

Troubleshooting Guide

- mechanical -



ST27i, ST27a

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1 Problem Areas

1.1 Power

1.1.1 Will not power on or will switch off randomly

Check: whether the embedded battery is out of power or not.

Action: Make sure that the battery is charged for at least 30 minutes before you turn on the phone.

Check: whether the phone vibrates after the on/off key is depressed.

Action: If activation of the Vibrator is detected, refer to section 1.4 'Display'.

Check:

Inspect the BtB connector of Battery to the Main PBA.

Action:

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

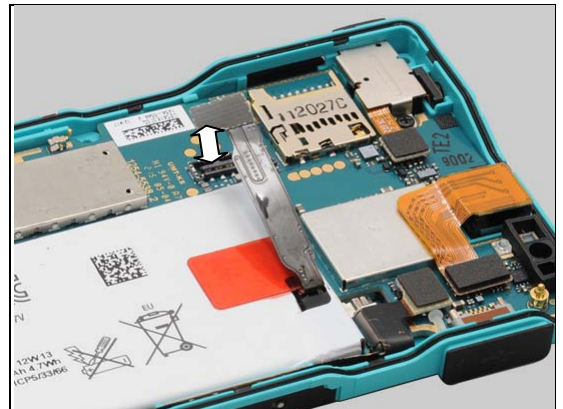
3. If the Battery or its BtB connector is damaged – replace the Battery.

Check:

Inspect the on/off key.

Action

1. Refer to section 1.2.3 'On/Off key'.
2. Replace board.



Problem Areas

1.2 Keys

1.2.1 Home, Menu and Back Keys

Check:

Inspect the Home/Menu/Back keys on the Cover Front Housing Display Assy.

Action

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



1.2.2 Volume Key

Inspect the volume key on the Battery Cover Assy.

Action:

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



Check:

Inspect the Key sealing Shading film for volume key on the Back Housing Assy.



Problem Areas: Keys

Action:

If damaged – replace it.

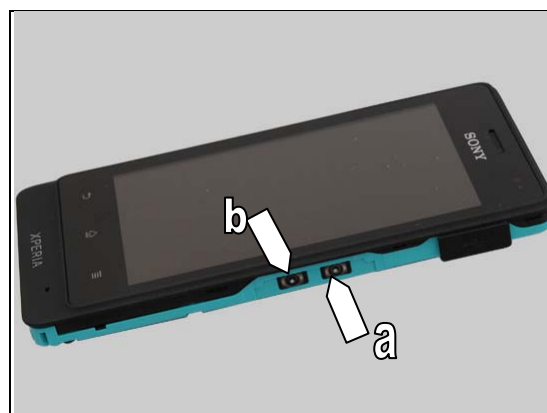


Check:

Inspect the Key Sealing Gasket (a & b) on the Back Housing Assy.

Action:

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



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

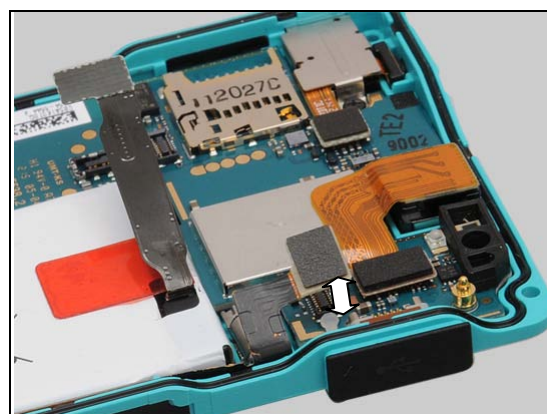


Check:

Inspect the BtB connector of the Vibrator Main Mic Volume key FPC to the Main 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:

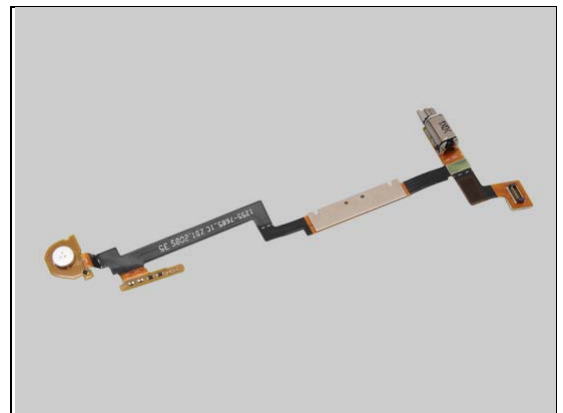
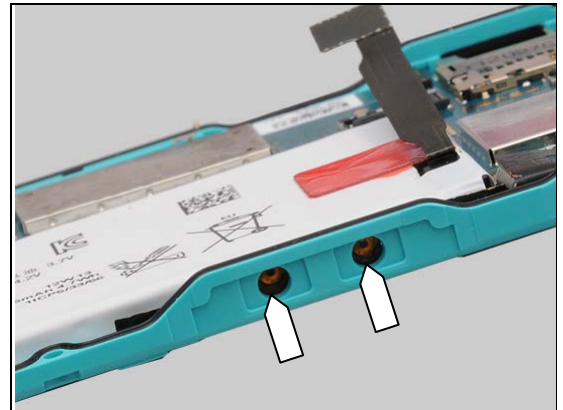
Inspect the volume key input switches on the Vibrator Main Mic Volume key FPC.

Action:

1. If dirty or clogged – clean them.

2. If the Vibrator Main Mic Volume key FPC or its BtB connector is damaged – replace it.

3. Replace board.



1.2.3 On/Off key

Check:

Inspect the on/off key on the Battery Cover Assy.

Action:

1. If dirty or clogged – clean it.

2. If on/off key is damaged – replace the Battery Cover Assy.



Problem Areas: Keys

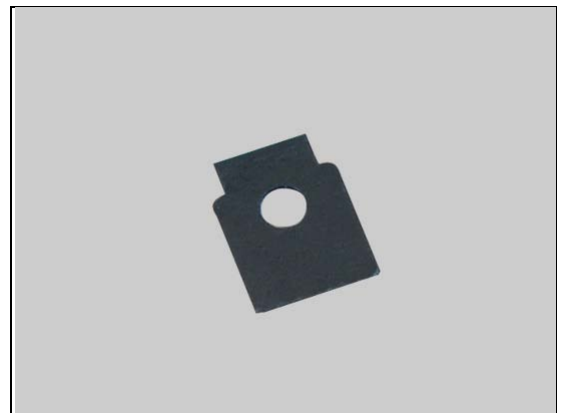
Check:

Inspect the Key sealing Shading film for power key on the Back Housing Assy.



Action:

If damaged – replace it.



Check:

Inspect the Key Sealing Gasket on the Back Housing Assy.

Action:

1. If dirty or clogged – clean it.



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



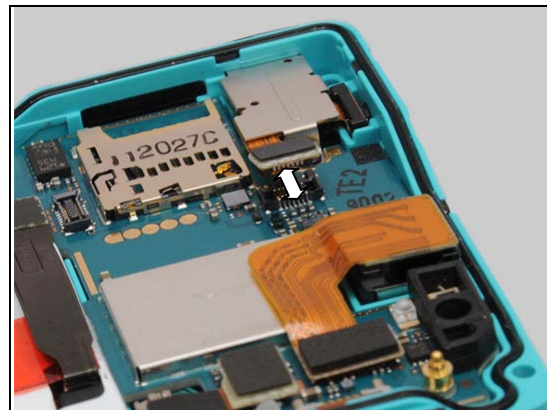
Problem Areas: Keys

Check:

Inspect the BtB connector of the Audio Jack FPC to the Main PBA.

