



Sony Ericsson

Troubleshooting Guide

- mechanical -



Xperia Mini Pro
SK17i, SK17a



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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 after the Power Key is depressed.

Action:

If activation of the vibrator is detected, refer to section 1.4 'Display'.



Check:

Inspect the contact pads on the Battery.

Action:

1. If dirty or oxidized – clean the pads.
2. If damaged – replace the Battery.



Check:

Inspect the Battery contact pins.

Action:

1. If dirty or oxidized – clean the contact pins.
2. If adhesive is detected on the contact pins, use an eraser to gently rub off the adhesive.
3. If damaged – send to higher level of repair.



Check:

Inspect the Power Key.

Action:

1. Refer to section 1.2.6 'On/Off key'.
2. If the Power Key is not damaged – send to higher level of repair.



Problem Areas

1.2 Keys

1.2.1 Home Key

Check:

Inspect the home key on the Touch/Display Front Cover Assy.

Action:

1. If the home key is clogged – clean it.



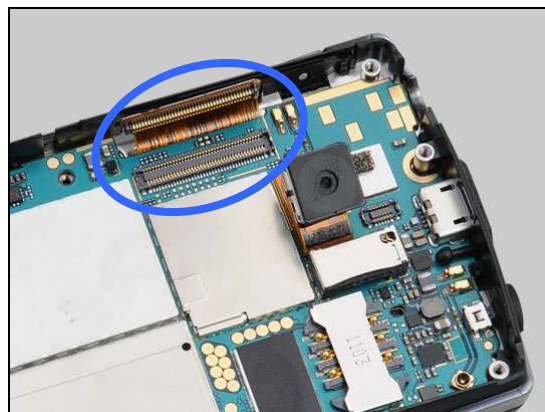
2. If the home key is damaged – replace the Touch/Display Front Cover Assy.

Check:

Inspect the BtB connector of the Hinge FPC 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 home key push switch on the Hinge FPC.

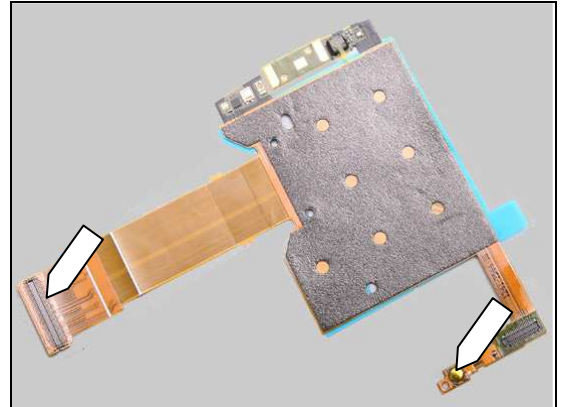
Action:

1. If dirty or clogged – clean the home key push switch.



Problem Areas: Keys

2. If the home key push switch, the FPC or the connector is damaged – replace the Hinge FPC.
3. Send to higher level of repair.



1.2.2 Menu key and Back Key

Check:

Inspect the touch area of the menu key and back key on the Touch/Display Front Cover Assy.

Action:

1. If the touch area is dirty – clean it.



2. If the touch area of the menu key and back key are damaged – replace the Touch/Display Front Cover Assy.

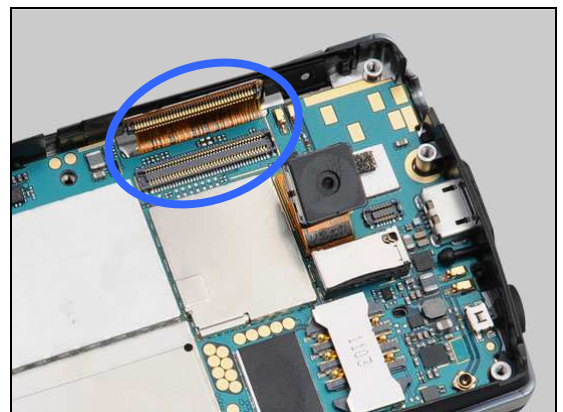


Check:

Inspect the BtB connector of the Hinge FPC to the PBA.

Action:

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





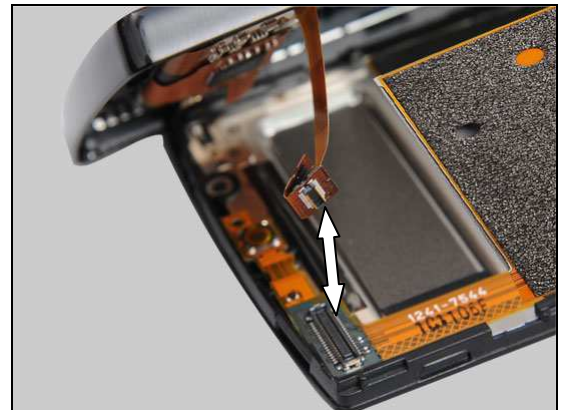
Problem Areas: Keys

Check:

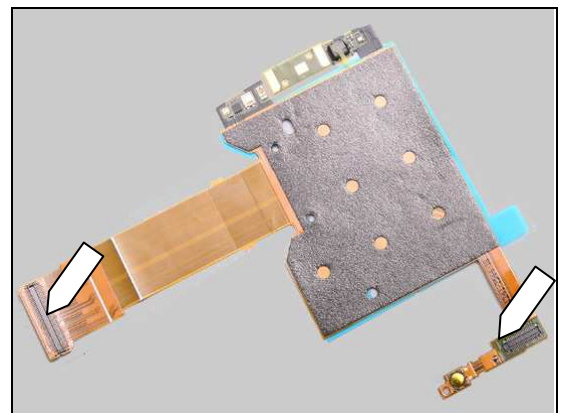
Inspect the BtB connector of the touch/display FPC to the Hinge FPC.

Action:

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



3. If the Hinge FPC or either of its connectors is damaged – replace the Hinge FPC.



4. If the touch/display FPC or its connector is damaged – replace the Touch/Display Front Cover Assy.
5. Send to higher level of repair.



1.2.3 Main Keypad Keys

Check:

Inspect the Main Keypad.

Action:

1. If dirty or clogged – clean it.



Problem Areas: Keys

2. If the Main Keypad is damaged – replace it.



Check:

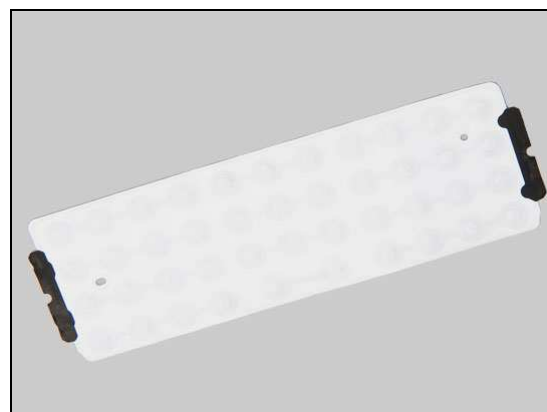
Inspect the Main Keypad Domesheet.

Action:

1. If the Main Keypad Domesheet is clogged or dirty – clean it.



2. If the Main Keypad Domesheet is damaged – replace it.
3. Send to higher level of repair.



1.2.4 Camera Key

Check:

Inspect the Camera Key.

Action:

1. If dirty or clogged – clean it.



Problem Areas: Keys

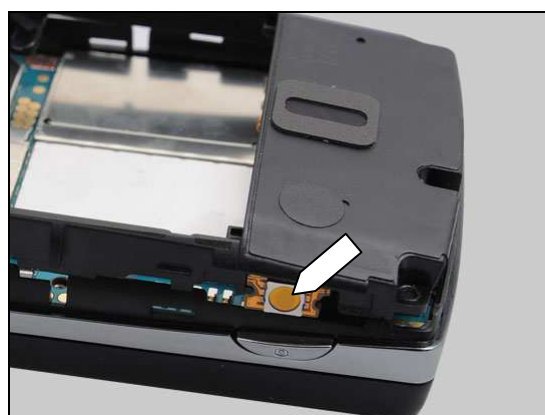
2. If the Camera key is damaged – replace it.

