



Troubleshooting Guide

- mechanical -

Vivaz



U5i, U5a



U5at



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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 and the switch-on indicator (Notification LED) illuminates after the On/Off key is depressed.

Action:

If activation of the Vibrator and the switch-on indicator (Notification LED) illumination is detected, refer to section 1.2 'Display'.

Check:

If the Display do not light on (Black screen) when pressing On/Off key.

Action:

If no activation of the Display when switch-on.

1. Leave the phone in this state for several minutes.
2. Touch on battery cover, then if you feel hot (40-45 degree).
3. Send to higher level of repair.

Check:

Inspect the contact pads on the Battery

Action:

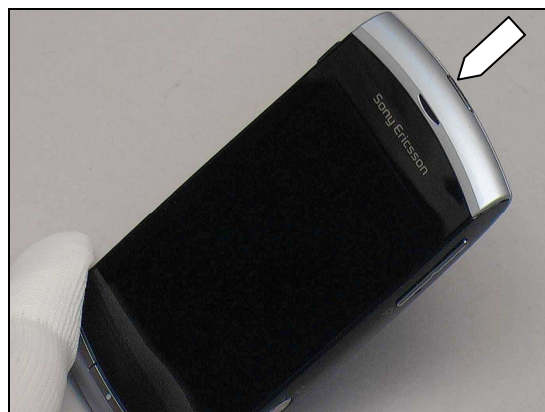
1. If dirty or oxidized – clean the pads.
2. If damaged – replace the Battery.

Check:

Inspect the battery connector.

Action:

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





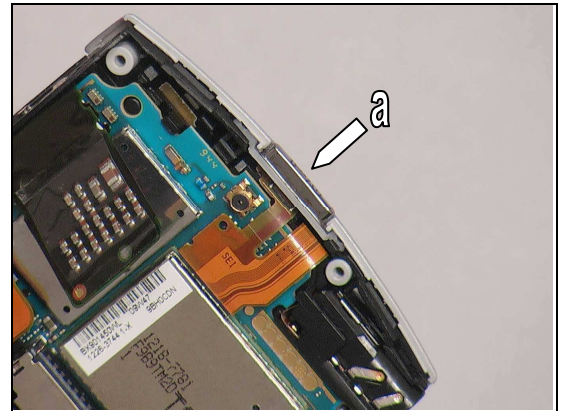
Problem Areas: Power

Check:

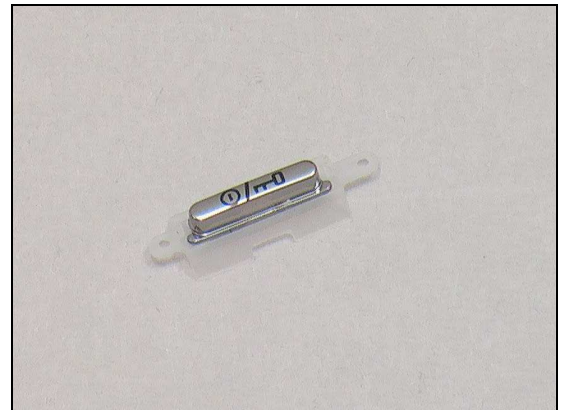
Inspect the On/Off key.

Action:

1. If dirty or oxidized – clean it.



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

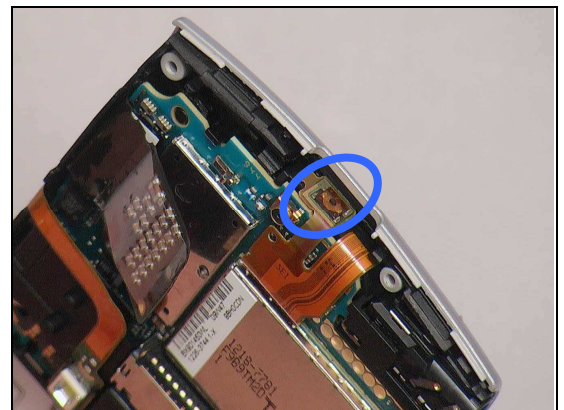


Check:

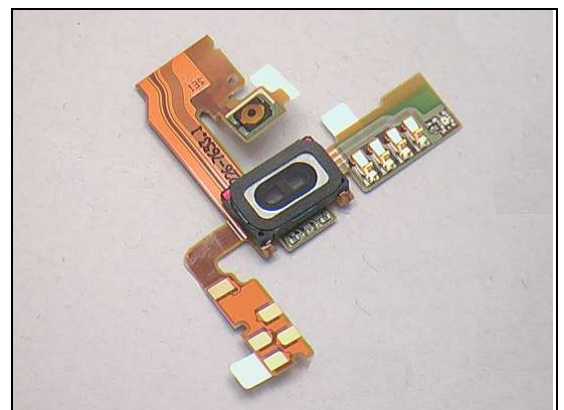
Inspect the On/Off Key dome on the Receiver FPC Assembly.

Action:

1. If dirty or oxidized – clean it.



2. If damaged – replace it.



Problem Areas: Power

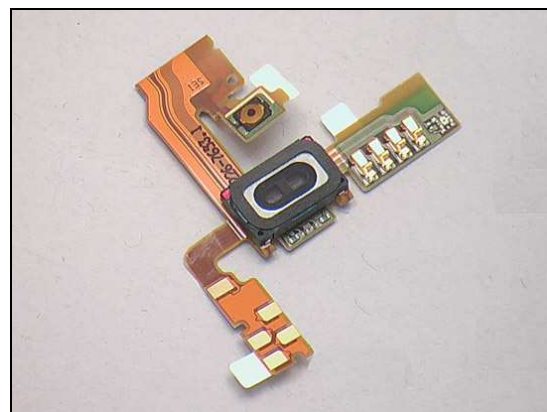
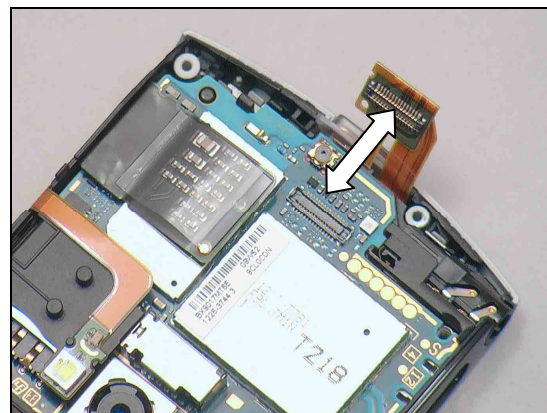
Check:

Inspect the Receiver FPC Assembly connector.

Action:

1. If not properly connected to the PCB – disconnect and reconnect it.
2. If dirty or oxidized – clean the male and female sides of the BtB connectors.

3. If damaged – replace it.
4. Send to higher level of repair.



Problem Areas

1.2 Display

1.2.1 Graphics & Illumination

Check:

Check whether the phone vibrates and the switch-on indicator (Notification LED) illuminates after the On/Off key has been pressed.

Action:

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

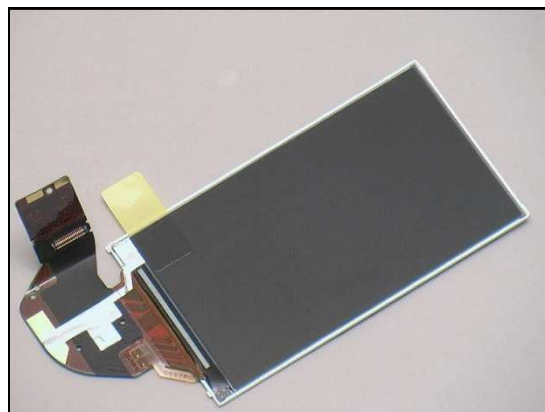
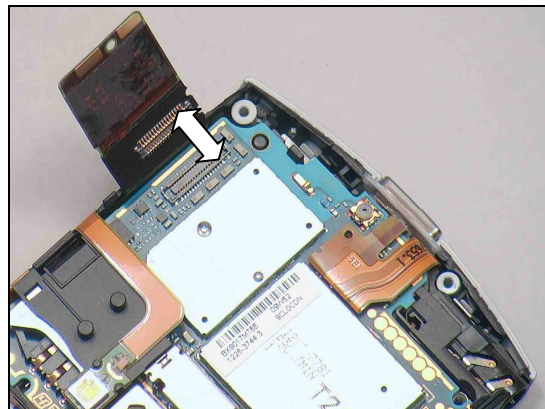


Check:

Inspect the Display FPC connector.

Action:

1. If not properly connected to – disconnect and reconnect it.
2. If dirty or oxidized – clean the male and female sides of the BtB connectors.
3. If the Display is damaged – replace it.
4. Send to higher level of repair.



Problem Areas

1.3 Camera

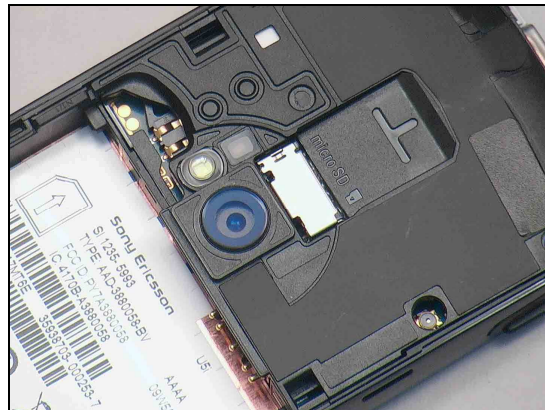
1.3.1 Camera defects

Check:

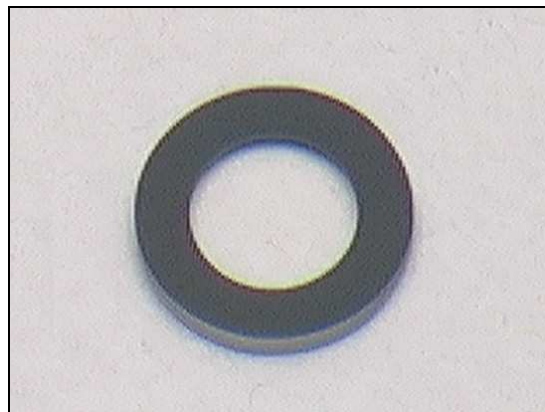
Inspect the Camera Window on the Ant Non-cellular Assy.

Action:

1. If dirty – clean the Camera window.



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

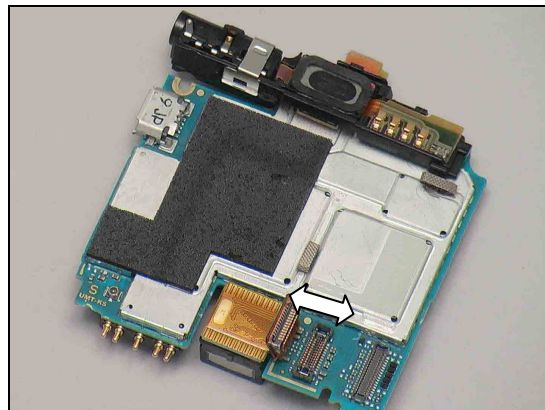


Check:

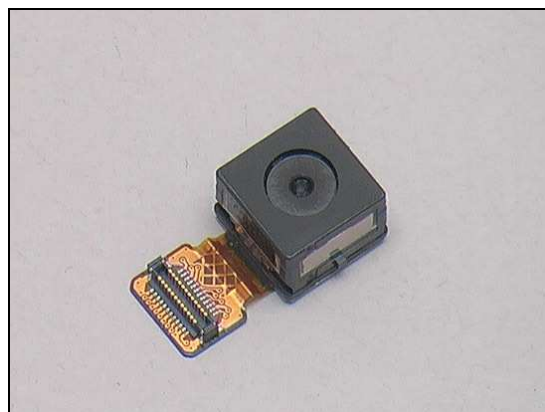
Inspect the Camera.