Action:

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

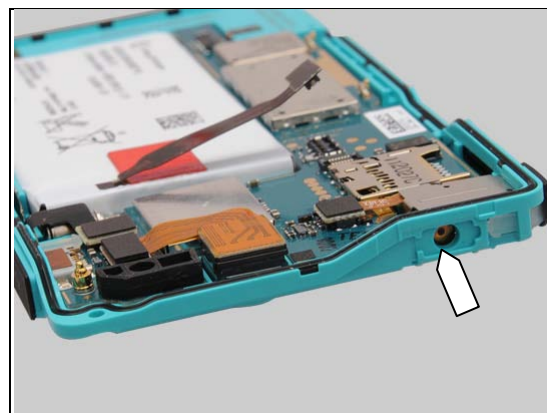


Check:

Inspect the power key input switches on the Audio Jack FPC.

Action:

If dirty or clogged – clean them.



Check:

Inspect Audio Jack FPC.

Action:

1. If damaged – replace the Audio Jack FPC.
2. Replace board.



Problem Areas

1.3 Touch Screen

1.3.1 Touch Screen malfunction

Check:

Inspect the touch screen of the Cover Front Housing Display Assy. (Note: the touch screen will turn off when there is too much water on the Display)

Action:

If dirty or there are too much water– clean it.

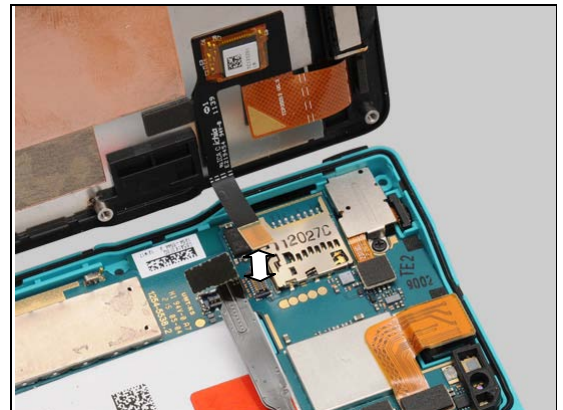


Check:

Inspect the BtB connector of the touch screen FPC to the Main 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 Cover Front Housing Display Assy.

Action:

1. If the Cover Front Housing Display Assy or its BtB connector is damaged – replace the Cover Front Housing Display Assy.
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:

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



Check:

Inspect the BtB connector of the Display FPC to the Main 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 Cover Front Housing Display Assy.

Action:

1. If the Cover Front Housing Display Assy or its BtB connector is damaged – replace the Cover Front Housing Display Assy.
2. Replace board.



Problem Areas

1.5 LED/Illumination

1.5.1 LED/Illumination

Check:

Inspect the window of Notification LED on the Cover Front Housing Display Assy.

Action:

1. If dirty or clogged – clean it.



2. If the window is damaged – replace the Cover Front Housing Display Assy.

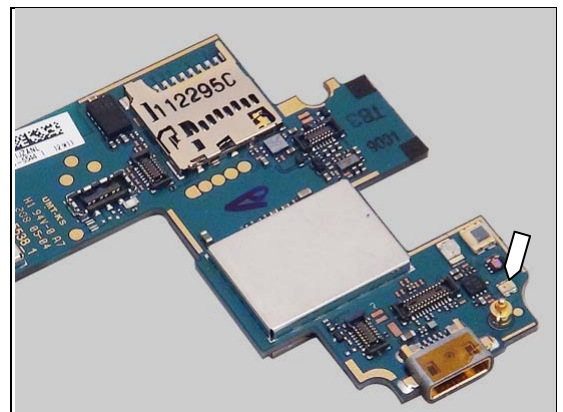


Check:

Inspect the Notification LED on the Main PBA.

Action:

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



1.5.2 Key Illumination

Check:

Inspect the Illumination window on the Cover Front Housing Display Assy.

Action:

If dirty – clean it.



Problem Areas: Illumination

Check:

Inspect the BtB connector of the Display FPC to the Main 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 Cover Front Housing Display Assy.

Action:

1. If the Cover Front Housing Display Assy or its BtB connector is damaged – replace the Cover Front Housing Display Assy.
2. Replace board.



Problem Areas

1.6 Speaker

1.6.1 Loudspeaker

Check:

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

Action:

1. If the speaker port is clogged – clean it.



2. If the speaker port is damaged - replace the Battery Cover Assy.



Check:

Inspect the Loudspeaker's mesh and Loudspeaker on the Back Housing Assy.

Action:

If the mesh is clogged – clean the mesh.

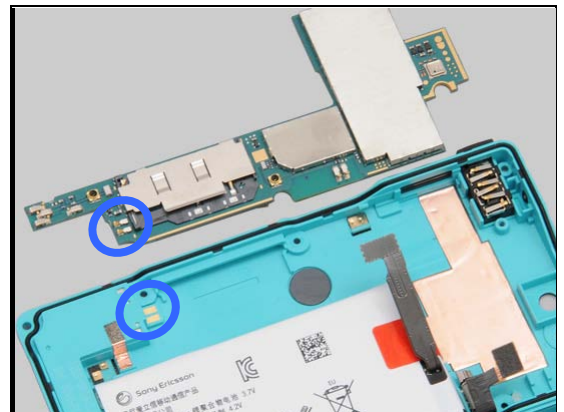


Check:

Inspect the Loudspeaker's pads on the Back Housing Assy and the pins on the Main PBA.

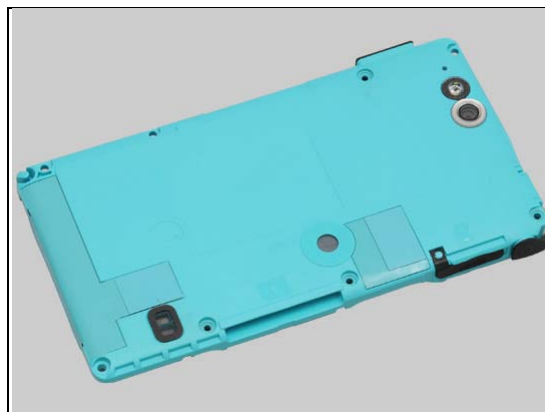
Action:

1. If dirty – clean them.



Problem Areas: Speaker

2. If the pads of the Loudspeaker or loudspeaker or loudspeaker mesh are damaged – replace the Back Housing Assy.
3. Replace board.



Problem Areas

1.7 Earphone

1.7.1 Earphone

Check:

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

Action:

1. If clogged – clean it.



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

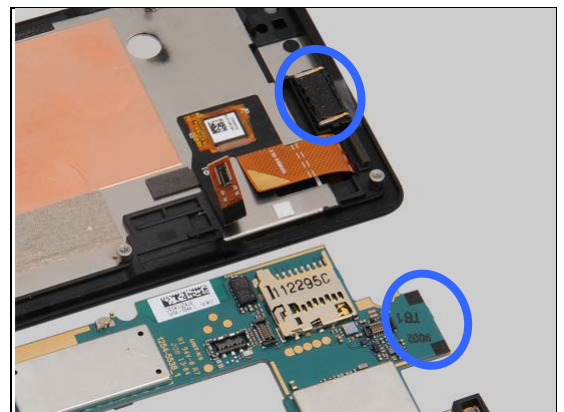


Check:

Inspect the Ear Speaker pins and contact pads on the Main PBA.

Action:

1. If the pins and pad are dirty or oxidized – clean them.



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

3. Replace board.



Problem Areas

1.8 Microphone

1.8.1 Microphone

Check:

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

Action:

If clogged – clean the port.