Check:

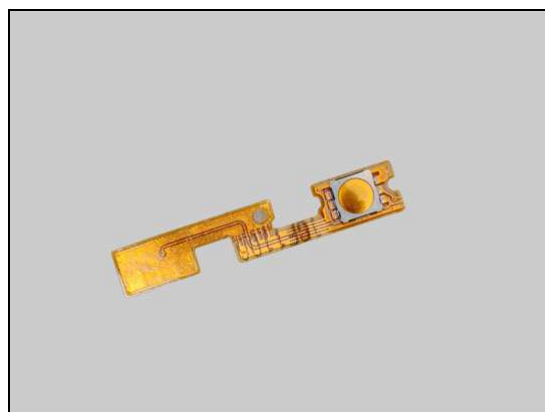
Inspect the camera key push switch on the Camera Key FPC.

Action:

1. If dirty or clogged – clean it.



2. If the camera key push switch damaged – replace the Camera Key FPC.

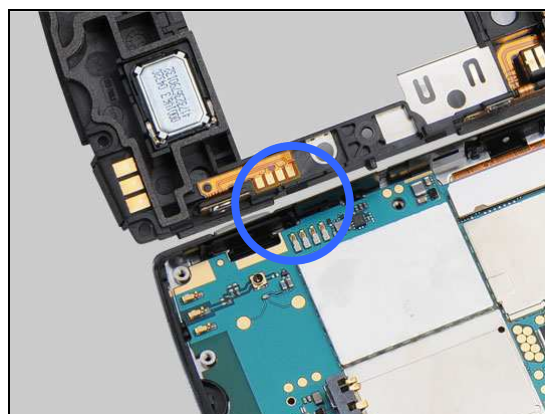


Check:

Inspect the pins on the PBA and the Camera Key FPC pads.

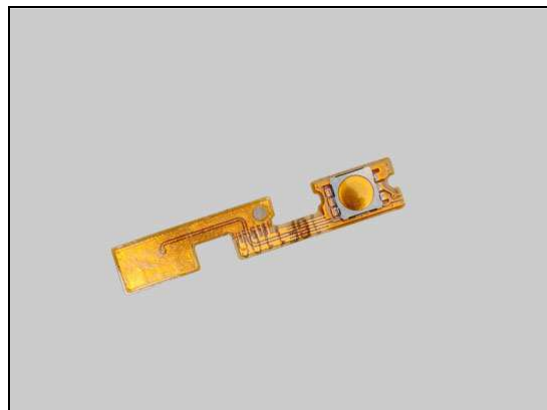
Action:

1. If dirty or oxidized – clean them.



Problem Areas: Keys

2. If the Camera Key FPC or its pads is damaged – replace the Camera Key FPC.
3. Send to higher level of repair.



1.2.5 Volume Key

Check:

Inspect the Volume Key.

Action:

1. If dirty or clogged – clean it.



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



Check:

Inspect the two volume key push switches.

Action:

1. If dirty or oxidized – clean them.





Problem Areas: Keys

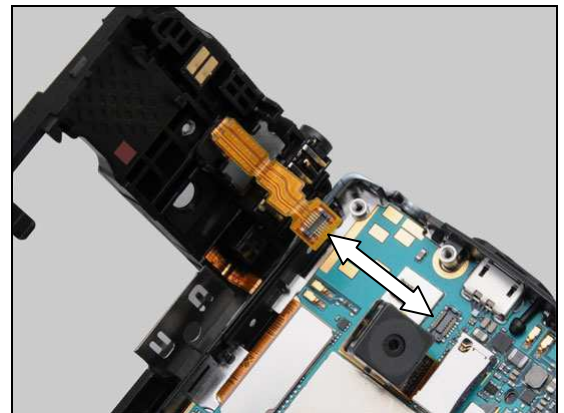
2. If the volume key push switches is damaged – replace the Flash LED FPC.

Check:

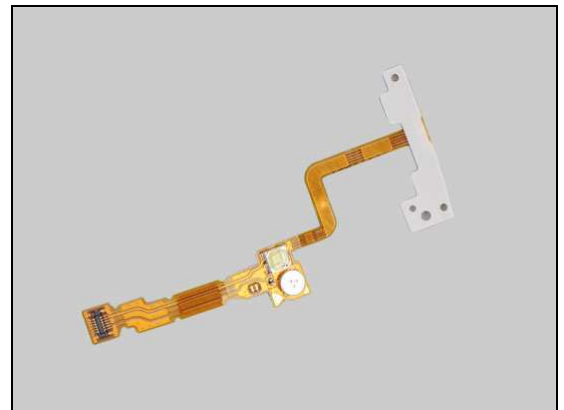
Inspect the BtB connector of the Flash LED FPC to the PBA

Action:

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



3. If the Flash LED FPC or its connector is damaged – replace it.
4. Send to higher level of repair.



1.2.6 On/Off key

Check:

Inspect the Power Key (a) on the Lower Front Cover Assy and the input switch (b) on the PBA.

Action:

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



Problem Areas: Keys

2. If the Power Key (a) is damaged – replace it.
3. Send to higher level of repair.





Problem Areas

1.3 Touch Screen

1.3.1 Touch screen malfunction

Check:

Inspect the touch screen.

Action:

1. If dirty – clean it.



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

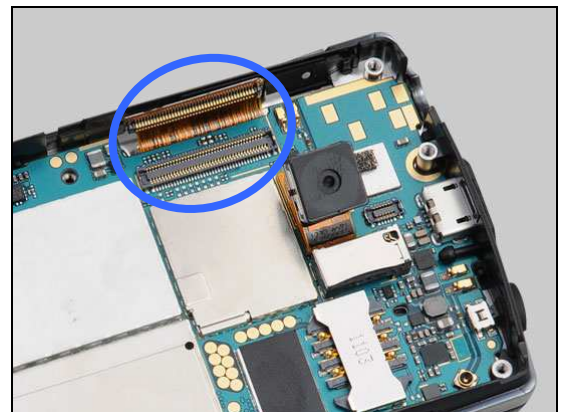


Check:

Inspect the BtB connector of the Hinge FPC to the PBA.

Action:

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

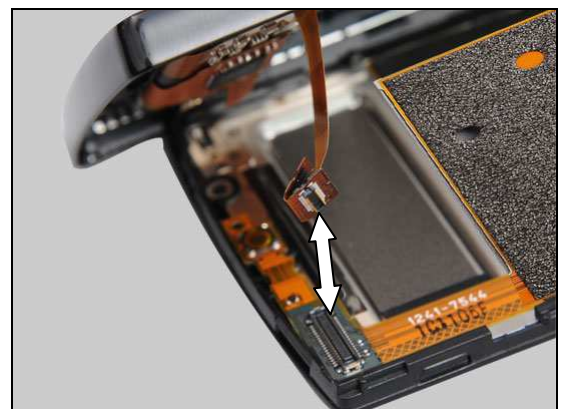


Check:

Inspect the BtB connector of the touch /display FPC to the Hinge FPC.

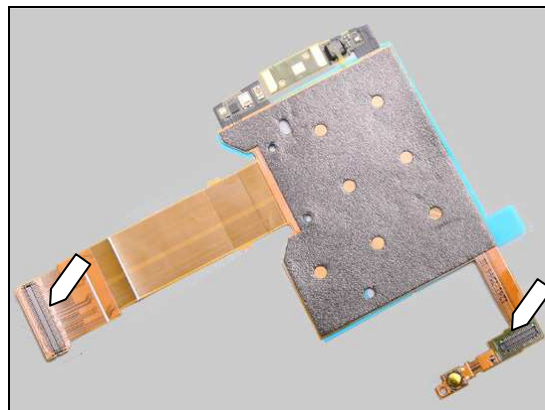
Action:

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



Problem Areas: Touch Screen

3. If the Hinge FPC or either of its connectors is damaged – replace the Hinge FPC.



4. If the touch /display FPC or its connector is damaged – replace the Touch/Display Front Cover Assy.

5. Send to higher level of repair.



Problem Areas

1.4 Display

1.4.1 Graphics & Illumination

Check:

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

Action:

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

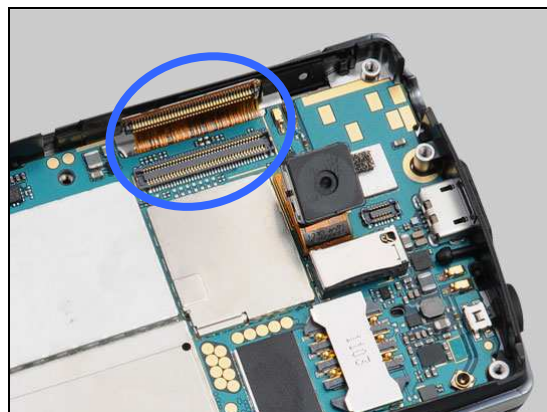


Check:

Inspect the BtB connector of the Hinge FPC to the PBA.