Action:

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



3. If the Camera is damaged – replace the Camera.
4. Send to higher level of repair.



Problem Areas

1.4 Touch Panel

1.4.1 Touch Panel no response

Perform a Touch Screen Calibration.

It's important that the Stylus Pen is used when calibrating the unit! Using fingers or other tools might cause the screen to be incorrectly aligned!

Check:

Inspect the Receiver FPC Assembly.

Action:

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

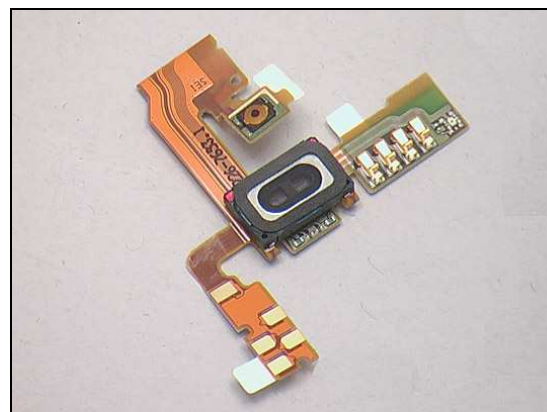
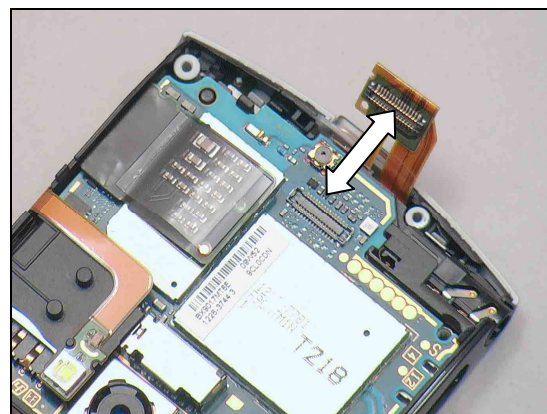
3. If damaged – replace it.

Check:

Check the contact pins (a) on the Receiver FPC Assembly and the contact pads (b) on the Touch Panel.

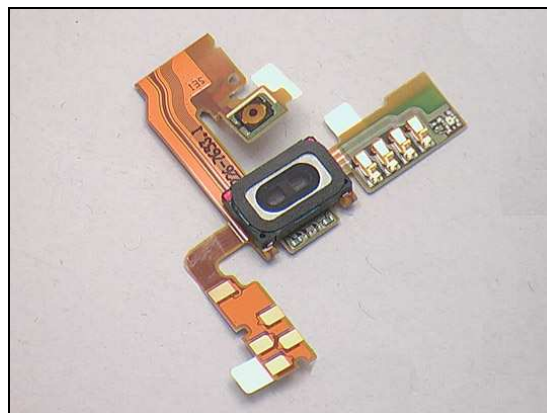
Action:

1. If dirty or oxidized – clean them.



Problem Areas: Touch Panel

2. If the contact pins are damaged – replace the Receiver FPC Assembly.



3. If the contact pads are damaged – replace the Touch Panel.

4. Send to higher level of repair.





Problem Areas

1.5 Illumination/LED

1.5.1 Send (Call), End & Menu (Multi task) Key

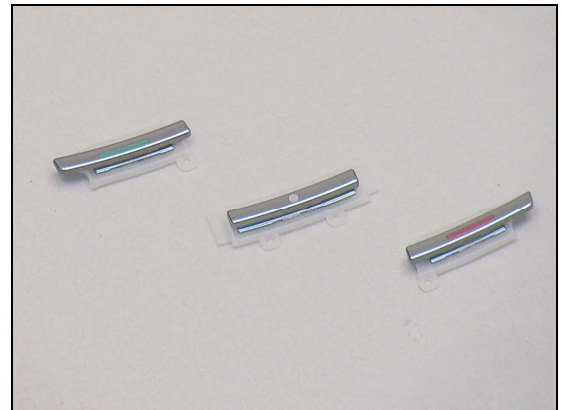
Check:

Inspect the Send(Call), End & Menu(Multi task) Keys.

Action:

1. If dirty or oxidized – clean them.

2. If damaged – replace them.



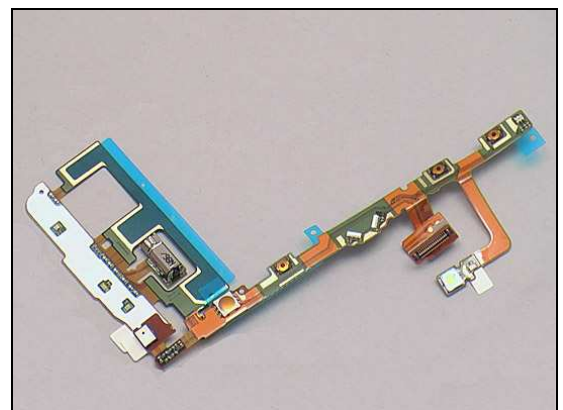
Check:

Inspect the Key LED on the Key FPC Assembly.

Action:

1. If dirty or oxidized – clean them.

2. If damaged – replace the Key FPC Assembly.



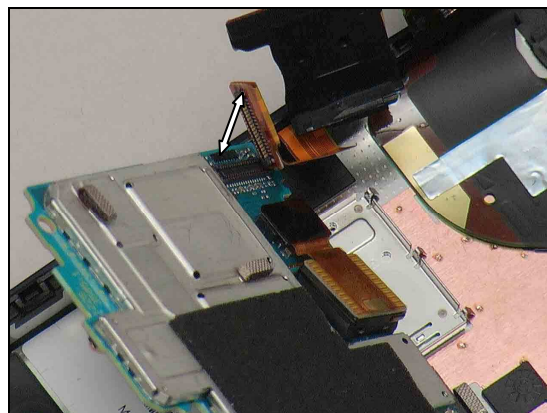
Problem Areas: Illumination/LED

Check:

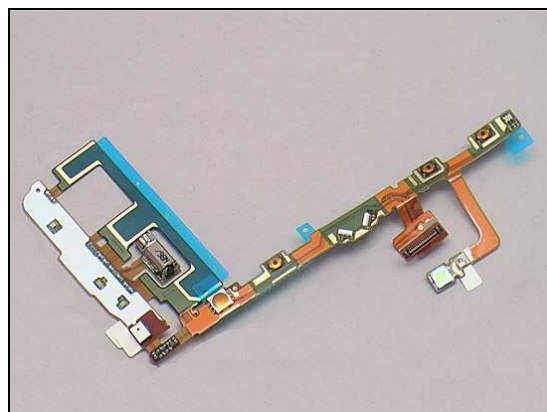
Inspect the Key FPC Assembly connector.

Action:

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



3. If damaged - replace the Key FPC Assembly.
4. Send to higher level of repair.



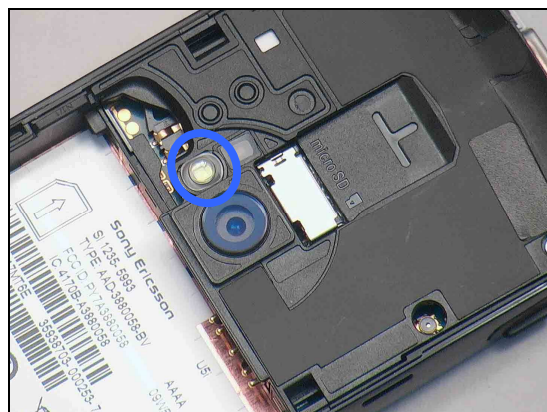
1.5.2 Flash (Torch) LED

Check:

Inspect the Flash Window on the Ant Non-cellular Assy.

Action:

1. If dirty or clogged – clean them.



2. If damaged – replace the Flash Window.





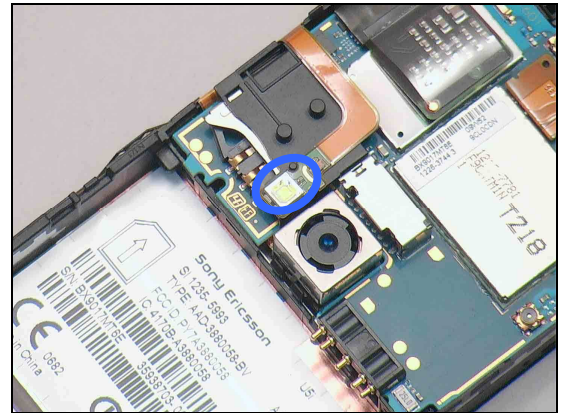
Problem Areas: Illumination/LED

Check:

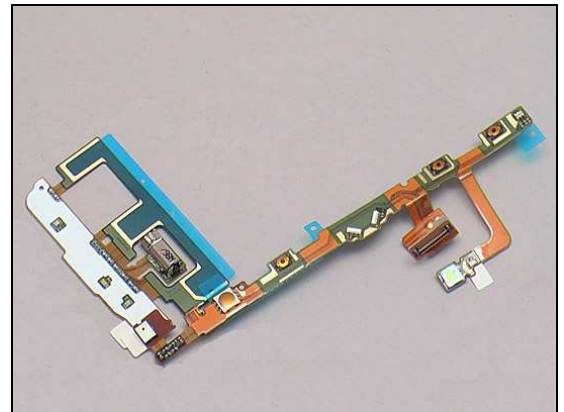
Inspect the Flash (Torch) LED on the Key FPC Assembly.

Action:

1. If the Flash (Torch) LED dirty – clean it.



2. If damaged – replace the Key FPC Assembly.

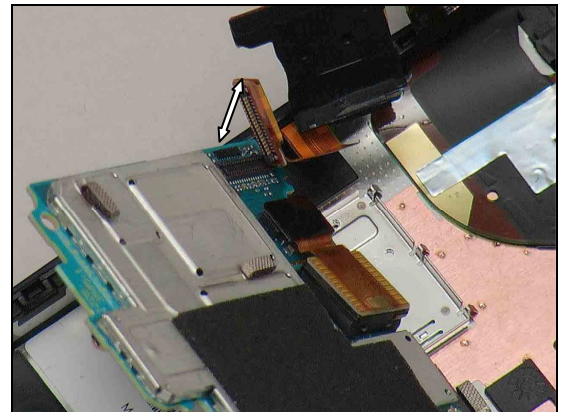


Check:

Inspect the Key FPC Assembly connector.

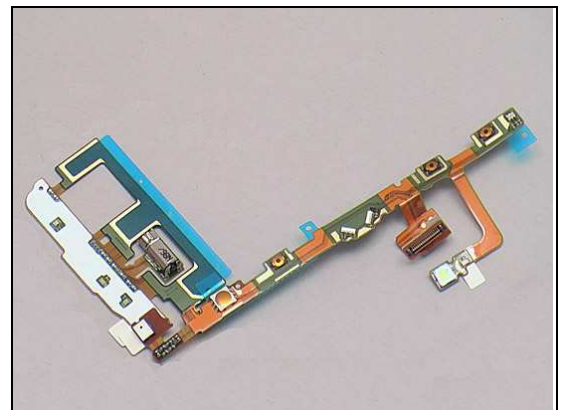
Action:

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



3. If damaged - replace the Key FPC Assembly.

4. Send to higher level of repair.



Problem Areas: Illumination/LED

1.5.3 Notification LED

Check:

Inspect the Notification LED window on the Panel Side Right Sub Assembly.