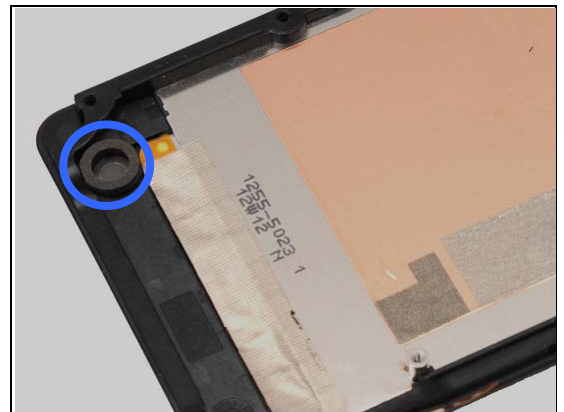


Check:

Inspect Mic mesh on the Cover Front Housing Display Assy.

Action:

1. If clogged or dirty – clean it.



2. If the external port or Mic mesh is damaged – replace the Cover Front Housing Display Assy.

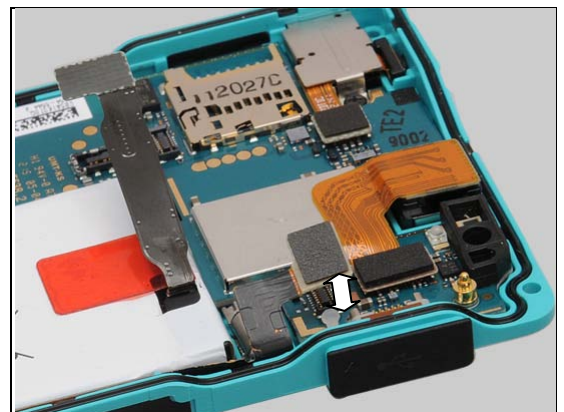


Check:

Inspect the BtB connector of the Vibrator Main Mic Volume key FPC to the Main PBA.

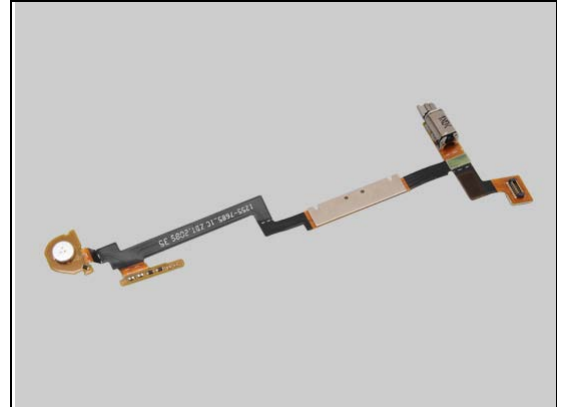
Action:

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



Problem Areas: Microphone

3. If the Vibrator Main Mic Volume key FPC or its BtB connector is damaged – replace it.
4. Replace board.



1.8.2 Secondary Microphone

Check:

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

Action:

1. If clogged – clean the port.



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



Check:

Inspect the Microphone's external port on the Back Housing Assy.

Action:

- If clogged – clean the port.



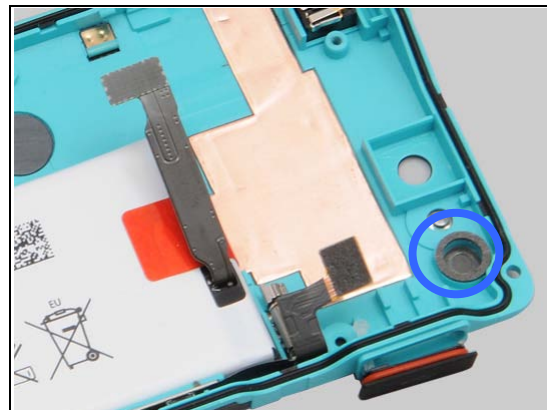
Problem Areas: Microphone

Check:

Inspect Mic mesh on the Back Housing Assy.

Action:

1. If clogged or dirty – clean it.



2. If the external port or Mic mesh is damaged – replace the Cover Front Housing Display Assy.

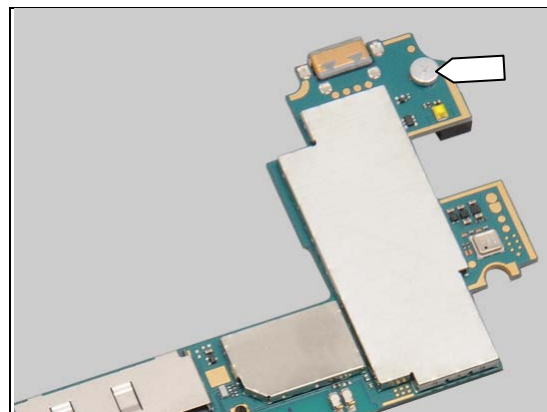


Check:

Inspect the Secondary Microphone on the Main PBA.

Action:

1. If clogged – clean the port.
2. Replace board.



Problem Areas

1.9 Vibrator

1.9.1 Vibrator not generating alerts

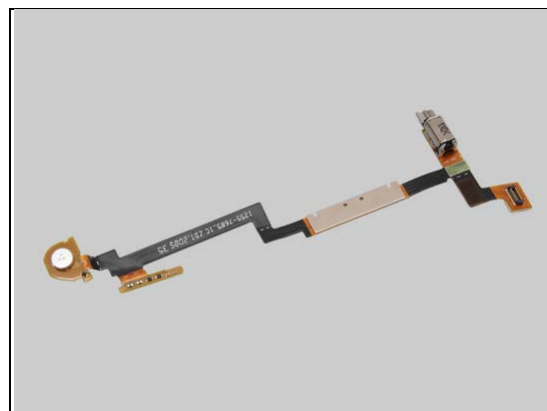
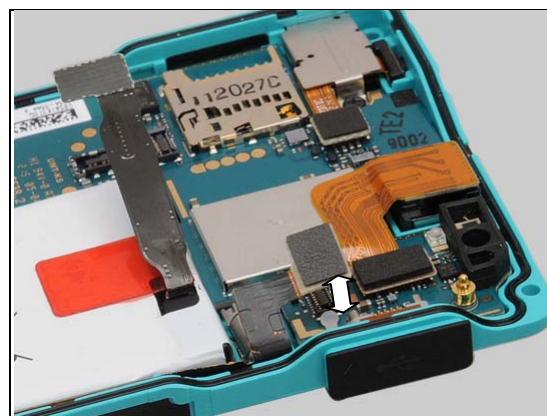
Check:

Inspect the BtB connector of the Vibrator Main Mic Volume key FPC to the Main 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 Vibrator Main Mic Volume key FPC or its BtB connector is damaged – replace it.
4. Replace board.



Problem Areas

1.10 Camera

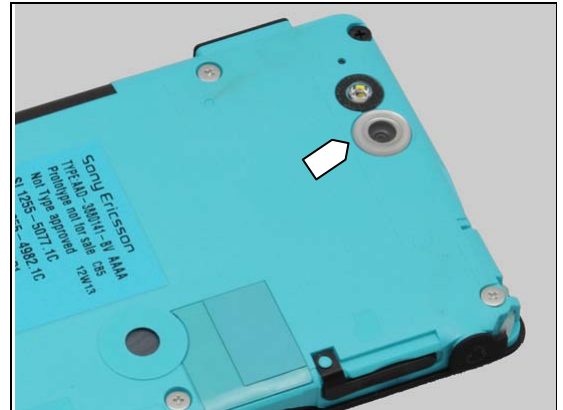
1.10.1 Camera defects

Check:

Inspect the Window Camera on the Back Housing Assy.