Action:

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

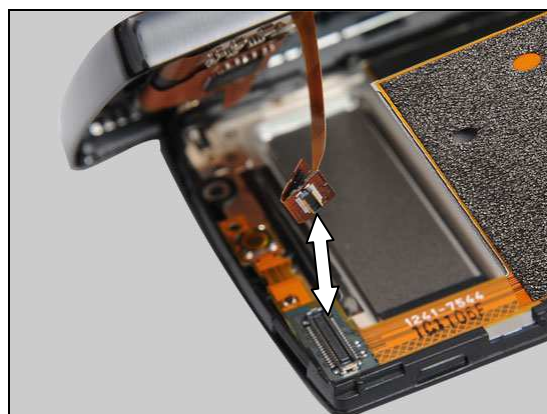


Check:

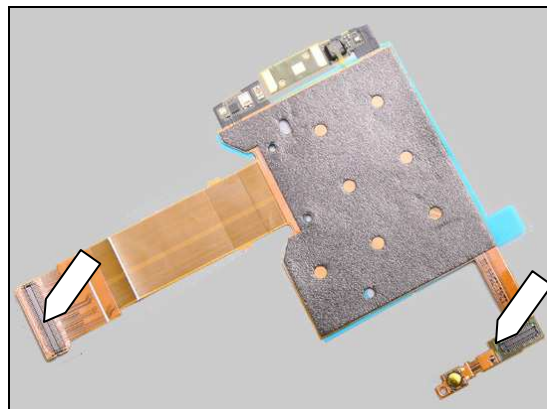
Inspect the BtB connector of the touch/display FPC to the Hinge FPC.

Action:

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



3. If the Hinge FPC or either of its connectors is damaged – replace the Hinge FPC.



Problem Areas: Display

4. If the touch/display FPC or its connector is damaged – replace the Touch/Display Front Cover Assy.
5. Send to higher level of repair.



Problem Areas

1.5 LED/Illumination

1.5.1 LED Red/Green/Blue

Check:

Inspect the external window area of LED red/green/blue on the Touch/Display Front Cover Assy.



Action:

1. If dirty or clogged – clean it.
2. If the external window area is damaged – replace the Touch/Display Front Cover Assy.

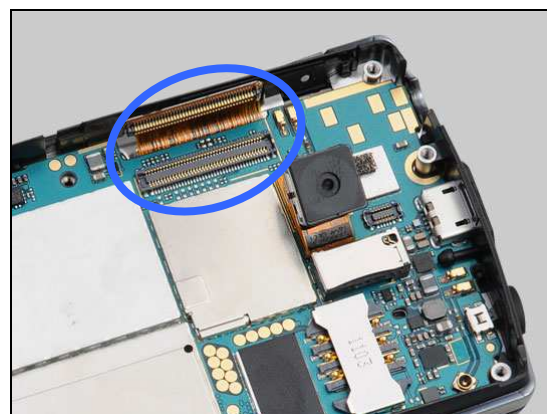


Check:

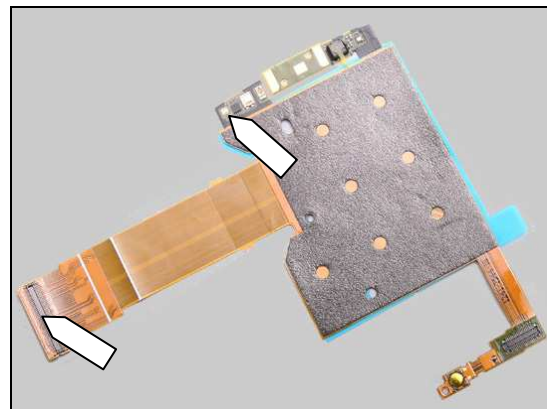
Inspect the BtB connector of the Hinge FPC to the PBA.

Action:

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



3. If the Hinge FPC, its connector or the LED is damaged – replace the Hinge FPC.
4. Send to higher level of repair.



Problem Areas: LED/Illumination

1.5.2 Illumination of Menu key and Back Key

Check:

Inspect the illumination window of the menu key and back key.

Action:

1. If dirty – clean them.

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

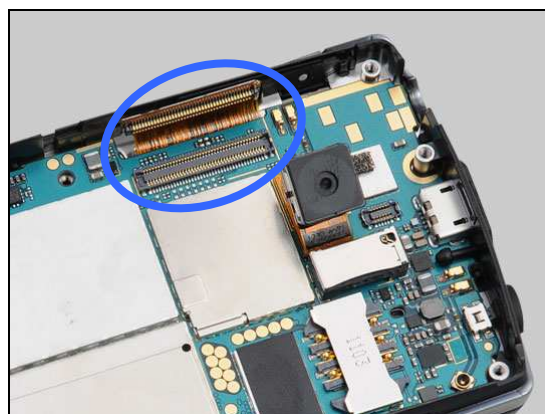


Check:

Inspect the BtB connector of the Hinge FPC to the PBA.

Action:

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

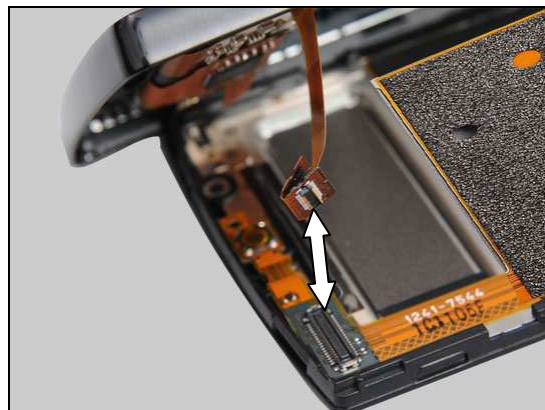


Check:

Inspect the BtB connector of the touch/display FPC to the Hinge FPC.

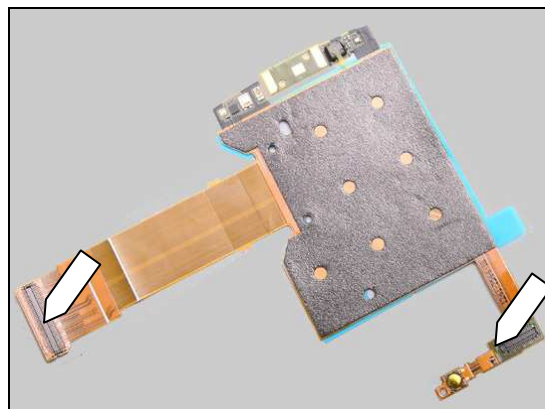
Action:

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



Problem Areas: LED/Illumination

3. If the Hinge FPC or either of its connectors is damaged – replace the Hinge FPC.



4. If the touch/display FPC or its connector is damaged – replace the Touch/Display Front Cover Assy.

5. Send to higher level of repair.



1.5.3 Keypad Illumination

Check:

Inspect the illumination on the Main Keypad.

Action:

1. If dirty or clogged – clean it.



2. If the Main keypad damaged – replace it.



Problem Areas: LED/Illumination

Check:

Inspect the light guide film and light protection film of the Main Keypad Dome Sheet.