Action:

1. If dirty or clogged – clean them.



2. If damaged– replace the Panel Side Right Sub Assembly.

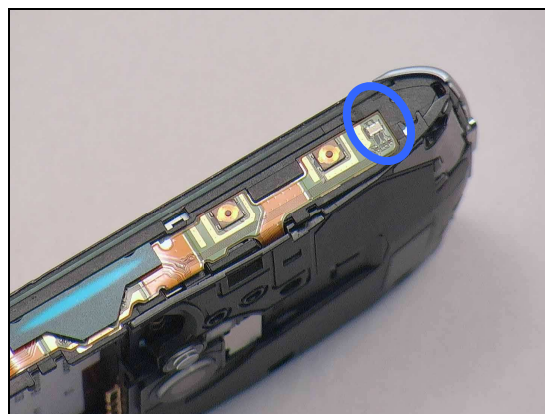


Check:

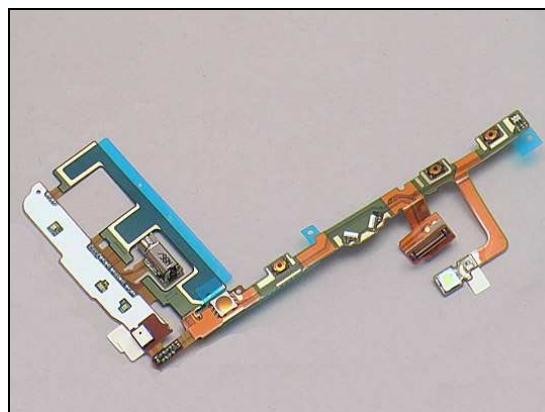
Inspect the Notification LED on the Key FPC Assembly.

Action:

1. If the Notification LED dirty – clean it.



2. If damaged – replace the Key FPC Assembly.





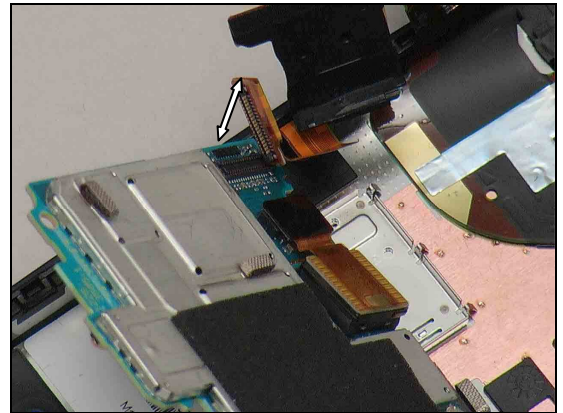
Problem Areas: Illumination/LED

Check:

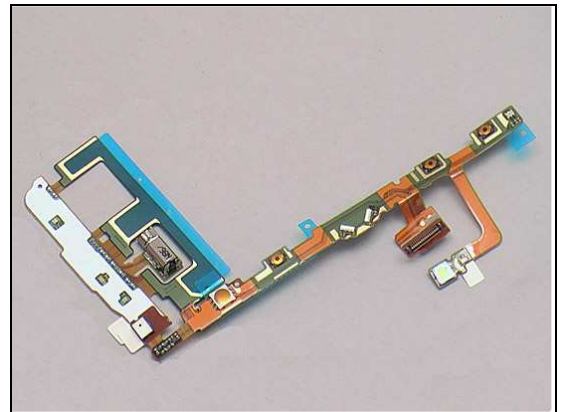
Inspect the Key FPC Assembly connector.

Action:

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



3. If damaged - replace the Key FPC Assembly.
4. Send to higher level of repair.



1.5.4 Tally LED

Check:

Inspect the Tally LED window on the Battery Cover.

Action:

1. If dirty or clogged – clean them.



2. If damaged – replace the Battery Cover.





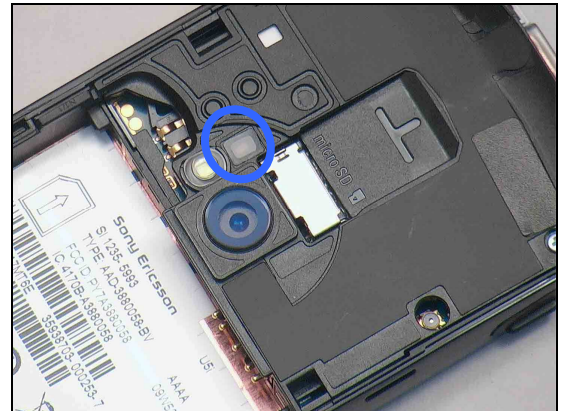
Problem Areas: Illumination/LED

Check:

Inspect the Tally LED window on the Ant Non-cellular Assy.

Action:

1. If dirty or clogged – clean it.



2. If damaged – replace the Ant Non-cellular Assy.

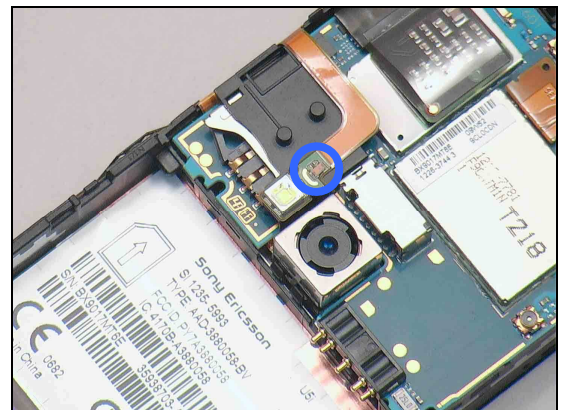


Check:

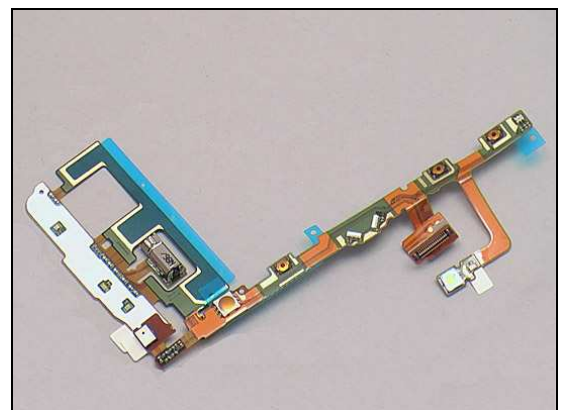
Inspect the Tally LED on the Key FPC Assembly.

Action:

1. If the dirty – clean it.



2. If damaged – replace the Key FPC Assembly.



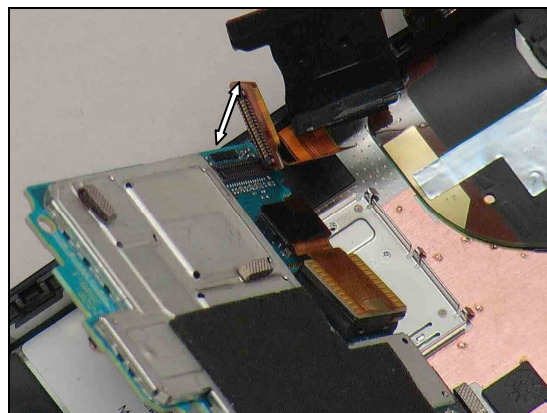
Problem Areas: Illumination/LED

Check:

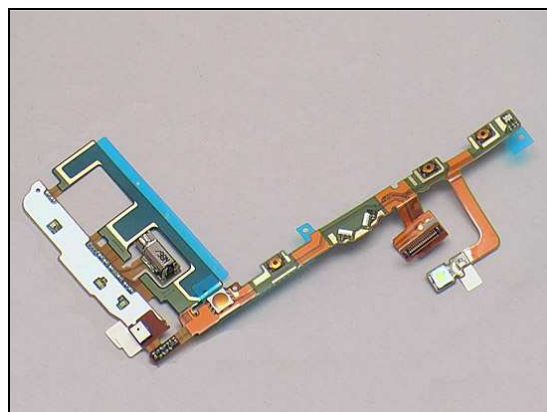
Inspect the Key FPC Assembly connector.

Action:

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



3. If damaged - replace the Key FPC Assembly.
4. Send to higher level of repair.



1.5.5 Light Gu Side LED

Check:

Inspect the Light Gu Side Window on the Panel Side Right Sub Assembly.

Action:

1. If dirty or clogged – clean it.



2. If damaged – replace the Panel Side Right Sub Assembly.



Problem Areas: Illumination/LED

Check:

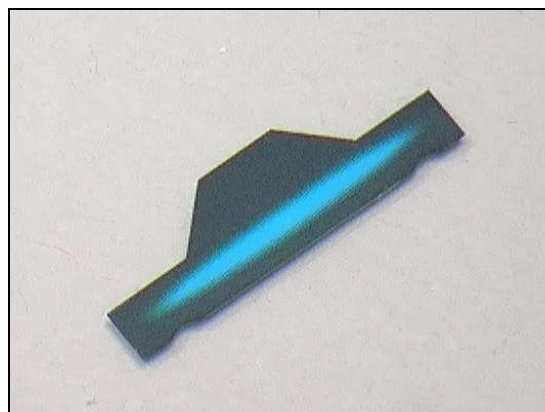
Inspect the Light Gu Side.

Action:

1. If dirty – clean it.



2. If damaged – replace it.

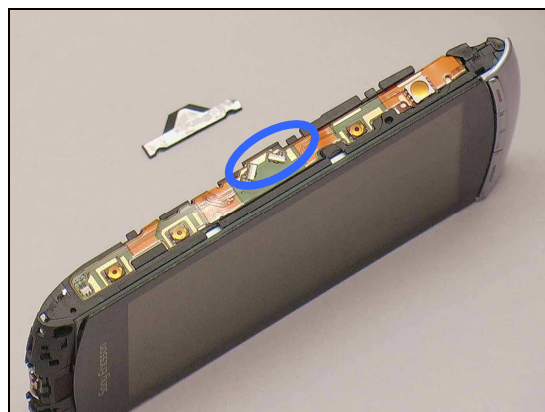


Check:

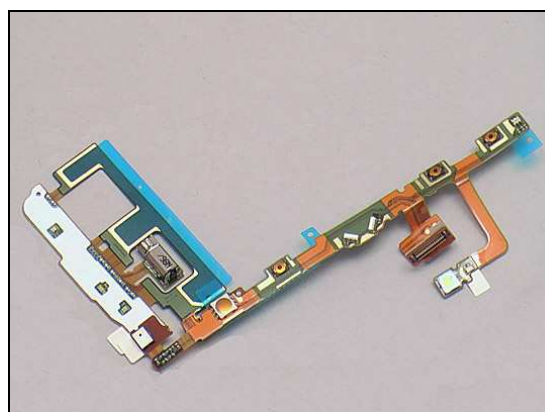
Inspect the 2 light Gu side LEDs on the Key FPC Assembly.

