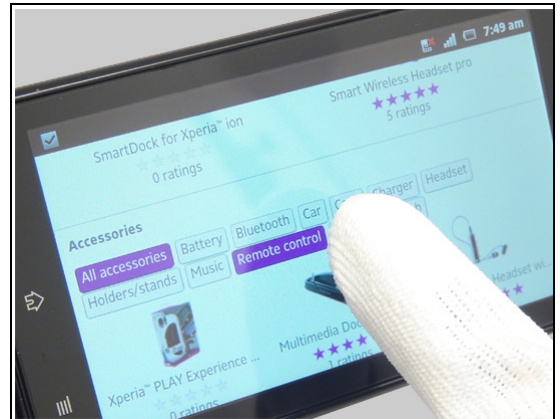
Check:

Inspect the airtouch function.

Action:

If the function not works – flash the phone with latest software version.

Note: *It's better test Airtouch function without gloves. The Airtouch function is working just in typing mode when the touch keyboard appears on the screen.*



Check:

Inspect the touch screen of the Cover Front.

Action:

If dirty – clean it.

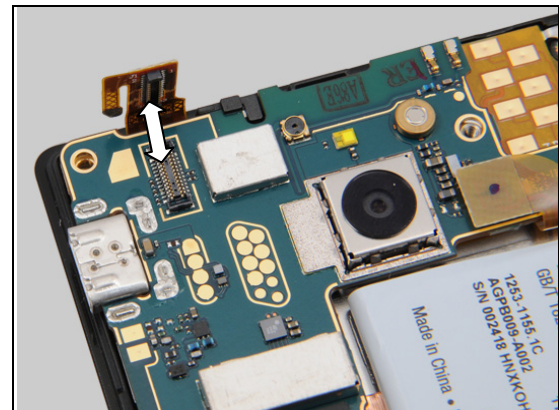


Check:

Inspect the connection between the touch screen flex and the main PBA.

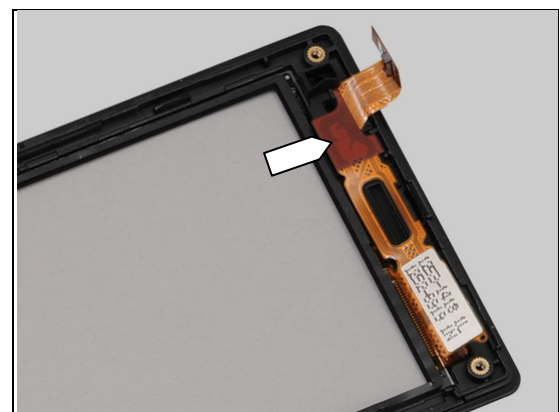
Action:

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



Check:

Inspect the flex film in the top of the Cover Front.



Problem Areas: Airtouch Function

Action:

1. If not properly assembled – disassembly and reassembly.
2. If the Cover Front, the flex film or the BtB connector is damaged – replace the Cover Front.
3. Replace board.



2 Revision History

Rev.	Date	Changes / Comments
1	2012-May-10	Initial release
2	2012-May-23	General adjustments of the entire document.
3	2012-July-10	Updated of the Power, Display, Speaker and SIM chapter.