Action:

1. If the light guide film is dirty – clean it.
2. If the light protection film is not properly attached – reattach it.

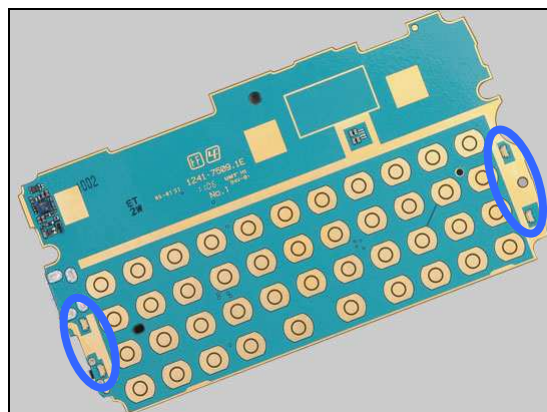
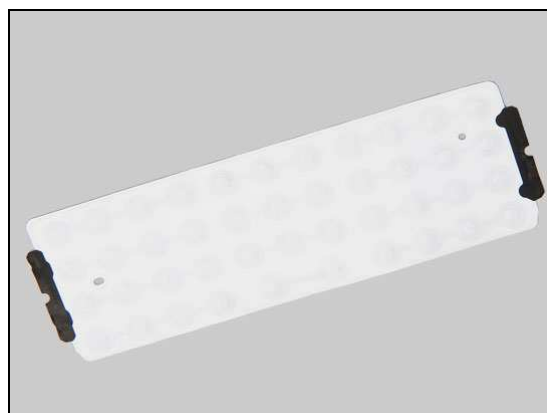
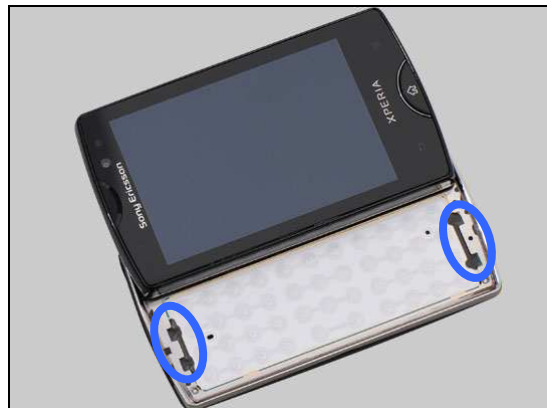
3. If damaged – replace the Main Keypad Domesheet.

Check:

Inspect the LEDs on the PBA.

Action:

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



Problem Areas

1.6 Speaker

1.6.1 Loudspeaker

Check:

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

Action:

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



Check:

Inspect the Loudspeaker's mesh on the Lower Rear Cover Assy.

Action:

1. If clogged – clean the speaker mesh.
2. If not attached well – press it to secure solid attachment.



3. If the mesh is damaged – replace the Loud Speaker Mesh.

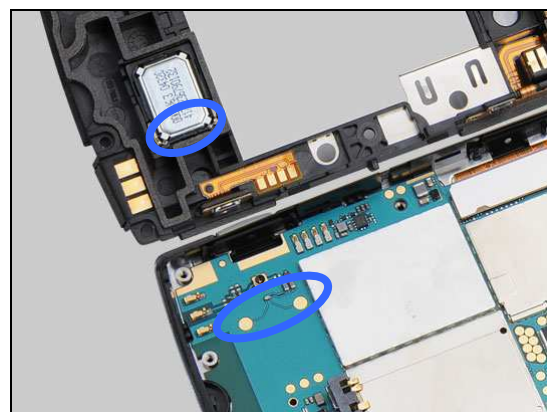


Check:

Inspect the pins of Loudspeaker and the pads on the PBA.

Action:

1. If dirty or oxidized– clean them.



Problem Areas: Speaker

2. If the Loudspeaker is damaged – replace the Loudspeaker.
3. Send to higher level of repair.

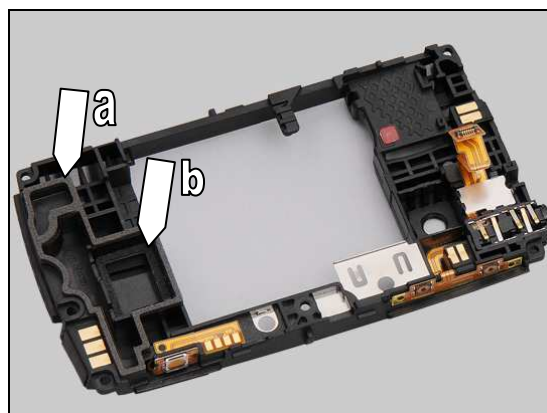


Check:

Inspect the speaker box gasket (a) and speaker gasket (b).

Action:

1. If speaker box gasket is damaged or peeled off – replace Lower Rear Cover Assy.
2. If speaker gasket is not attached in the right position – replace the speaker gasket.
3. Send to higher level of repair.





Problem Areas

1.7 Earphone

1.7.1 Earphone

Check:

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

Action:

1. If clogged – clean it.



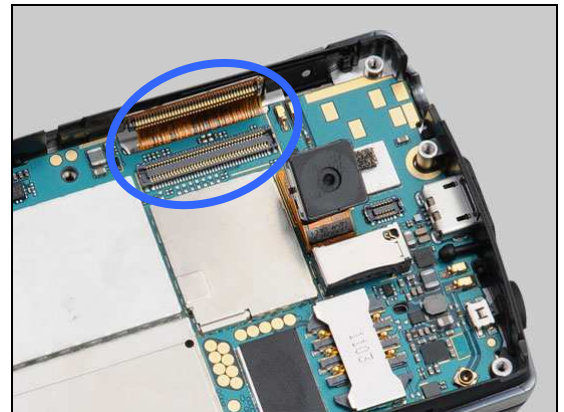
2. If damaged – replace the Receiver Deco or Touch/Display Front Cover Assy.

Check:

Inspect the BtB connector of the Hinge FPC 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 pins of Receiver and the pads on the Hinge FPC.

Action:

- If dirty or oxidized– clean them.





Problem Areas: Earphone

Check:

Inspect the Receiver.

Action:

If damaged – replace it.

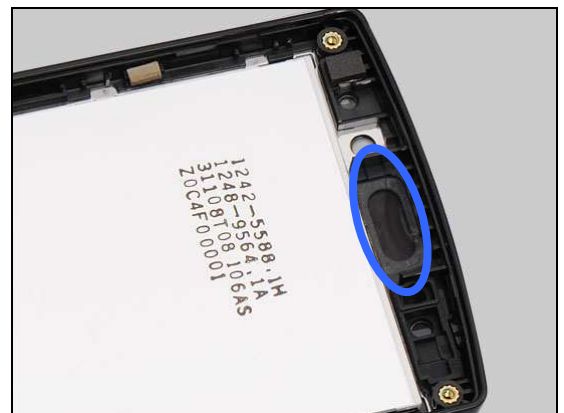


Check:

Inspect the Receiver Mesh on the Touch/Display Front Cover Assy.

Action:

1. If the dirty or clogged – clean it.



2. If damaged – replace the Receiver Mesh.



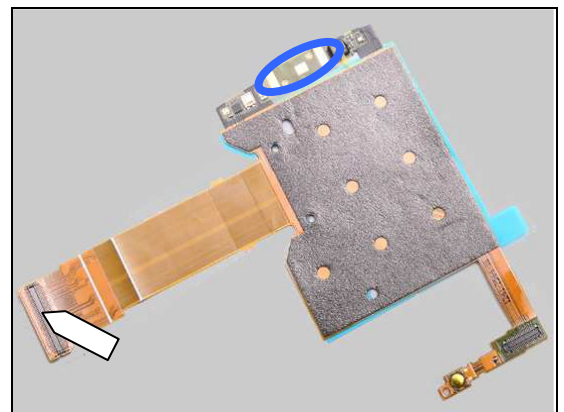
Check:

Inspect the pads and connector on the Hinge FPC.

Action:

1. If the FPC, the connector or the pads is damaged– replace the Hinge FPC.

2. Send to higher level of repair.





Problem Areas

1.8 Microphone

1.8.1 First Microphone

Check:

Inspect the microphone's external port on the Main Keypad.