Action:

1. If dirty – clean it.



2. If damaged – replace the Key FPC Assembly.



Problem Areas: Illumination/LED

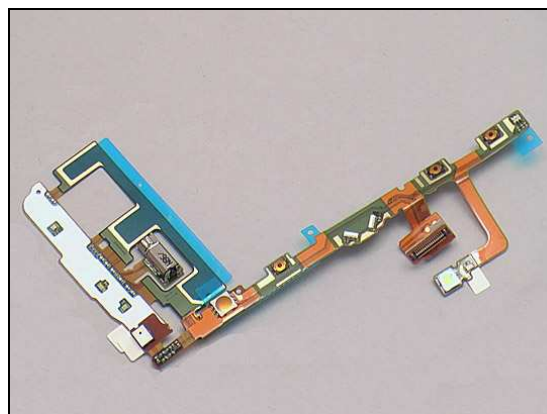
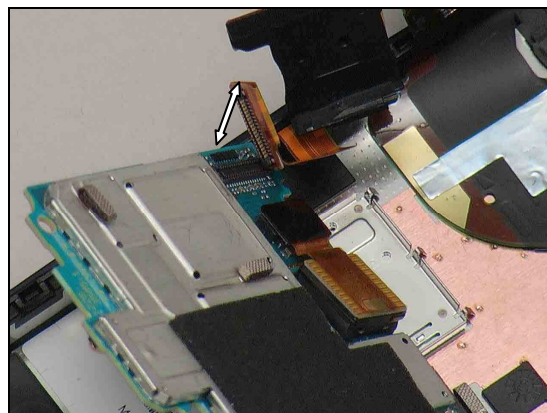
Check:

Inspect the Key FPC Assembly connector.

Action:

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

3. If damaged - replace the Key FPC Assembly.
4. Send to higher level of repair.



Problem Areas

1.6 Keys

1.6.1 On/Off Key

Check:

Inspect the On/Off Key (a).

Action:

1. If dirty or oxidized – clean it.

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

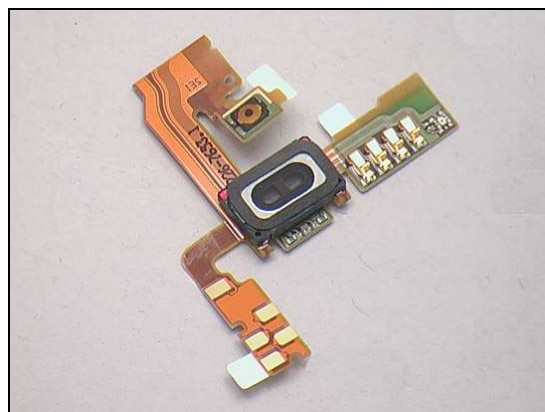
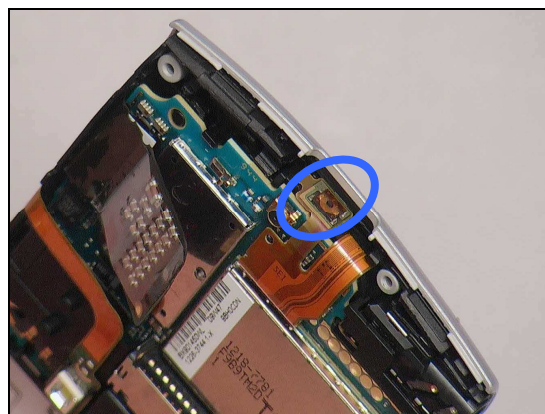
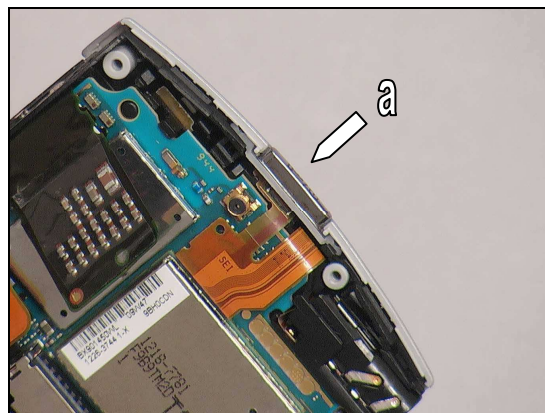
Check:

Inspect the On/Off Key dome on the Receiver FPC Assembly.

Action:

1. If dirty or oxidized – clean it.

2. If damaged – replace the Receiver FPC Assembly.





Problem Areas: Keys

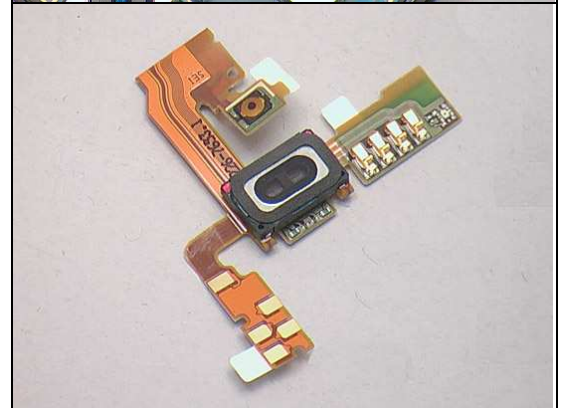
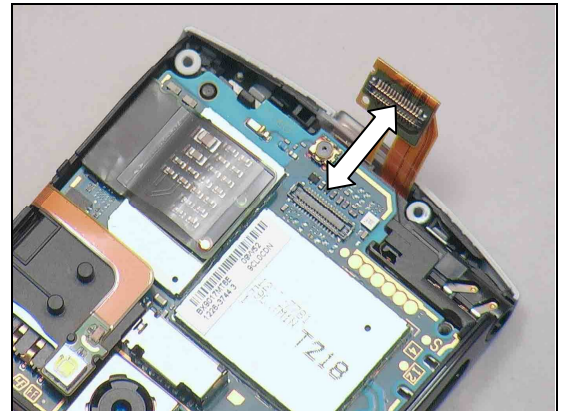
Check:

Inspect the Receiver FPC Assembly connector.

Action:

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

3. If damaged – replace it.
4. Send to higher level of repair.



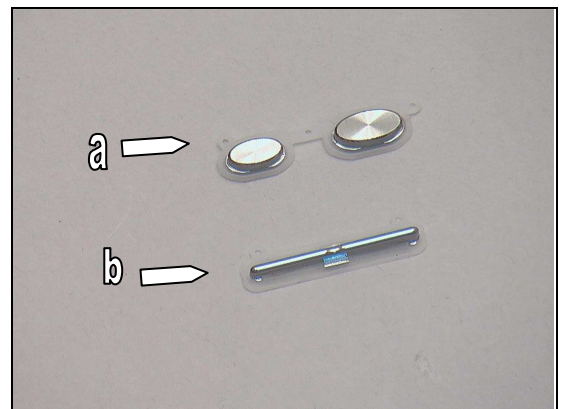
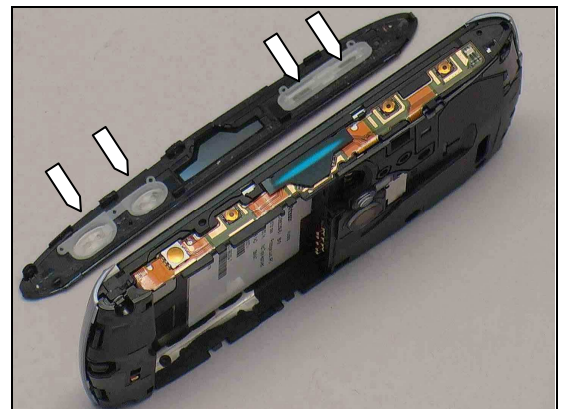
1.6.2 Volume Key and Camera Key (Mode Select key & Auto focus/Camera shutter key)

Check:

Inspect the Volume keys and the Camera keys.

Action:

1. If dirty – clean them.
2. If damaged – replace the Camera Key(a) and the Volume Key(b).





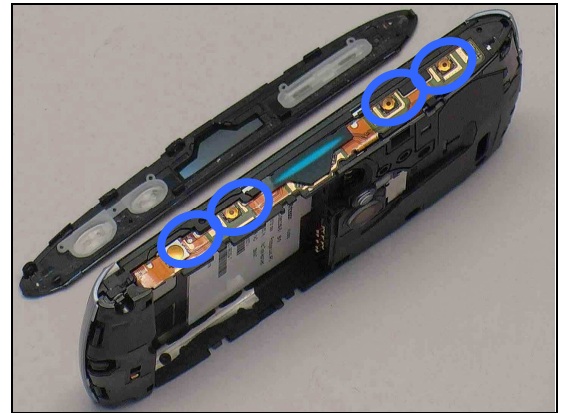
Problem Areas: Keys

Check:

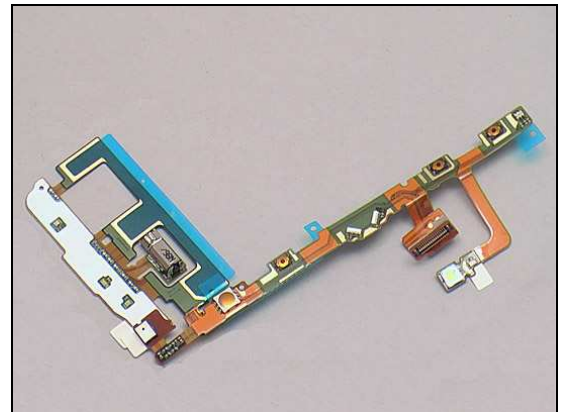
Inspect the Domes of Volume keys and Camera Keys on the Key FPC Assembly.

Action:

1. If dirty or oxidized – clean them.



2. If damaged – replace the Key FPC Assembly.

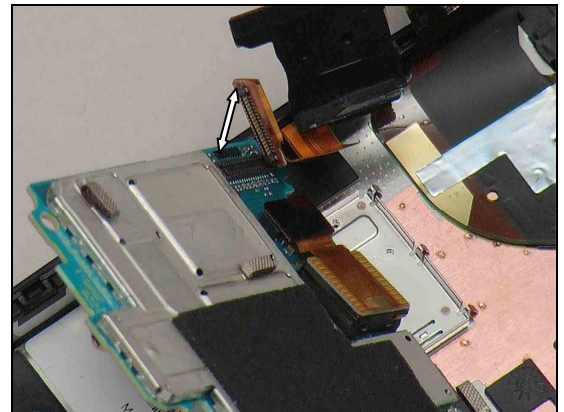


Check:

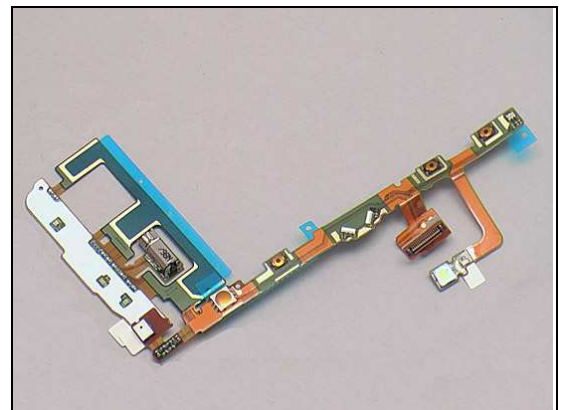
Inspect the Key FPC Assembly connector.