Action:

1. If dirty – clean the window.



2. If scratched or damaged – replace the Back Housing Assy.

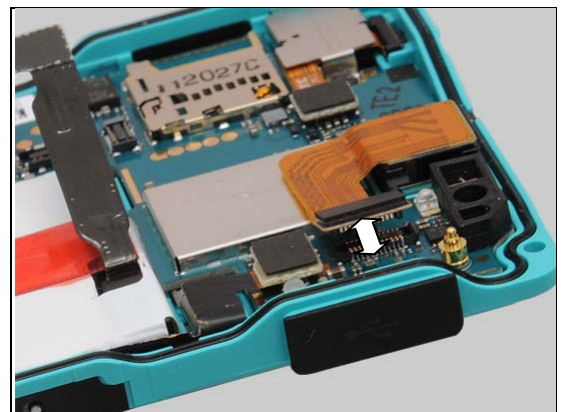


Check:

Inspect the BtB connector of the Main Camera to the Main PBA.

Action:

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

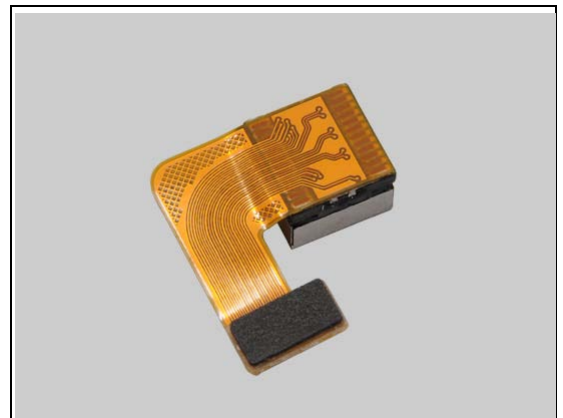


Check:

Inspect Main Camera.

Action:

1. If damaged – replace the Main Camera.
2. Replace board.



Problem Areas

1.11 Flash LED

1.11.1 Flash LED not flashing

Check:

Inspect flash lens window on Back Housing Assy.

Action:

1. If dirty – clean the window.

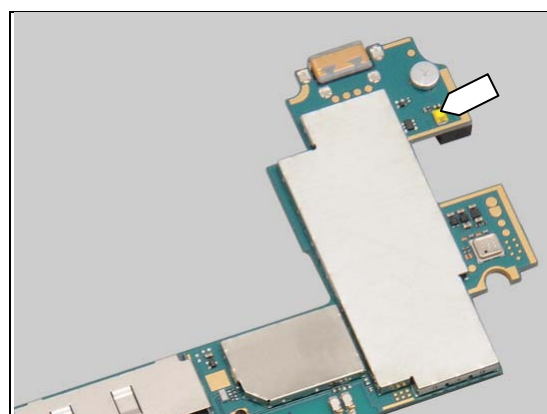
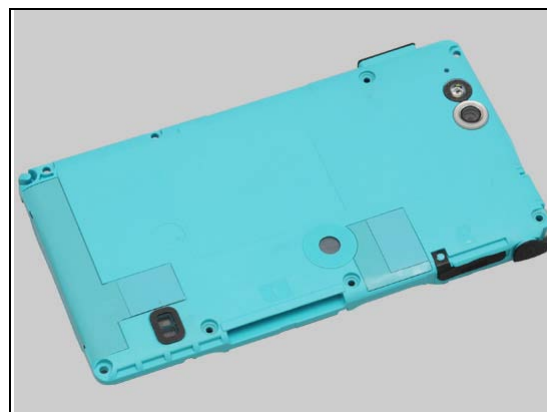
2. If scratched or damaged – replace the Back Housing Assy.

Check:

Inspect the flash LED on the Main 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 Back Housing Assy.

Action:

If dirty – clean it.

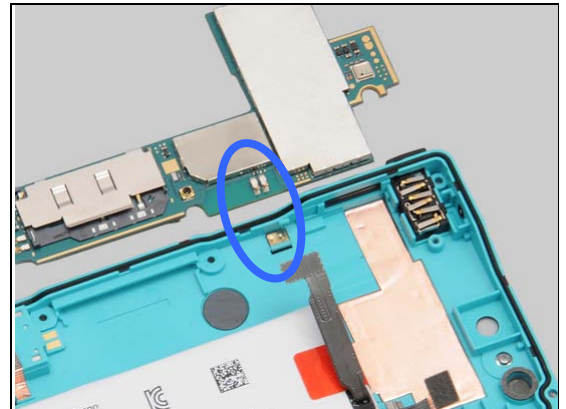


Check:

Inspect the WLAN and Bluetooth antenna contact pads on the Back Housing Assy and the contact pins on the Main PBA.

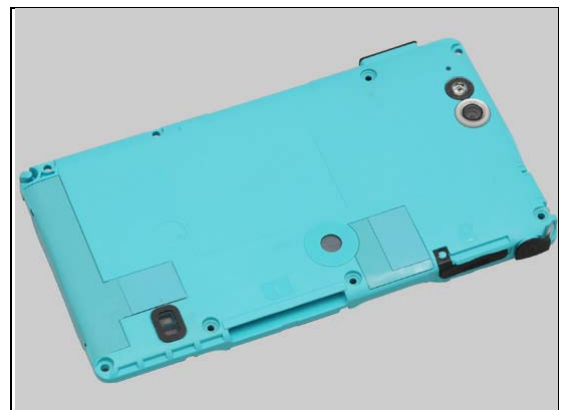
Action:

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



2. If the pads are damaged – replace the Back Housing Assy.

3. Replace board.



Problem Areas

1.13 GPS

1.13.1 GPS malfunctions

Check:

Inspect the GPS antenna on the Back Housing Assy.

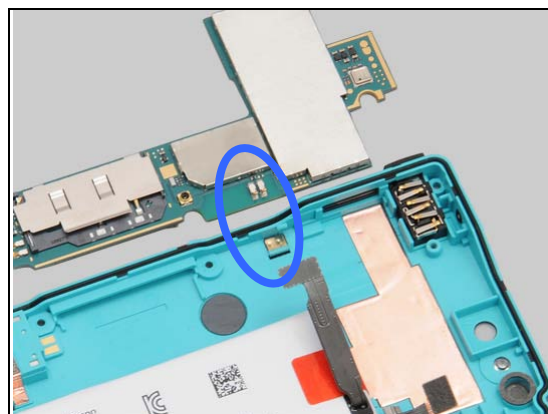


Check:

Inspect the GPS antenna contact pads on the Back Housing Assy and the contact pins on the Main PBA.

Action:

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



2. If the pads are damaged – replace the Back Housing Assy.

3. Replace board.



Problem Areas

1.14 Compass

1.14.1 Compass fails

Action:

Replace board.

Problem Areas

1.15 Accelerometer

1.15.1 Accelerometer test fails

Action:

Replace board.

Problem Areas

1.16 Gyroscope

1.16.1 Gyroscope test fails

Replace board.

Problem Areas

1.17 Ambient Light Sensor

1.17.1 Light Sensor malfunctions

Check:

Inspect the Light Sensor window on the Cover Front Housing Display Assy.

Action:

If clogged – clean it..



Check:

Inspect the light sensor on the Cover Front Housing Display Assy.