Action:

1. If clogged – clean the port.

2. If the port is damaged – replace the Main Keypad.



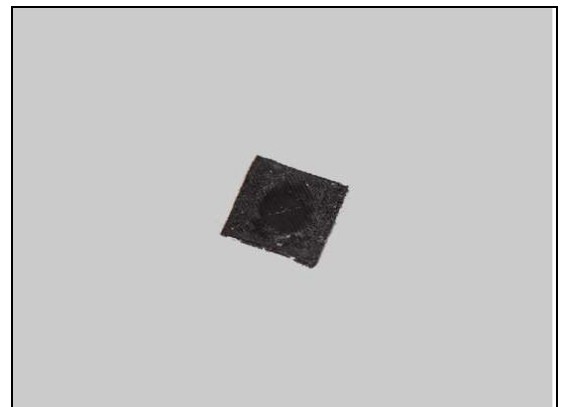
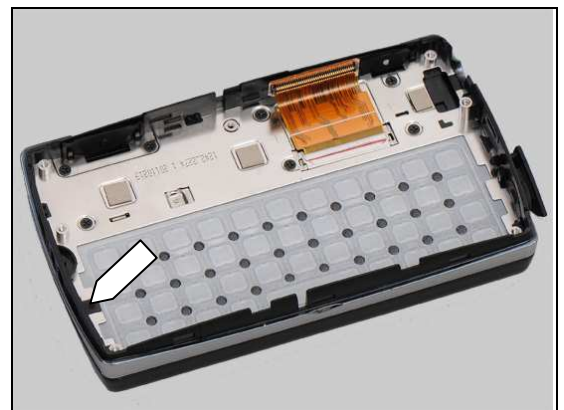
Check:

Inspect the First Mic Mesh.

Action:

1. If dirty or clogged – clean it.

2. If damaged – replace it.





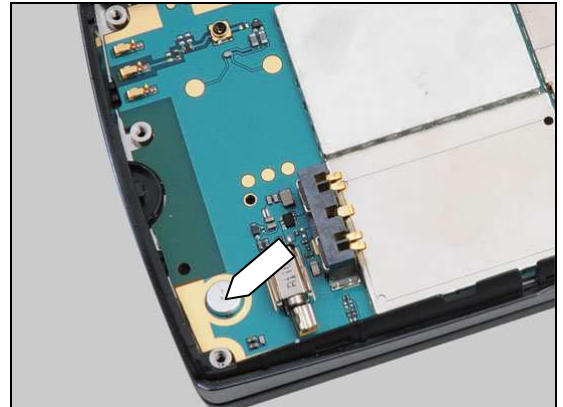
Problem Areas: Microphone

Check:

Inspect the microphone on the PBA.

Action:

Send to higher level of repair.



1.8.2 Second Microphone

Check:

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

Action:

1. If dirty or clogged – clean the port.
2. If port is damaged – replace Battery Cover.



Check:

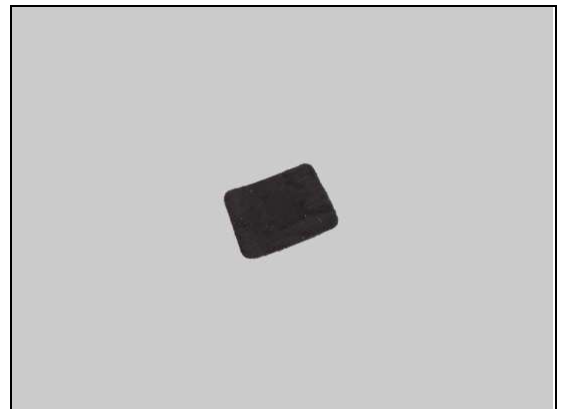
Inspect the Second Mic Mesh on the Lower Rear Cover Assy.

Action:

1. If dirty or clogged – clean it.



2. If the Second Mic Mesh is damaged – replace it.



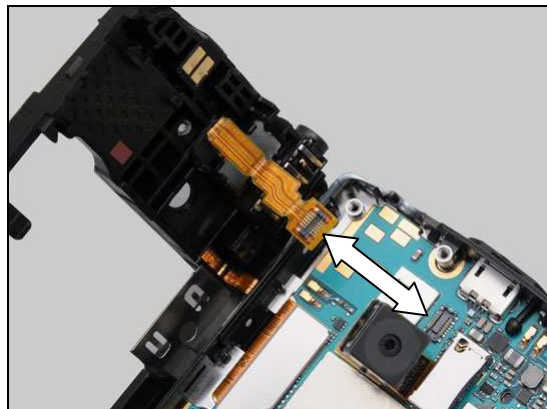
Problem Areas: Microphone

Check:

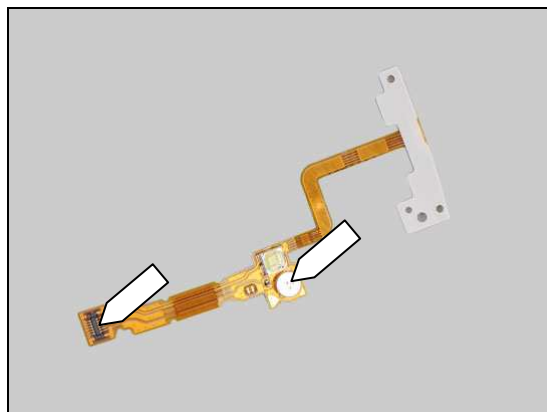
Inspect the BtB connector of the Flash LED FPC to the PBA.

Action:

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



3. If the second microphone, the FPC or the connector is damaged – replace the Flash LED FPC.
4. Send to higher level of repair.



Problem Areas

1.9 Vibrator

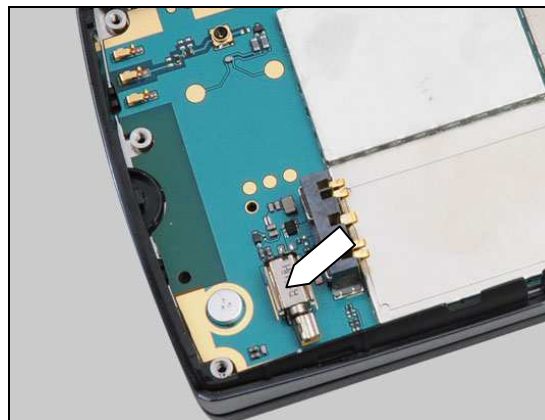
1.9.1 Vibrator not generating alerts

Check:

Inspect the vibrator on the PBA.

Action:

Send to higher level of repair.



Problem Areas

1.10 Camera

1.10.1 Main Camera defects

Check:

Inspect the Camera Window on the Lower Rear Cover Assy.

Action:

1. If dirty – clean the window.

2. If scratched or damaged – replace the Camera Window.

Check:

Inspect the BtB connector of the Camera to the PBA.

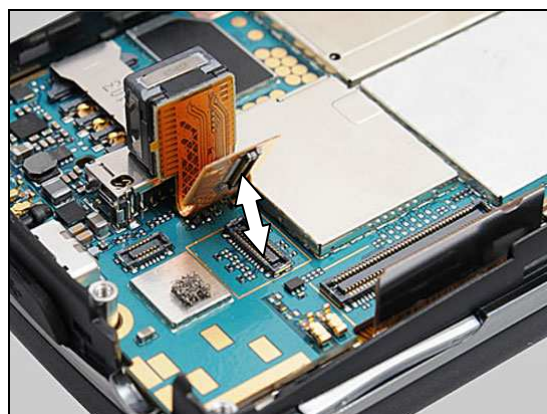
Action:

1. If not properly connected – disconnect and reconnect.

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

3. If the Camera is damaged – replace it.

4. Send to higher level of repair.



Problem Areas: Camera

1.10.2 Video Call Camera defects

Check:

Inspect the video camera window area on the Touch/Display Front Cover Assy.