Action:

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



3. Replace the Key FPC Assembly.
4. Send to higher level of repair.





Problem Areas: Keys

1.6.3 Send, End & Menu Key

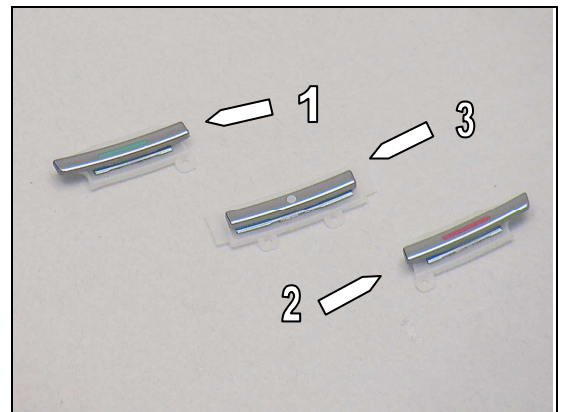
Check:

Inspect the (1)Send(Call), (2) End & (3) Menu(Multi task) Key.

Action:

1. If dirty – clean them.

2. If damaged – replace the damaged key.



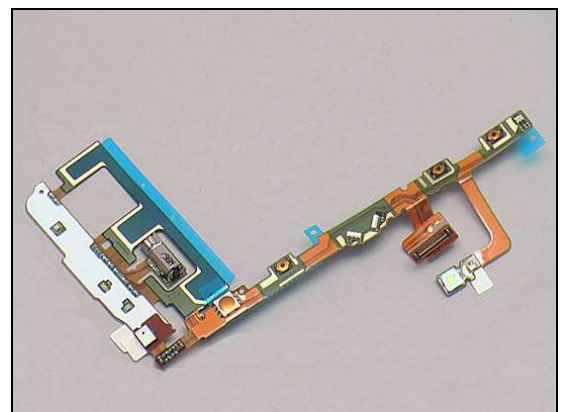
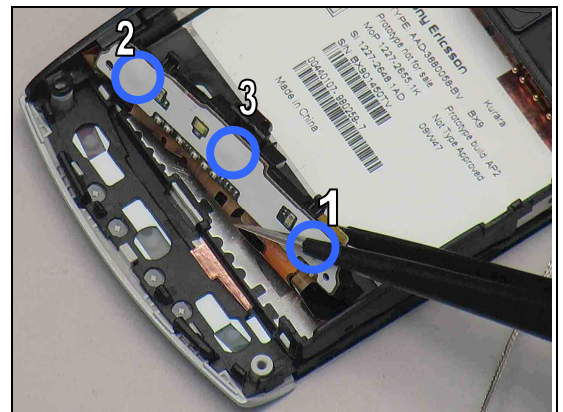
Check:

Inspect domes of the (1)Send(Call), (2) End & (3) Menu(Multi task) Key on the Key FPC Assembly.

Action:

1. If dirty or oxidized – clean them.

2. If damaged – replace the Key FPC Assembly.



Problem Areas: Keys

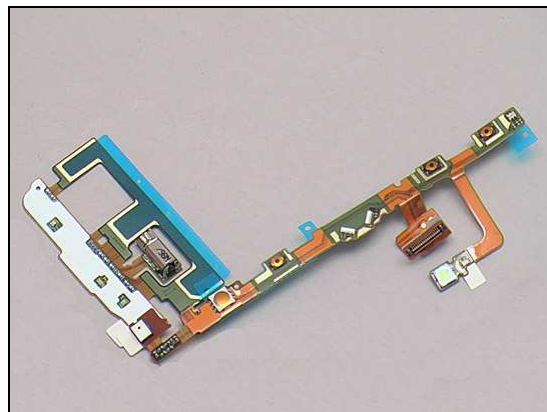
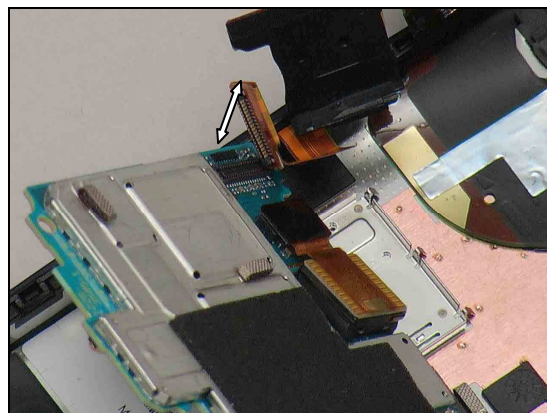
Check:

Inspect the Key FPC Assembly connector.

Action:

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

3. If damaged - replace the Key FPC Assembly.
4. Send to higher level of repair.





Problem Areas

1.7 Vibrating Alert

1.7.1 Vibrator not generating alerts

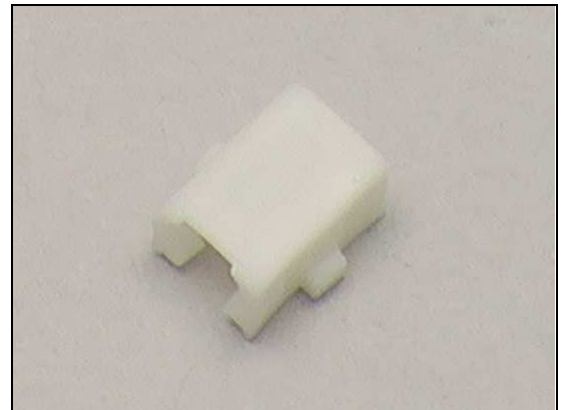
Check:

Inspect the Carrier Holder Vibrator.

Action:

1. If dirty – clean them.

2. If damaged – replace it.



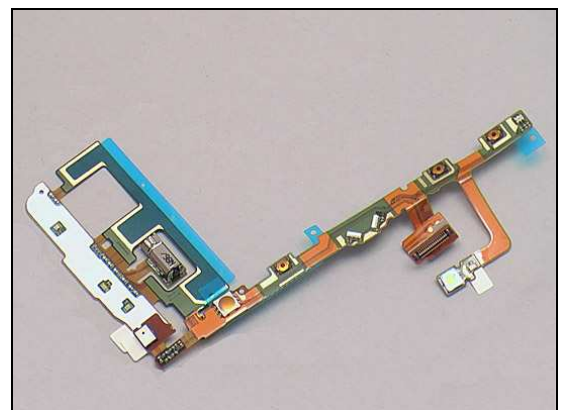
Check:

Inspect the Vibrator on the Key FPC Assembly

Action:

1. If dirty – clean it.

2. If damaged – replace the Key FPC Assembly.



Problem Areas: Vibrating Alert

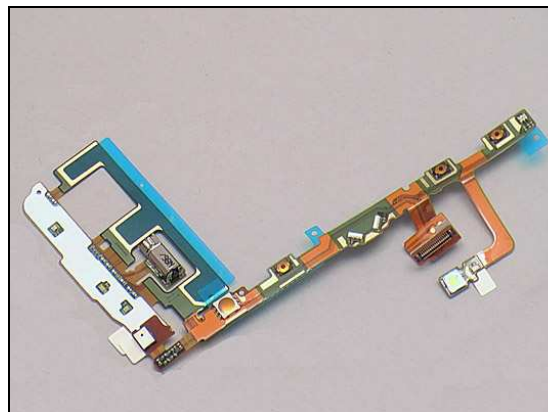
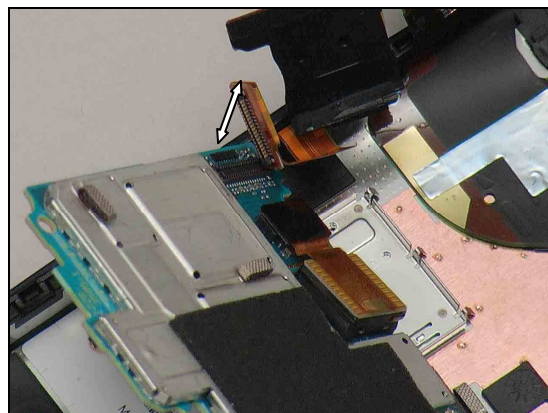
Check:

Inspect the Key FPC Assembly connector.

Action:

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

3. If damaged – replace the Key FPC Assembly.
- 4 Send to higher level of repair.



Problem Areas

1.8 Audio

1.8.1 Receiver

Check:

Inspect the Receiver's external port on the Cover Front Top.

Action:

1. If clogged – clean it.

2. If damaged – replace the Cover Front Top.

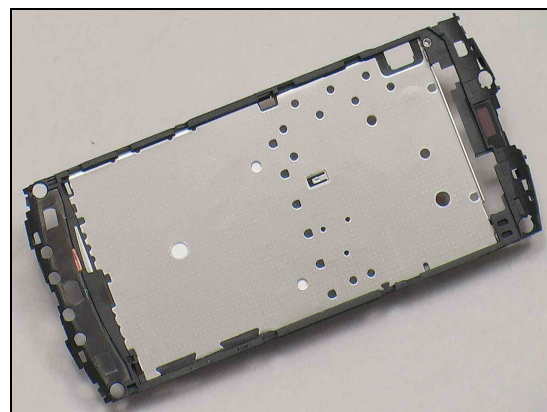
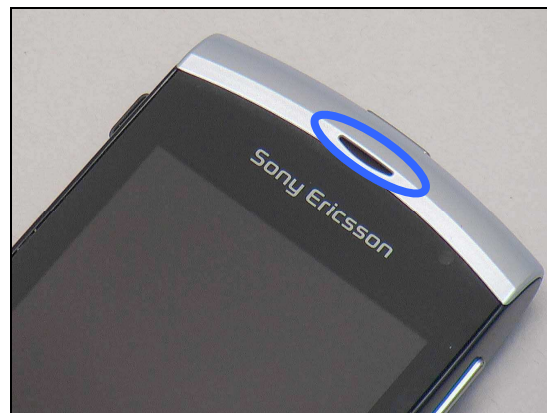
Check:

Inspect the Receiver mesh on the Main Frame.

Action:

1. If dirty or clogged – clean it.

2. If damaged – replace the Main Frame.



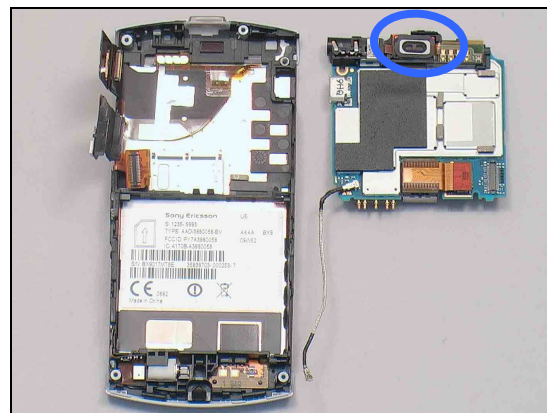
Problem Areas: Audio

Check:

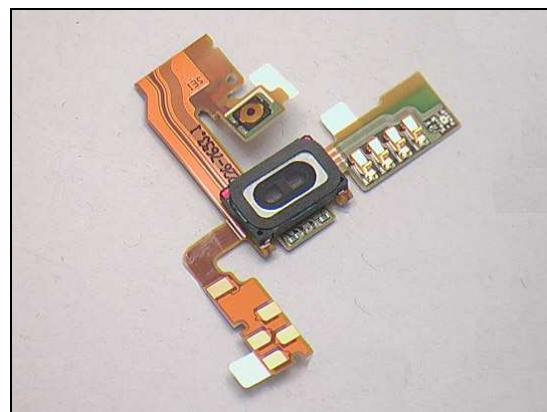
Inspect the Receiver on the Receiver FPC Assembly.