Action:

1. If dirty – clean it.



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



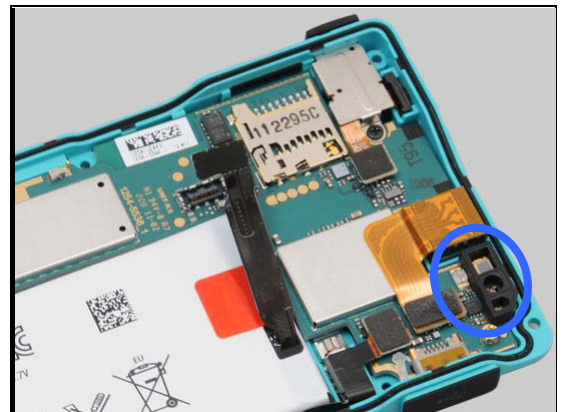
Check:

Inspect the Bracket Proximity Sensor on the Main PBA.

Action:

1. If clogged – clean it.

2. If not properly assembled – disassembly and reassembly.



Problem Areas: Ambient Light Sensor

3. If damaged – replace the Bracket Proximity Sensor.

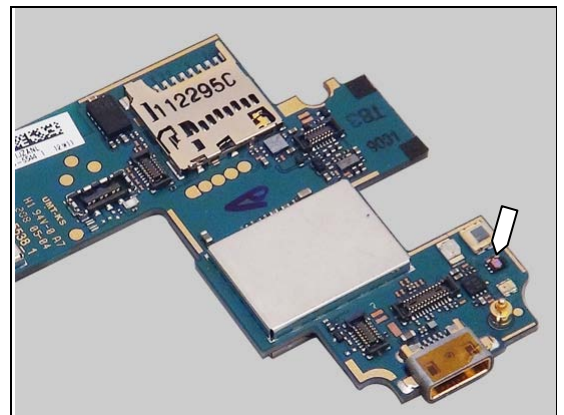


Check:

Inspect the Ambient Light Sensor on the Main PBA.

Action:

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



Problem Areas

1.18 Proximity switch

1.18.1 Proximity switch malfunctions

Check:

Inspect the Proximity switch window and the Proximity sensor on the Cover Front Housing Display Assy.

Note: whenever the Cover Front Housing Display Assy replacement or Board swap, always **Calibrate** the P-sensor 1262-6643 Trouble Shooting Application – mechanical



Action:

1. If clogged – 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 Housing Display Assy. Then - **Calibrate** the P-sensor 1262-6643 Trouble Shooting Application – mechanical

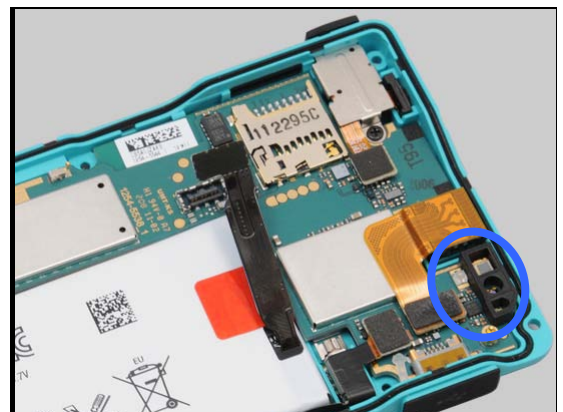


Check:

Inspect the Bracket Proximity Sensor on the Main PBA.

Action:

1. If clogged – clean it.
2. If not properly assembled – disassembly and reassembly.



3. If damaged – replace the Bracket Proximity Sensor.



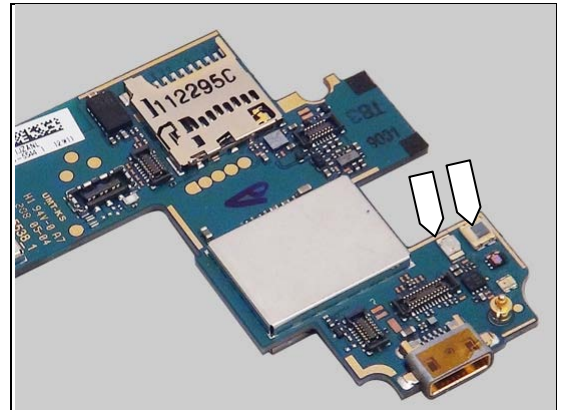
Problem Areas: Proximity switch

Check:

Inspect the Proximity Sensor on the Main PBA.

Action:

1. If dirty – clean it.
2. Replace board, then – **Calibrate** the P-sensor 1262-6643
Trouble Shooting Application – mechanical



Problem Areas

1.19 Pressure Sensor

1.19.1 Pressure sensor test fails

Action:

Replace board.

Problem Areas

1.20 Real Time Clock

1.20.1 Real Time Clock test fails

Action:

Replace board.

Problem Areas

1.21 Total call time

1.21.1 Total call time fails

Action:

Replace board.

Problem Areas

1.22 Storage

1.22.1 Memory Card not detected

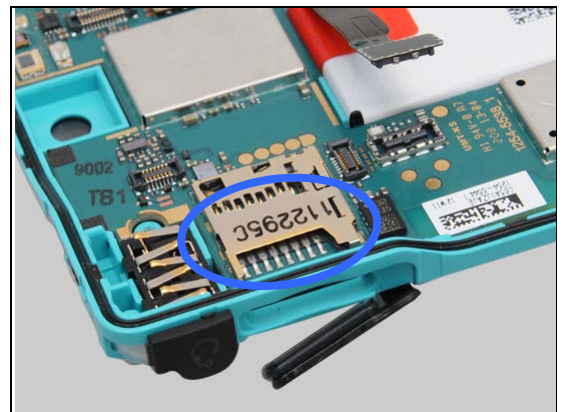
Check:

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.



1.22.2 Failed to insert/pull out Micro SD card

Check:

If it is very difficult to insert Micro SD card into its connector by finger nail.

Action:

Use Front Opening Tool to push it in



Check:

If it is very difficult to pull Micro SD card out of its connector by fingers.

Action:

1. Prepare a tape and paste the tape onto Micro SD card.



Problem Areas: Storage

2. Press to attach the tape firmly.



3. Pull the tape to take Micro SD card out of its connector.
4. Replace board.



Problem Areas

1.23 Security

1.23.1 Security fails

Action:

Replace board.

Problem Areas

1.24 FM Radio

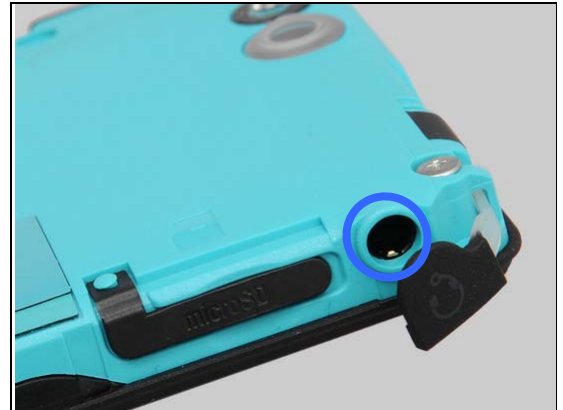
1.24.1 No/Poor FM Radio reception

Check:

Inspect the Conn Audio Jack.

Action:

If dirty or oxidized – clean it.

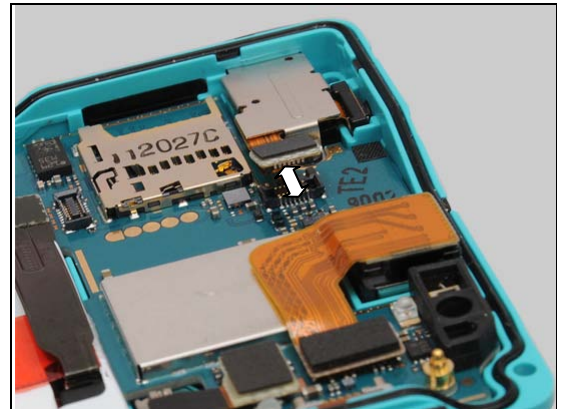


Check:

Inspect the BtB connector of the Audio Jack FPC to the Main PBA.