Action:

1. If dirty – clean the window area.

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

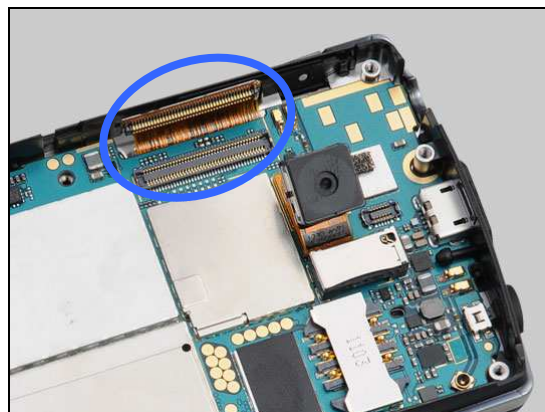


Check:

Inspect the BtB connector of the Hinge FPC 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 VGA Camera Rubber Carrier on the VGA camera.





Problem Areas: Camera

Action:

1. If not properly mounted – remount it.
2. If the VGA Camera Rubber Carrier damaged – replace it.

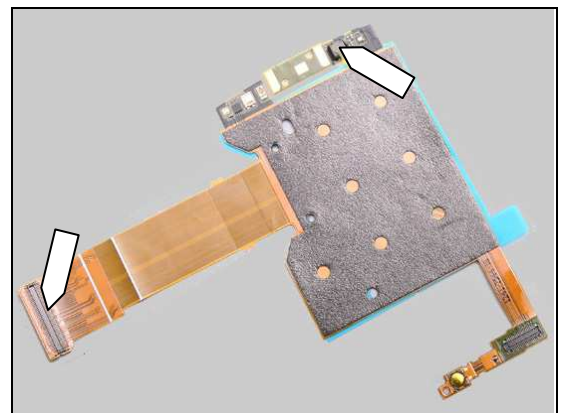


Check:

Inspect the VGA Camera and the Hinge FPC.

Action:

1. If the FPC, the VGA Camera or the BtB connector is damaged – replace the Hinge FPC.
2. Send to higher level of repair.





Problem Areas

1.11 Flash LED

1.11.1 Flash LED not flashing

Check:

Inspect the flash window on the Lower Rear Cover Assy.

Action:

1. If dirty – clean the window.

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

Check:

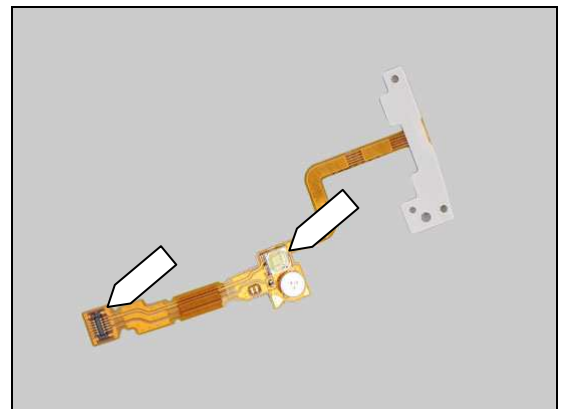
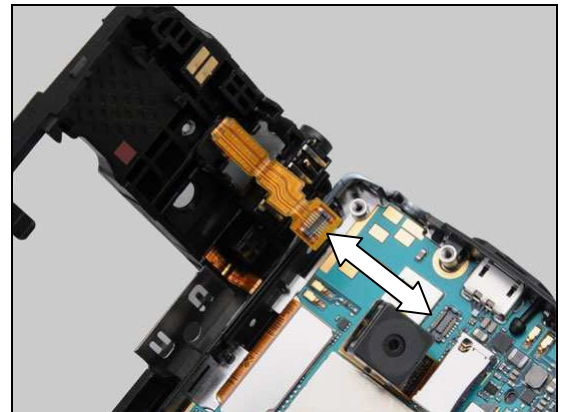
Inspect the BtB connector of the Flash LED FPC to the PBA.

Action:

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

3. If the Flash LED, the FPC or its connector is damaged – replace the Flash LED FPC.

4. Send to higher level of repair.



Problem Areas

1.12 Bluetooth and WLAN

1.12.1 Bluetooth and WLAN malfunctions

Check:

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

Action:

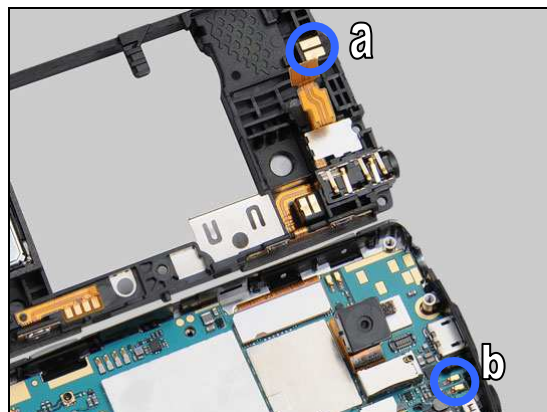
If the antenna is damaged – replace the Lower Rear cover Assy.

Check:

Inspect the contact pads (a) on the Lower Rear Cover Assy and the pins (b) on the PBA

Action:

1. If dirty or oxidized – clean them.
2. If the pads are damaged – replace the Lower Rear Cover Assy.
3. Send to higher level of repair.





Problem Areas

1.13 GPS

1.13.1 GPS malfunctions

Check:

Inspect the GPS antenna on the Lower Rear Cover Assy.



Action:

If the antenna is damaged – replace the Lower Rear cover Assy.

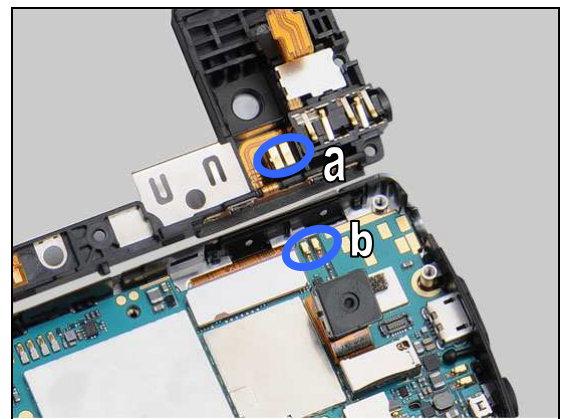


Check:

Inspect the GPS antenna contact pads (a) on the Lower Rear Cover Assy and the contact pins (b) on the PBA.

Action:

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



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

3. Send to higher level of repair.





Problem Areas

1.14 Compass

1.14.1 Compass fails

Action:

Send to higher level of repair.



Problem Areas

1.15 Accelerometer

1.15.1 Accelerometer test fails

Action:

Send to higher level of repair.

Problem Areas

1.16 Ambient Light Sensor

1.16.1 Light Sensor malfunctions

Check:

Inspect the Light Sensor window on the Touch/Display Front Cover Assy.

Action:

1. If dirty – clean it.



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

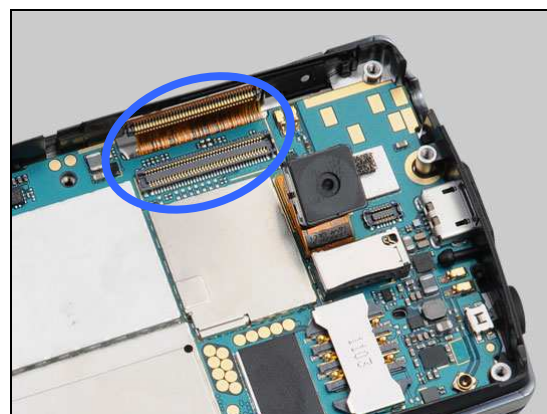


Check:

Inspect the BtB connector of the Hinge FPC to the PBA.

Action:

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

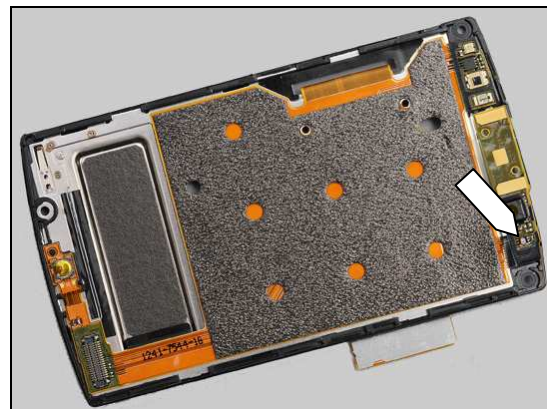


Check:

Inspect the light sensor and the Hinge FPC.