Action:

1. If dirty – clean it.



2. If damaged – replace the Receiver FPC Assembly.

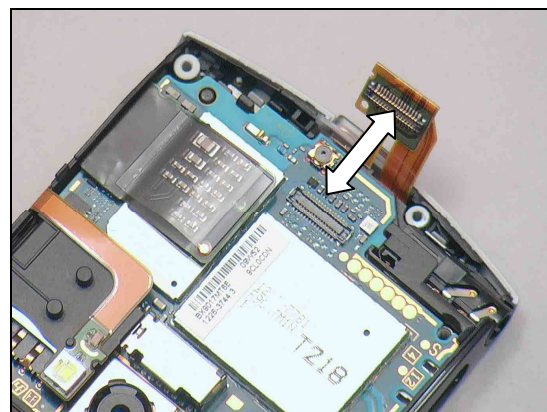


Check:

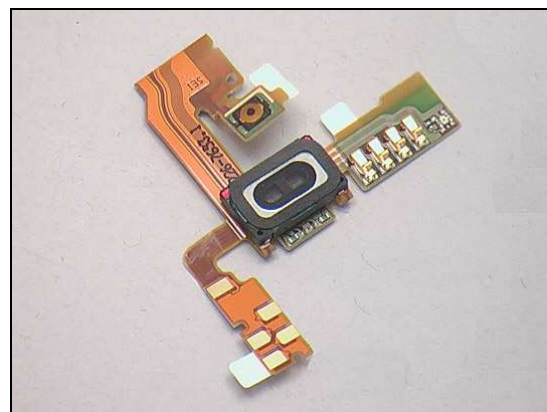
Inspect the Receiver FPC Assembly connector.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the male and female sides of the connectors.



3. If damaged – replace it.
4. Send to higher level of repair.





Problem Areas: Audio

1.8.2 Loudspeaker

Check:

Inspect the Loudspeaker's external port on the Panel Side Left Sub Assembly.

Action:

If clogged – clean the port.

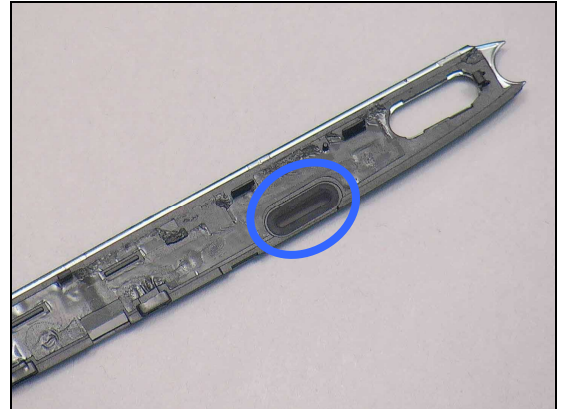


Check:

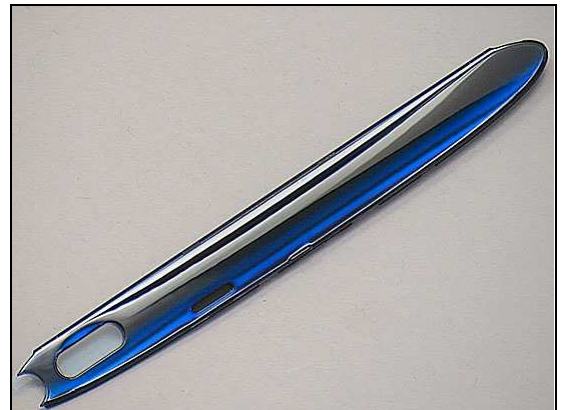
Inspect the Loudspeaker's mesh on the Panel Side Left Sub Assembly.

Action:

1. If dirty or clogged – clean it.



2. If damaged – replace Panel Side Left Sub Assembly.



Check:

Inspect the contact pads on PBA and Loudspeaker's pins.

Action:

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



Problem Areas: Audio

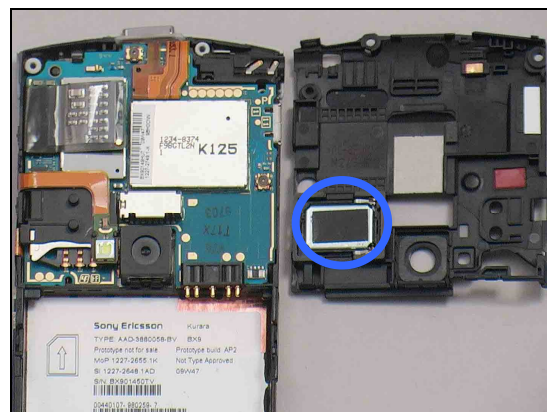
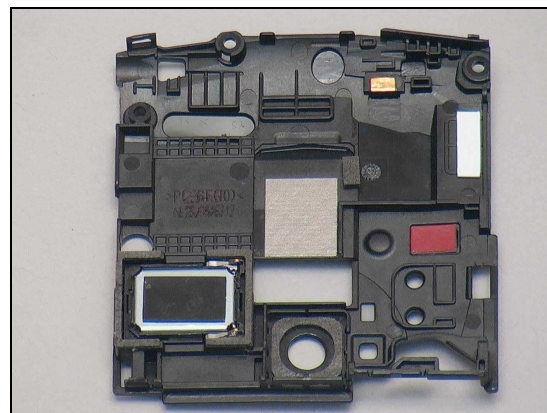
2. If pins damaged – Replace the Ant Non-cellular Assy.

Check:

Inspect the Loud Speaker in the Ant Non-cellular Assy.

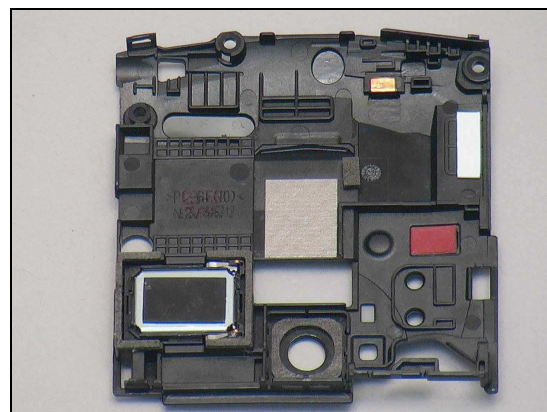
Action:

1. If dirty – clean it.



2. If damaged – Replace the Ant Non-cellular Assy.

3. Send to higher level of repair.



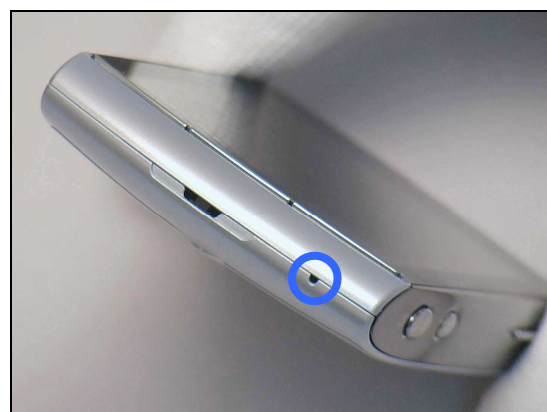
1.8.3 Microphone

Check:

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

Action:

1. If clogged – clean the port.



Problem Areas: Audio

2. If damaged – replace the Batter Cover.

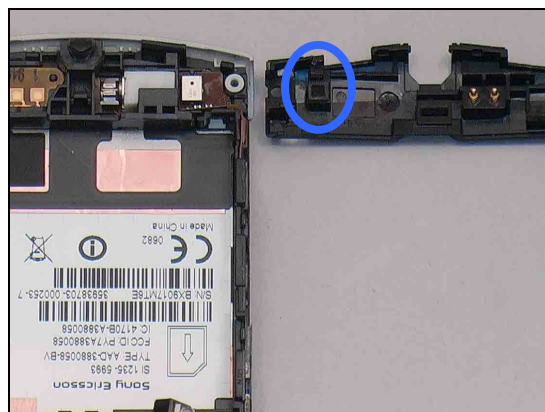


Check:

Inspect the two pieces of mesh on the Main Antenna.

Action:

1. If dirty or clogged – clean it.



2. If damaged – replace the Main Antenna.

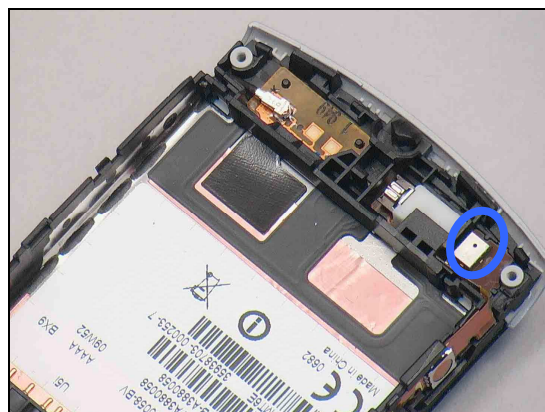


Check:

Inspect the Microphone on the Key FPC Assembly.

Action:

1. If dirty – clean it.



Problem Areas: Audio

2. If damaged – replace the Key FPC Assembly.

Check:

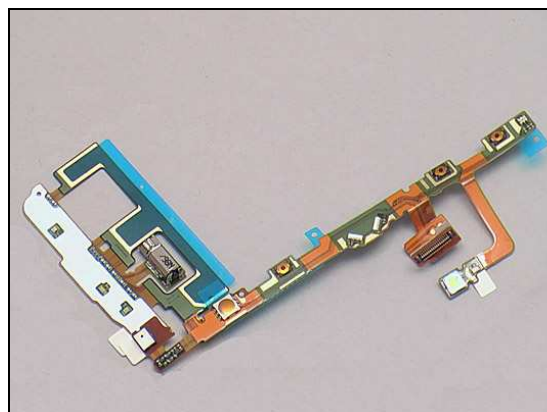
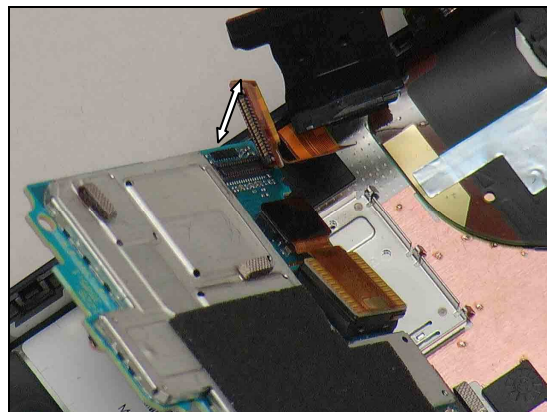
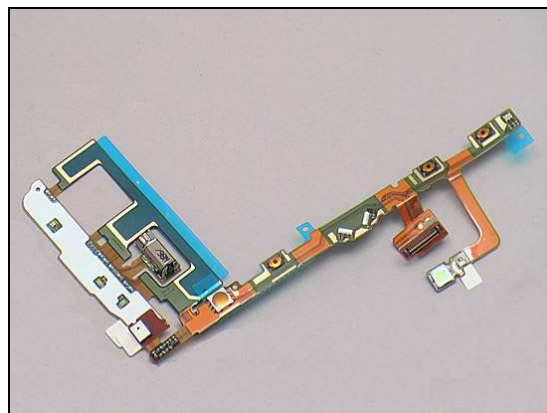
Inspect the Key FPC Assembly connector.