Action:

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

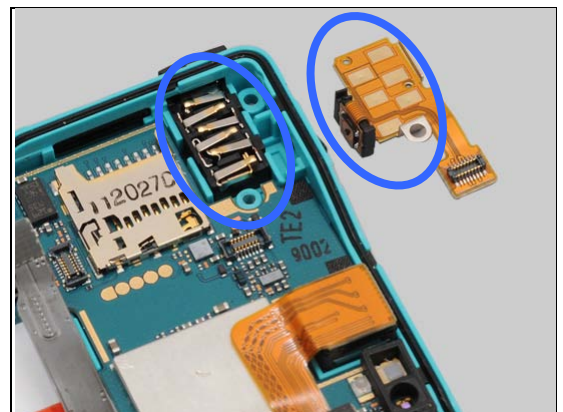


Check:

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

Action:

If dirty or oxidized – clean the pads and pins.

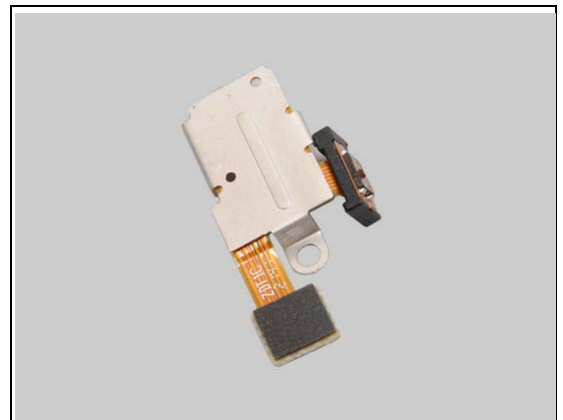


Check:

Inspect Audio Jack FPC.

Action:

1. If damaged – replace the Audio Jack FPC.



Problem Areas: FM Radio

2. If the pins are damaged – replace the Audio Jack.
3. Replace board.



Problem Areas

1.25 Flip slider counter

1.25.1 Flip slider counter fails

Action:

N/A. No slider phone.

Problem Areas

1.26 Verify Certificates

1.26.1 Verify certificates fails

Action:

Replace board.

Problem Areas

1.27 IrDA Test

1.27.1 IrDA test fails

Action:

N/A. No IrDA in the phone.

Problem Areas

1.28 HDMI Test

1.28.1 HDMI test fails

N/A. No HDMI in the phone.

Problem Areas

1.29 Network & Signal

1.29.1 No/Poor signal

Check:

Inspect the main antenna on the Back Housing Assy.

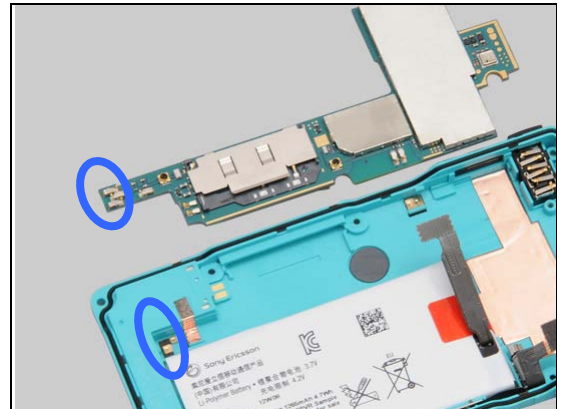


Check:

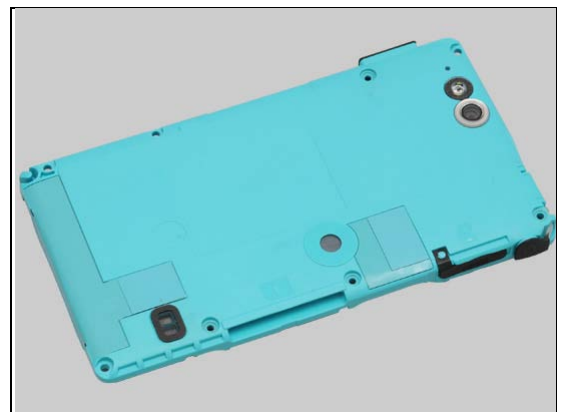
Inspect the main antenna contact pads on the Back Housing Assy and contact pins on the Main PBA.

Action:

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



2. If the pads are damaged – replace Back Housing Assy.
3. Replace board.



Problem Areas

1.30 SIM

1.30.1 SIM not detected

Check:

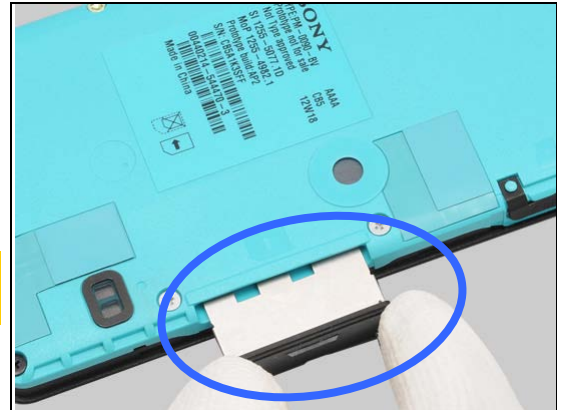
Inspect the SIM holder.

Action:

If dirty or oxidized – clean the holder.

Note: Pay more attention about SIM Drawer's direction!

The gap side is upwards.



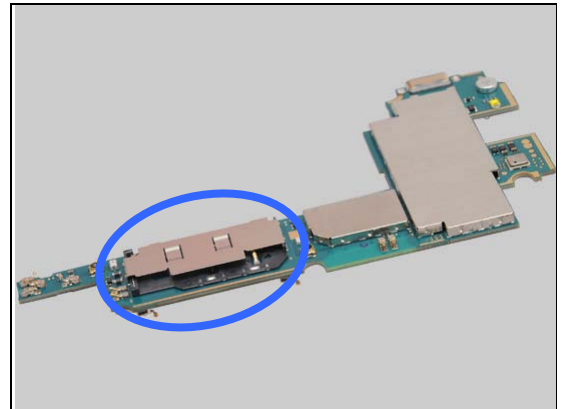
Check:

Inspect the SIM connector on the Main PBA.

Action:

1. If dirty or oxidized – clean the holder.
2. 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.



Check:

Check if the SIM Drawer is assembled properly.

Note: Insert the SIM Drawer in wrong direction will damage the SIM Card connector!

Action:

1. If not properly assembled – disassembly and reassembly.



2. If the SIM Drawer is damaged – replace it.



Problem Areas: SIM

Check:

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

Action:

1. Put SIM card onto SIM drawer.

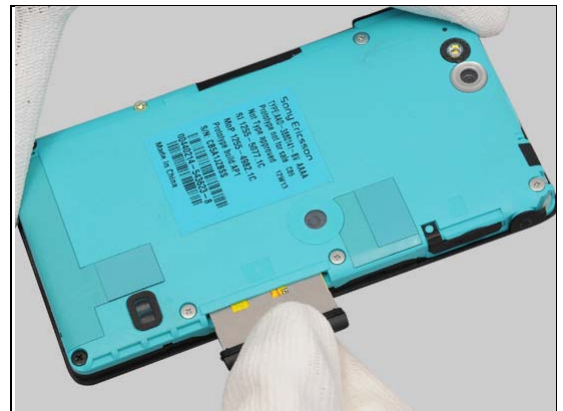


2. Turn over the SIM drawer with SIM card.



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

4. Replace board.



1.30.2 Incorrect SIM-Card adapter

Check:

Check the SIM-Card adapter is from ST27 or not if the Micro SIM card is used.