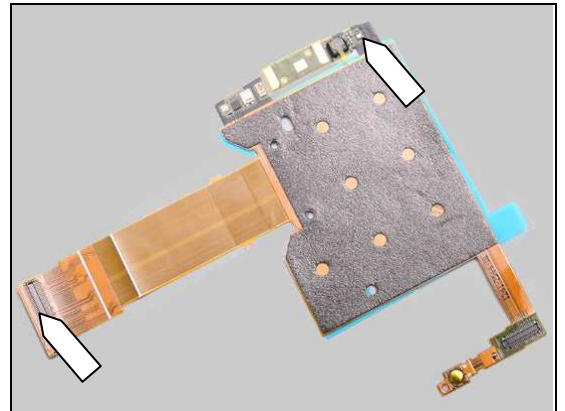
Action:

1. If the light sensor is dirty or clogged – clean it.



Problem Areas: Ambient Light Sensor

2. If the FPC, light sensor or the BtB connector is damaged – replace the Hinge FPC.
3. Send to higher level of repair.



Problem Areas

1.17 Proximity switch

1.17.1 Proximity switch malfunctions

Check:

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

Action:

1. If dirty or clogged – clean it.

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

Check:

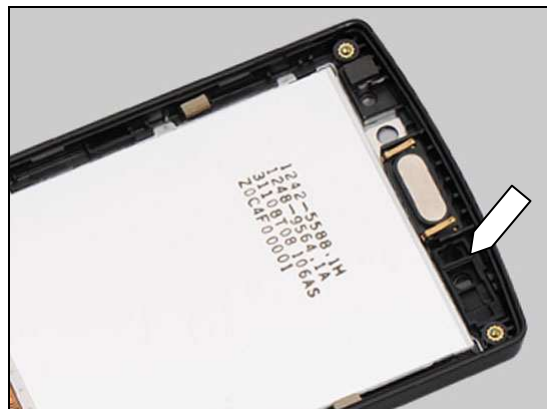
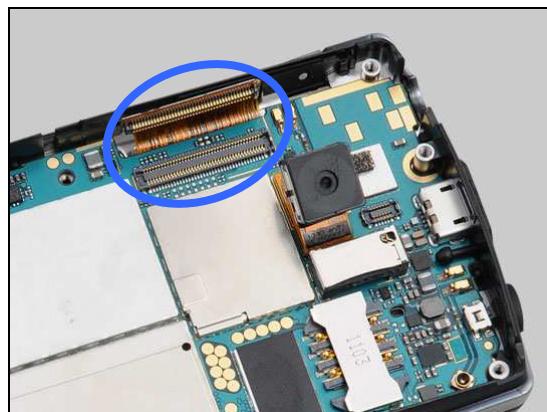
Inspect the BtB connector of the Hinge FPC to the PBA.

Action:

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

Check:

Inspect the rubber on the Touch/Display Front Cover Assy.





Problem Areas: Proximity switch

Action:

If deformed – replace the Touch/Display Front Cover Assy.

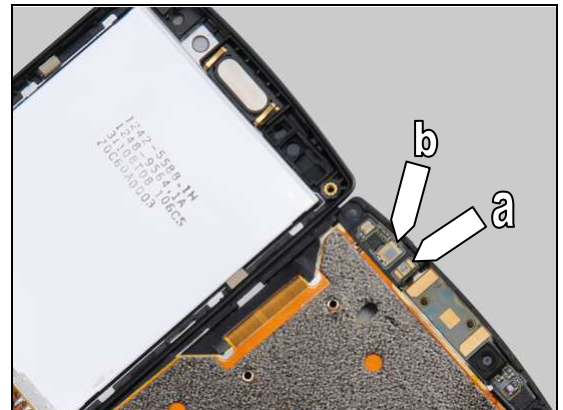


Check:

Inspect the proximity switch (a) and proximity sensor (b) on the Hinge FPC.

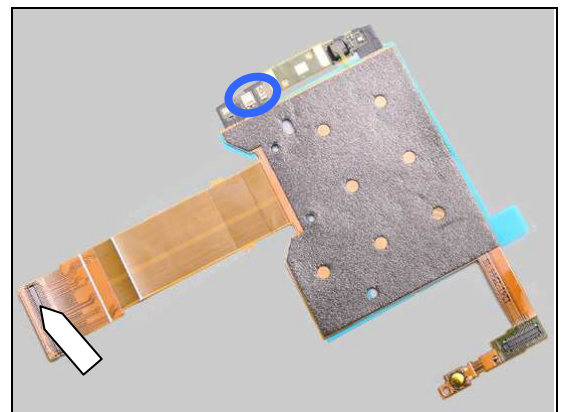
Action:

1. If dirty or clogged – clean them.



2. If the FPC, the Proximity switch or the BtB connector is damaged – replace the Hinge FPC.

3. Send to higher level of repair.





Problem Areas

1.18 Real Time Clock

1.18.1 Real Time Clock test fails

Action:

Send to higher level of repair.



Problem Areas

1.19 Total call time

1.19.1 Total call time fails

Action:

Send to higher level of repair.

Problem Areas

1.20 External Memory

1.20.1 Memory Card not detected

Check:

Inspect the insert port of the memory card holder on the Lower Rear Cover Assy.

Action:

1. If dirty or clogged – clear it.

2. If damaged – replace the Lower Rear Cover Assy.

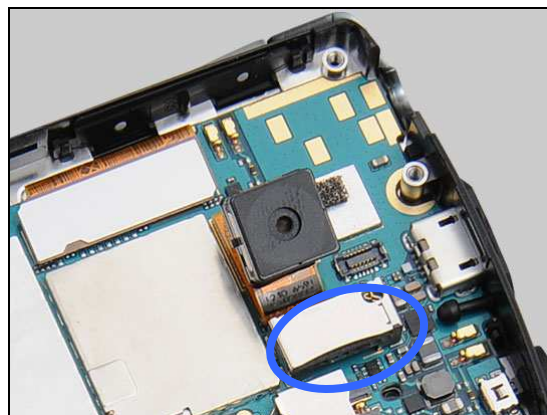
Check:

Inspect the Memory Card holder.

Action:

1. If dirty or oxidized – clean the holder.

2. Send to higher level of repair.





Problem Areas

1.21 Security

1.21.1 Security fails

Action:

Send to higher level of repair.

Problem Areas

1.22 FM Radio

1.22.1 No/Poor FM Radio reception

Check:

Inspect the Audio Jack Connector.

Action:

1. If dirty or clogged – clean the connector.

2. If the Audio Jack Connector is damaged – replace it.

Check:

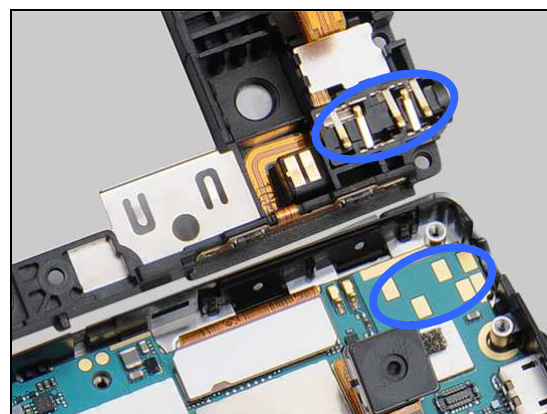
Inspect the contact pins on the Audio Jack Connector and the contact pads on the PBA.

Action:

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

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

3. Send to higher level of repair.



Problem Areas

1.23 Battery test

1.23.1 Battery test fails

N/A. No embedded battery in this product.