Action:

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

3. If damaged – replace the Key FPC Assembly.

4 Send to higher level of repair.



Problem Areas

1.9 External Memory Card

1.9.1 Memory Card not detected

Check:

Inspect the Memory Card.

Action:

1. If dirty or oxidized – clean the card.

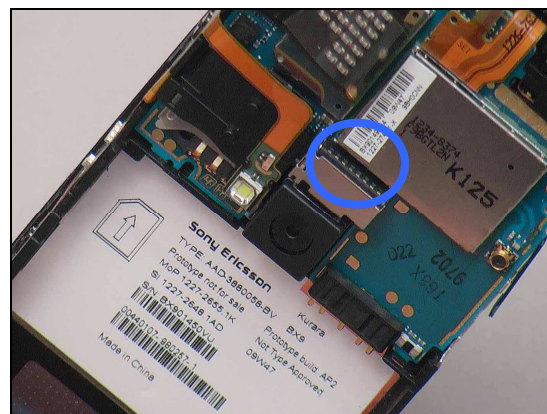


Check:

Inspect the Memory Card connector on the PBA

Action:

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





Problem Areas

1.10 HandsFree by Wire/FM Radio

1.10.1 Connection to Portable HandsFree fails or No/poor FM Radio reception

Check:

Inspect the Audio Jack Connector.

Action:

1. If dirty or oxidized – clean the connector.

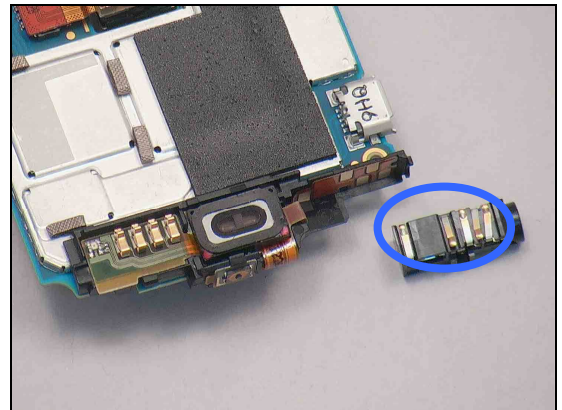


Check:

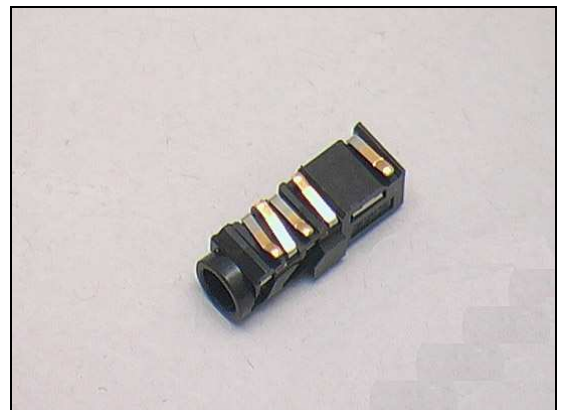
Inspect the pins of the Audio Jack Connector.

Action:

1. If dirty or oxidized – clean the pins.



2. If damaged – replace the Audio Jack Connector.

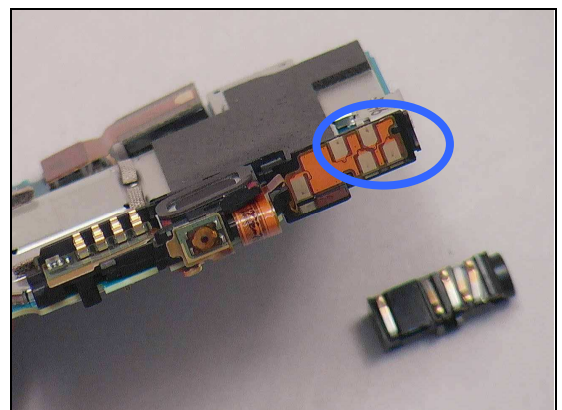


Check:

Inspect the pads on the Receiver FPC Assembly.

Action:

1. If dirty or oxidized – clean the pads.



Problem Areas: HandsFree by Wire/FM Radio

2. If damaged – replace the Receiver FPC Assembly.

Check:

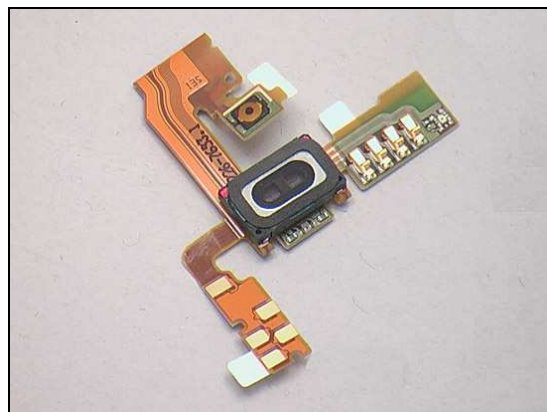
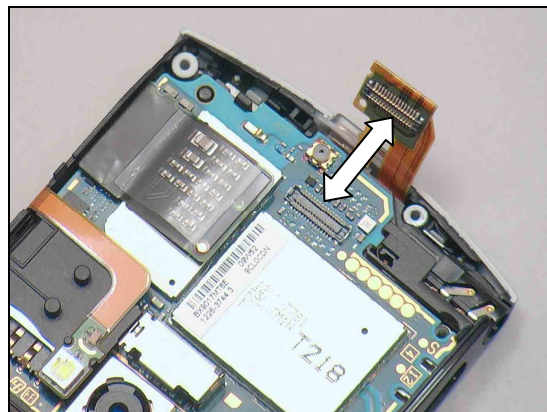
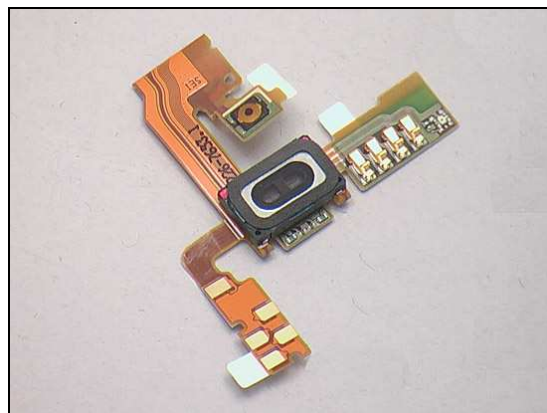
Inspect the Receiver FPC Assembly connector.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the male and female sides of the connectors.

3. If damaged – replace it.

4. Send to higher level of repair.





Problem Areas

1.11 Real Time Clock

1.11.1 Real Time Clock test fails

Action:

Send to higher level of repair

Problem Areas

1.12 SIM

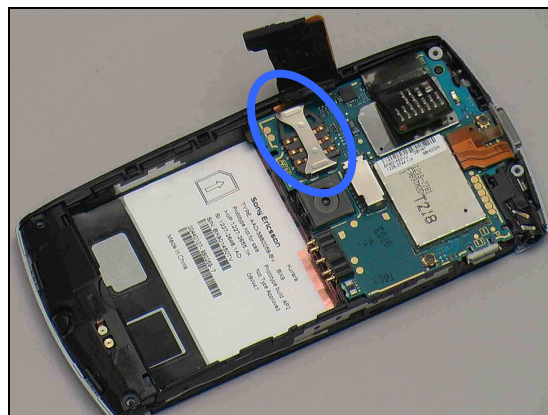
1.12.1 SIM not detected

Check:

Inspect the SIM holder

Action:

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



1.12.2 Incorrect SIM indicated

Check:

Inspect 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

1.13 Accelerometer

1.13.1 Accelerometer test fails

Action:

Send to higher level of repair



Problem Areas

1.14 GPS

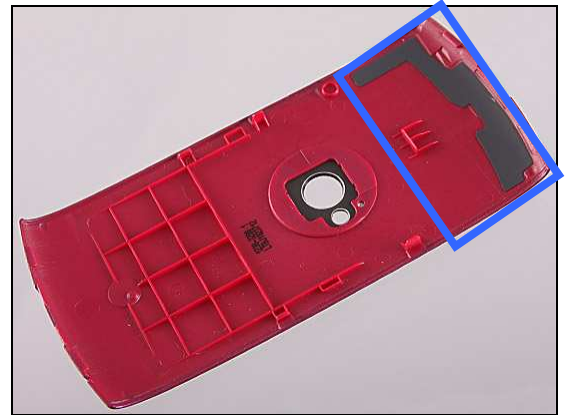
1.14.1 GPS malfunctions

Check: (Only for U5at)

Inspect the foil on the Cover Battery Sub Assembly.

Action:

1. If damaged – replace a new Cover Battery Sub Assembly.

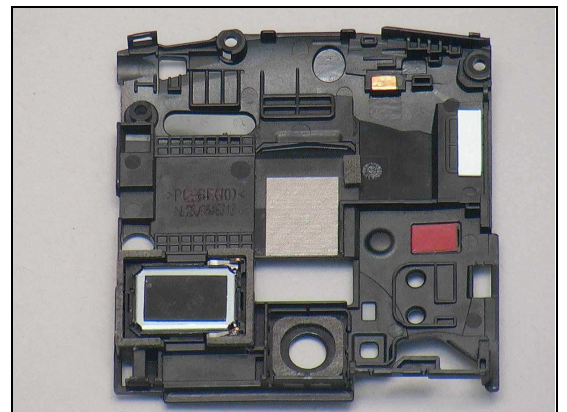
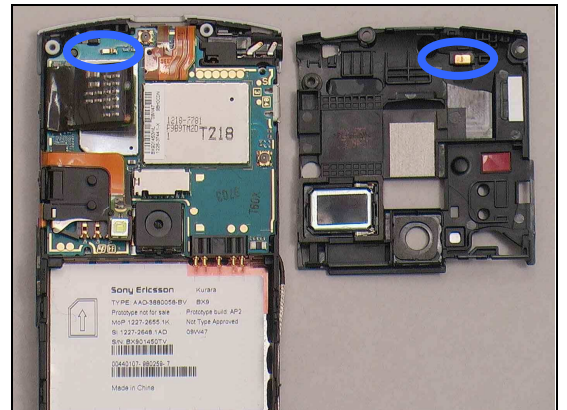


Check:

Inspect the contact spring connector on the Main PBA and the pad on the Ant Non-cellular Assy.

Action:

1. If dirty or oxidized – clean the spring connector and pad.
2. If the pad damaged – replace the Ant Non-cellular Assy.
3. Send to higher level of repair.