Note: Only ST27 Side slide type micro-SIM adapter (1263-6090) can be used in ST27 Phone. Other supplier's SIM-Card adapter or incompatible SIM-Card adapter will damage the SIM Card connector!

Action:

1. Use a proper ST27 Side slide type micro-SIM adapter (1263-6090).

2. If SIM Card connector is damaged, deal with it according to local directive.



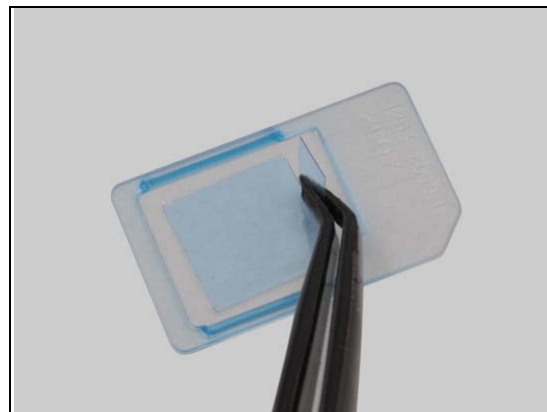
Problem Areas: SIM

Check:

Check whether the SIM-Card adapter is used correctly.

Action:

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



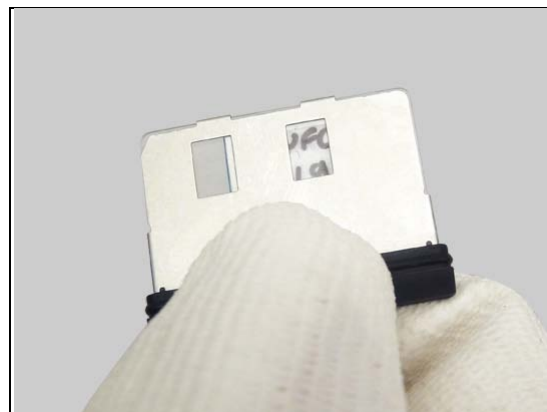
2. Assemble the Micro SIM card onto SIM-Card adapter.



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



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



Problem Areas: SIM

5. Insert this SIM drawer assembly into its connector.
6. Replace board.



1.30.3 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

1.31 Charging

1.31.1 Battery will not charge

Check:

Inspect the USB connector.

Action:

If dirty or oxidized – clean the connector.

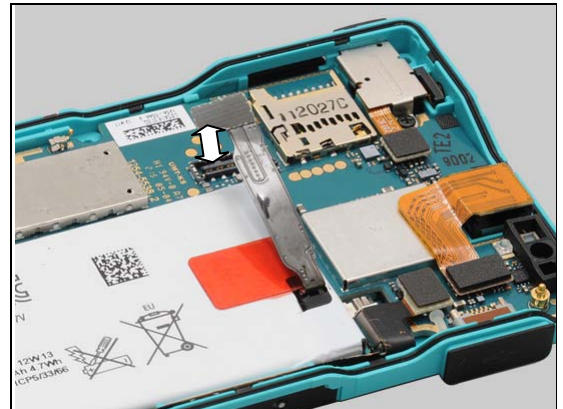


Check:

Inspect the BtB connector of Battery to the Main PBA.

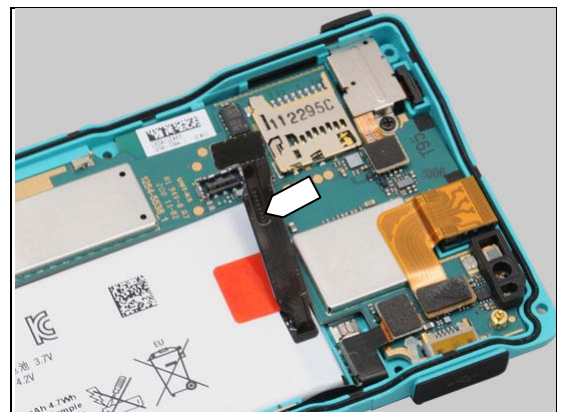
Action:

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



Check:

Inspect the Battery FPC.



Action:

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



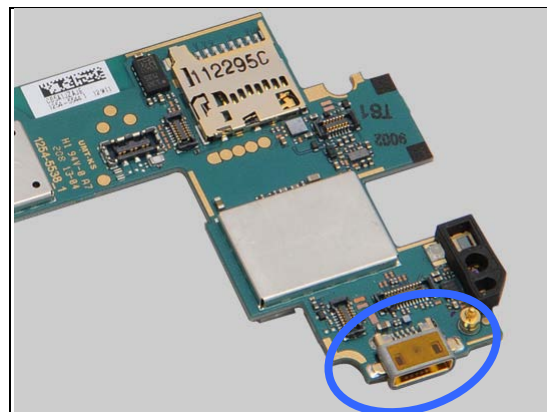
Problem Areas: Charging

Check:

Inspect the USB connector on the Main PBA.

Action:

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



Problem Areas

1.32 HandsFree by Wire

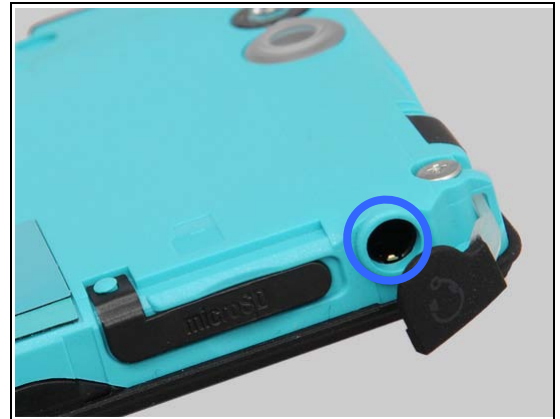
1.32.1 Connection to Portable HandsFree fails

Check:

Inspect the Audio Jack.

Action:

If dirty or oxidized – clean it.



Check:

Inspect the BtB connector of the Audio Jack FPC to the Main PBA.

Action:

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

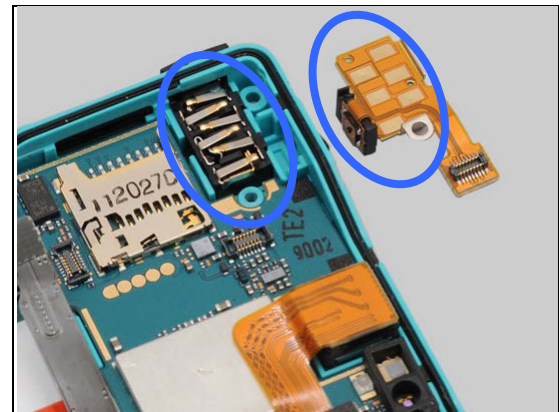


Check:

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

Action:

If dirty or oxidized – clean the pads and pins.



Check:

Inspect Audio Jack FPC.

Action:

1. If damaged – replace the Audio Jack FPC.



Problem Areas: HandsFree by Wire

2. If the pins are damaged – replace the Audio Jack.
3. Replace board.



Problem Areas

1.33 Data Communication

1.33.1 Data transfer via System Connector fails

Check:

Inspect the USB connector.

Action:

If dirty or oxidized – clean the connector.