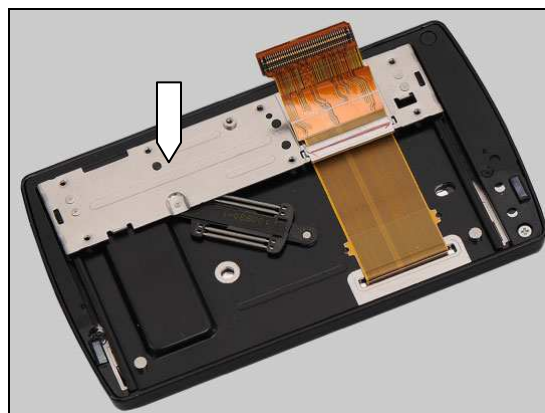
Problem Areas

1.24 Sliding

1.24.1 Hinge Slider & Magnet

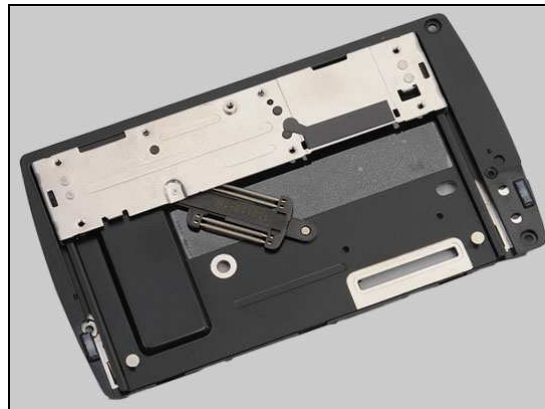
Check:

Inspect the sliding of the Hinge Assy.



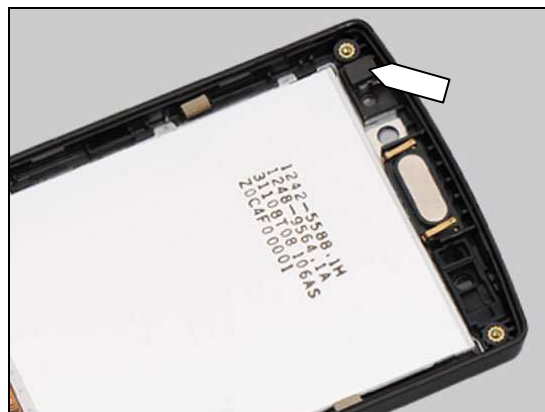
Action:

If the slider of the Hinge Assy is clogged or damaged – replace the Hinge Assy.



Check:

Inspect the magnet on the Touch/Display Front Cover Assy.



Action:

1. If the magnet is damaged or missed – replace the Touch/Display Front Cover Assy.
2. Send to higher level of repair.



Problem Areas: Sliding

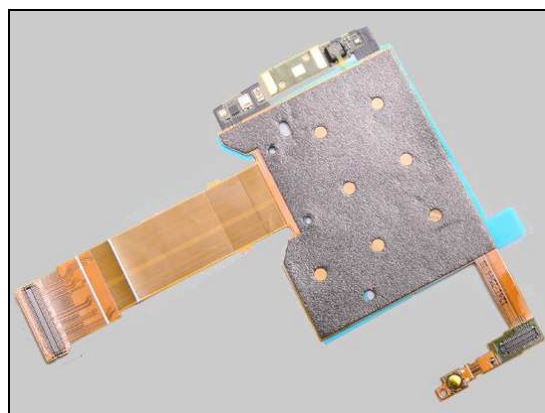
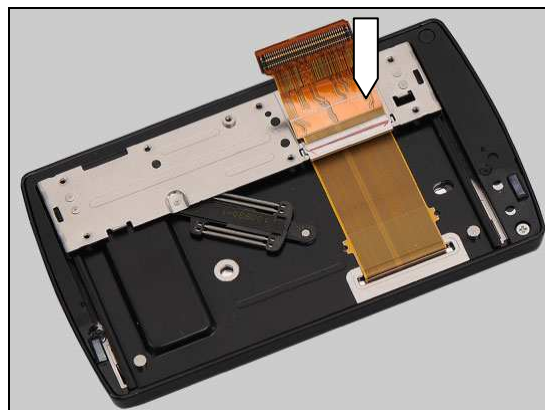
1.24.2 Hinge FPC

Check:

Inspect the Hinge FPC.

Action:

1. If damaged – replace the Hinge FPC.
2. Send to higher level of repair.





Problem Areas

1.25 Verify Certificates

1.25.1 Verify certificates fails

Action:

Send to higher level of repair.



Problem Areas

1.26 IrDA Test

1.26.1 IrDA test fails

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



Problem Areas

1.27 HDMI Test

1.27.1 HDMI test fails

N/A. No HDMI function in this product.



Problem Areas

1.28 Connector Ground Test

1.28.1 Connector Ground test fails

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



Problem Areas

1.29 Network & Signal

1.29.1 No/Poor signal

Check:

Inspect the Main Antenna on the Lower Rear Cover Assy.



Action:

If Main Antenna is damaged – replace the Lower Rear Cover Assy.

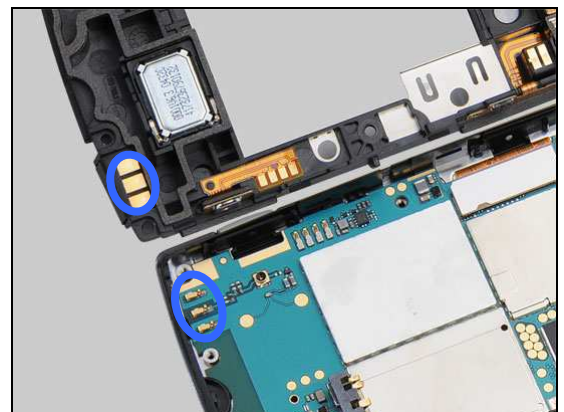


Check:

Inspect the main antenna contact pads on the Lower Rear Cover Assy and contact pins on the PBA.

Action:

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



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

3. Send to higher level of repair.



Problem Areas

1.30 SIM

1.30.1 SIM not detected

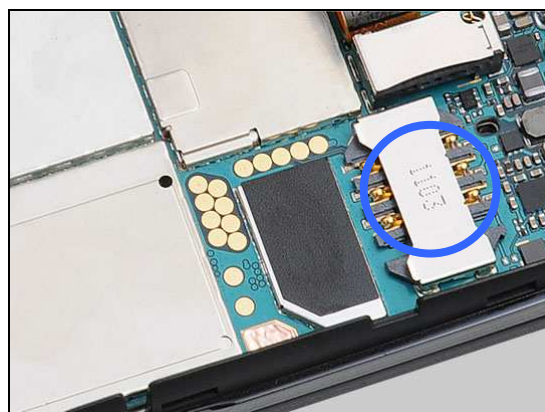
Check the SIM holder.

Check:

Inspect the SIM holder.

Action:

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



1.30.2 Incorrect SIM indicated

Check:

Check whether the phone is locked to a particular operator and whether the correct operator SIM is being used.

Action:

1. Use a proper operator SIM or test SIM.
2. Send to higher level of repair.



Problem Areas

1.31 Charging

1.31.1 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.
3. If the pins are damaged – Send to higher level of repair.



Check:

Inspect the USB connector.

Action:

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



Problem Areas

1.32 HandsFree by Wire

1.32.1 Connection to Portable HandsFree fails

Check:

Inspect the Audio Jack Connector.

Action:

1. If dirty or clogged – clean the connector.

2. If the Audio Jack Connector is damaged – replace it.

Check:

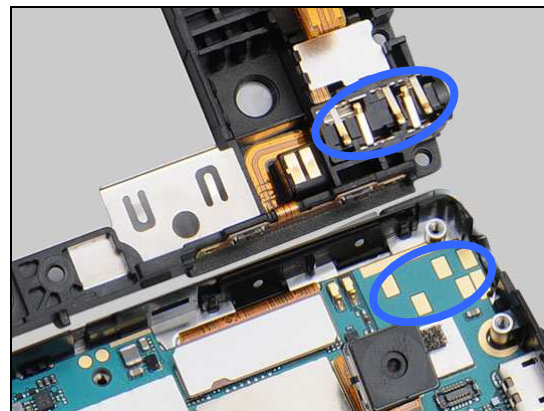
Inspect the contact pins on the Audio Jack Connector and the contact pads on the PBA.

Action:

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

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

3. Send to higher level of repair.



Problem Areas

1.33 Data Communication

1.33.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

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





2 Revision History

Rev.	Date	Changes / Comments
1	2011-Jul-12	Initial release