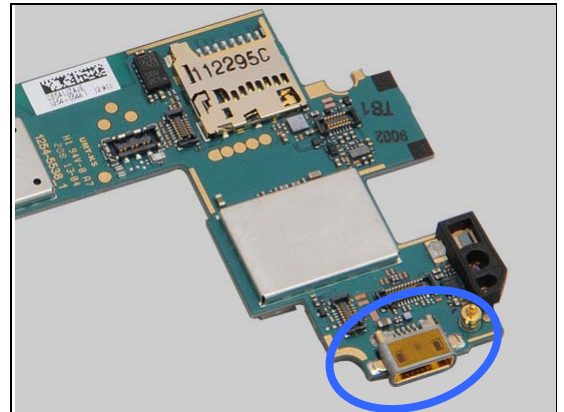


Check:

Inspect the USB connector on the Main PBA.

Action:

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



Problem Areas

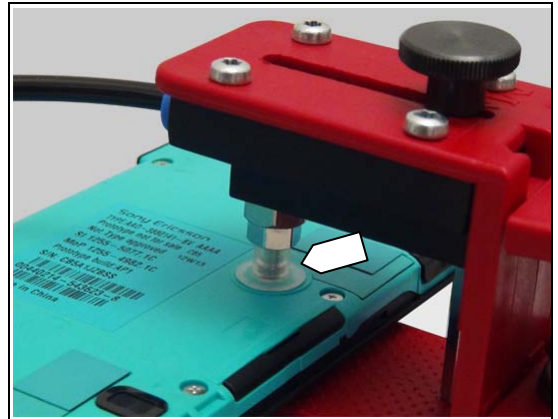
1.34 Water Resistance

1.34.1 Water Resistance test fails

Check:

Inspect that the Vacuum Cup is correctly mounted to ventilation hole.

Run the Water Resistance Test again!



Check:

Inspect that the primary microphone is properly sealed with tape.



Check:

Inspect that the secondary microphone is properly sealed with tape.

Action:

Reseal the openings with tape.

Run the Water Resistance Test again!

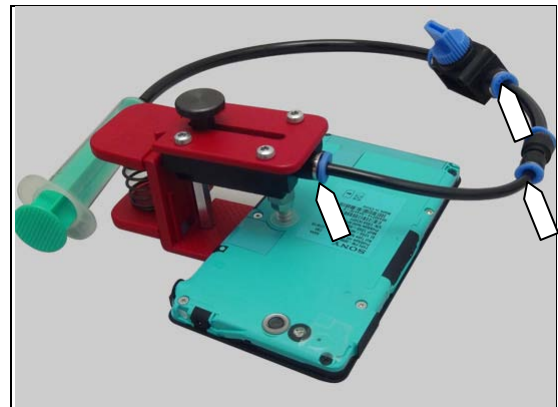


Check:

Inspect the equipment:
Check the connections between the tube and houses.
Check the Vacuum Cup sealing area and the syringe.
Check for dirt, cracks, damages.
Check direction on the valve.

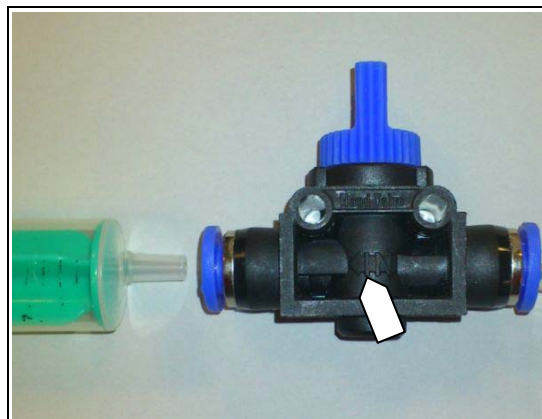
Action:

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



Problem Areas: Water Resistance

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



Check:

Inspect the Micro SD Cover on Back Housing Assy.

Action:

1. If not properly assembled – disassembly and reassembly.



2. If the Micro SD Cover is damaged – replace it.

Run the Water Resistance Test again!



Check:

Inspect the Audio Jack Cap on Back Housing Assy.

Action:

1. If not properly assembled – disassembly and reassembly.



Problem Areas: Water Resistance

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

Run the Water Resistance Test again!



Check:

Inspect the Micro USB Cap on Back Housing Assy.

Action:

1. If not properly assembled – disassembly and reassembly.



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

Run the Water Resistance Test again!



Check:

Inspect the SIM Drawer on Back Housing Assy.

Action:

1. If not properly assembled – disassembly and reassembly.



Problem Areas: Water Resistance

2. If the SIM Drawer is damaged – replace it.

Run the Water Resistance Test again!

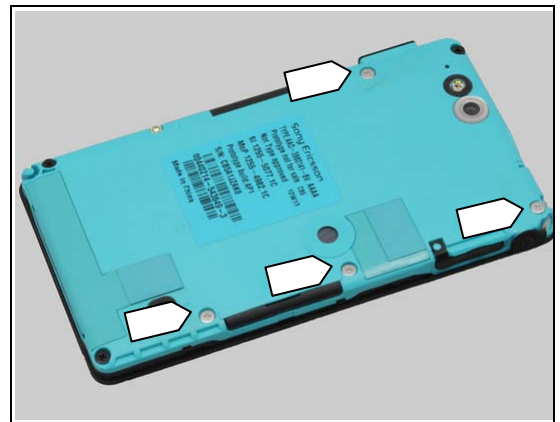


Check:

Inspect the Screw Other Len:0.0 Diam:1.4 water proof on the Back Housing Assy.

Action:

1. If not properly assembled – disassembly and reassembly.



2. If Screw Other Len:0.0 Diam:1.4 water proof damaged or the gasket missing – replace it.

Run the Water Resistance Test again!



Check:

Inspect the Key Sealing Gasket for the on/off key and volume key on the Back Housing Assy.

Action:

1. If not properly assembled – disassembly and reassembly.



Problem Areas: Water Resistance

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

Run the Water Resistance Test again!

Check:

Inspect the Main O Ring.

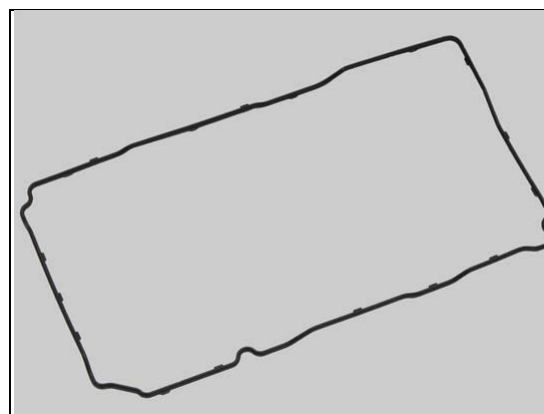
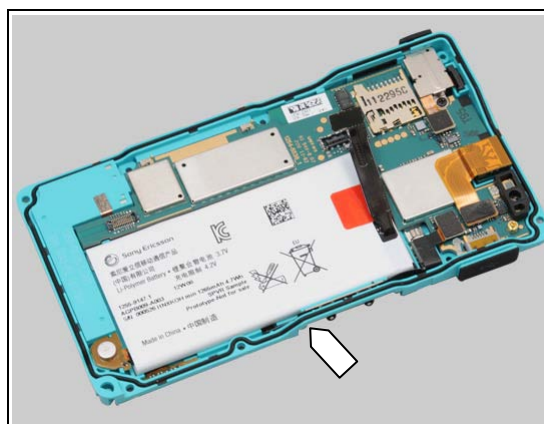
Action:

1. If dirty – clean it.
2. If not properly assembled – disassembly and reassembly.

3. If Main O Ring is damaged – replace it.

Run the Water Resistance Test again!

If the test fails – Handle the unit according to your local instruction.



2 Revision History

Rev.	Date	Changes / Comments
1	2012-Jun-25	Initial release
2	2012-July-10	Update power chapter on page 4.
3	2012-July-19	Update the chapter 1.30
4	2012-July-25	Update proximity sensor