Problem Areas

1.15 WLAN

1.15.1 WLAN malfunctions (Only for U5i & U5a)

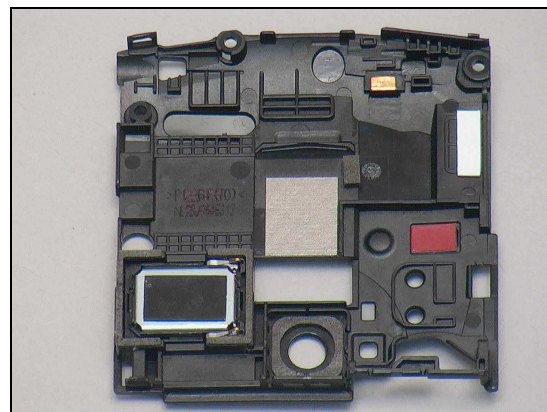
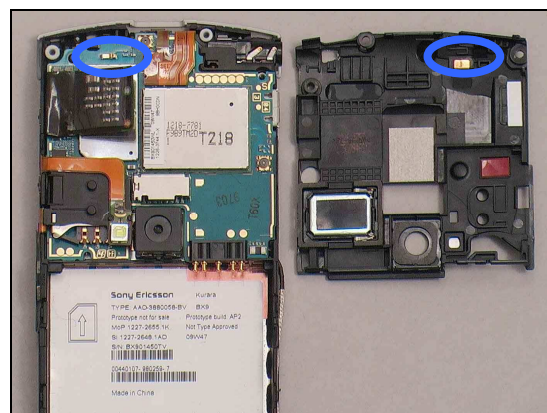
Check:

Inspect the contact spring connector on the Main PBA and the pad on the Ant Non-cellular Assy.

Action:

1. If dirty or oxidized – clean the spring connector and the pad.

2. If the pad damaged – replace the Ant Non-cellular Assy.
3. Send to higher level of repair.



1.15.2 WLAN malfunctions (Only for U5at)

Send to higher level of repair.

Problem Areas

1.16 Bluetooth

1.16.1 Bluetooth malfunctions (Only for U5i & U5a)

Check:

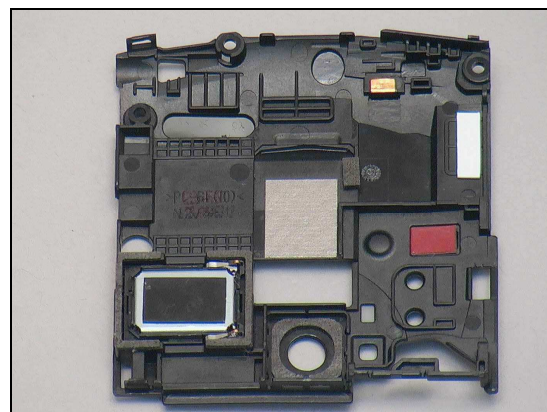
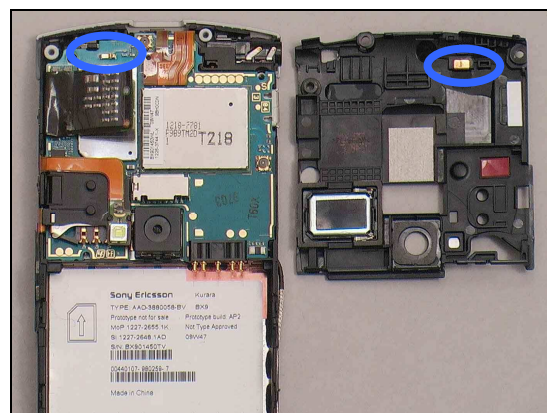
Inspect the contact spring connector on the Main PBA and the pad on the Ant Non-cellular Assy.

Action:

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

2. If the pad damaged – replace the Ant Non-cellular Assy.

3. Send to higher level of repair.



1.16.2 Bluetooth malfunctions (Only for U5at)

Send to higher level of repair.

Problem Areas

1.17 Ambient Light Sensor

1.17.1 Ambient Light Sensor Malfunctions

Check:

Inspect the Ambient Light Window on the Touch Panel.

Action:

1. If dirty – clean it.

2. If damaged – replace the Touch Panel.

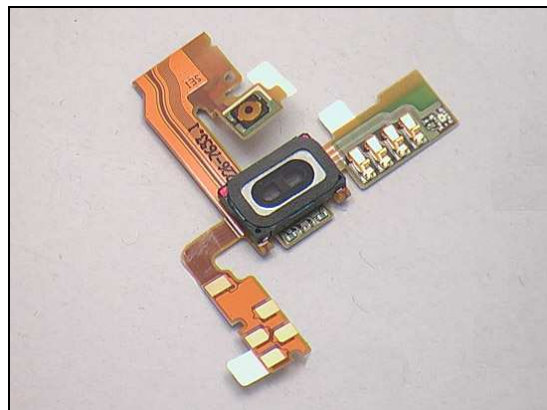
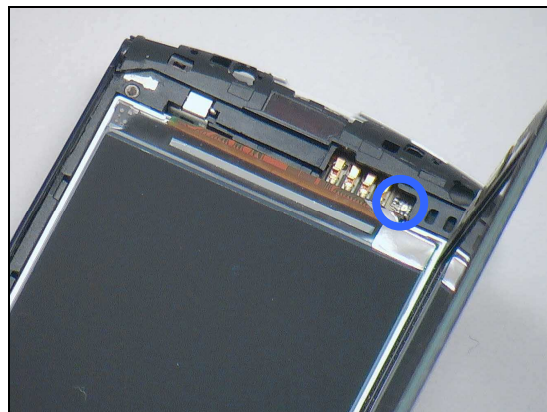
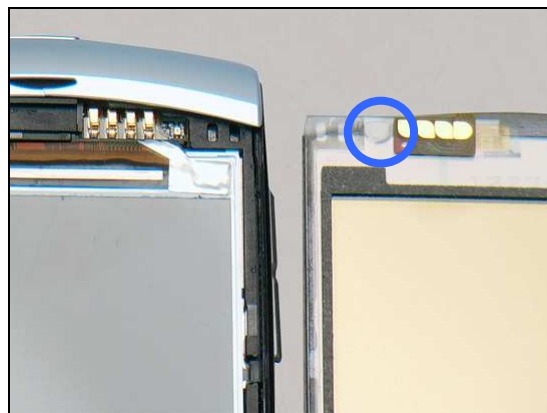
Check:

Inspect the Ambient Light on the Receiver FPC Assembly.

Action:

1. If dirty – clean it.

2. If damaged – replace the Receiver FPC Assembly.



Problem Areas: Ambient Light Sensor

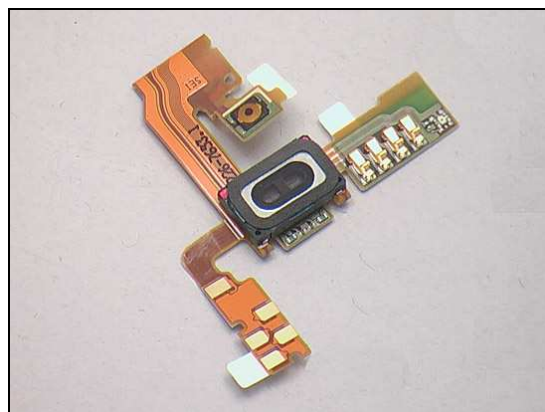
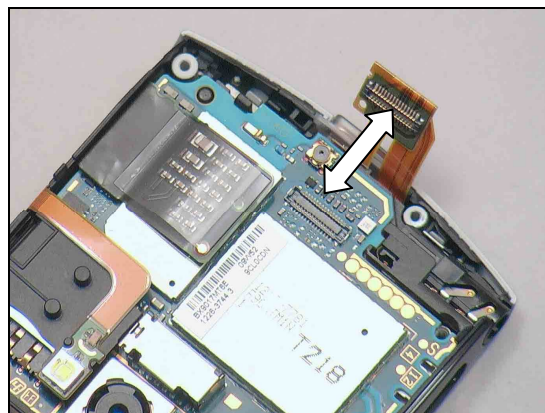
Check:

Inspect the Receiver FPC Assembly connector.

Action:

1. If not properly connected – disconnect and reconnect it.
2. If dirty or oxidized – clean the male and female sides of the connectors.

3. If damaged – replace it.
4. Send to higher level of repair.



Problem Areas

1.18 Charging

1.18.1 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 Connector.

Action:

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

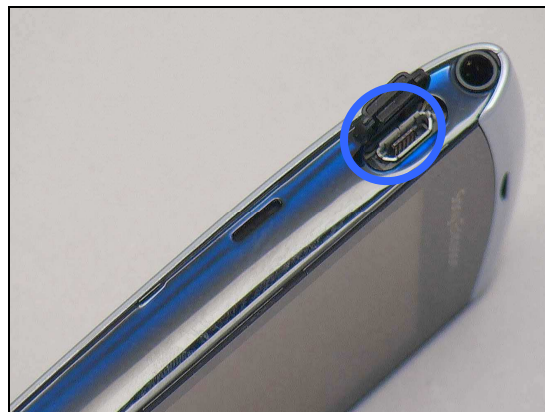


Check:

Inspect the Micro USB Port.

Action:

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





Problem Areas

1.19 Network & Signal

1.19.1 No/Poor signal (Only for U5i & U5a)

Check:

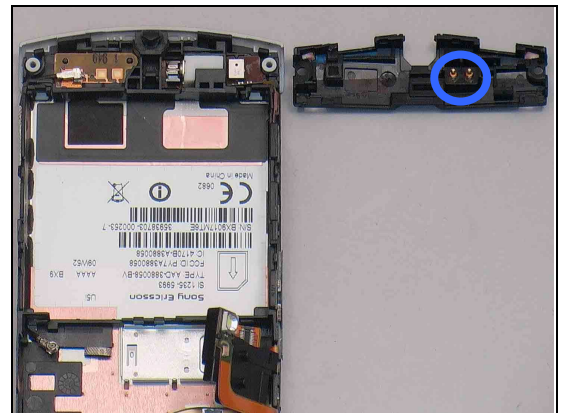
Ensure that a correct SIM is installed.

Inspect the pins on the Main Antenna.

Action:

1. If dirty or oxidized – clean the pins.

2. If pins damaged – Replace the Main Antenna.

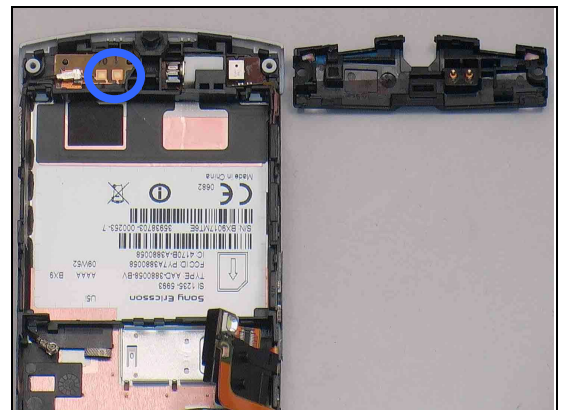


Check:

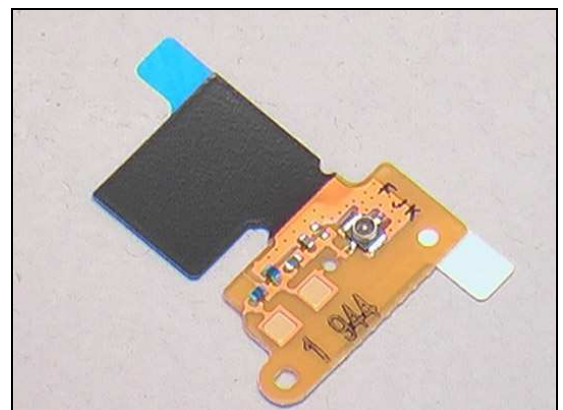
Inspect the antenna contact pads on the Antenna FPC Assembly.

Action:

1. If dirty or oxidized – clean the pads.



2. If the antenna contact pads damaged – replace the Antenna FPC Assembly.





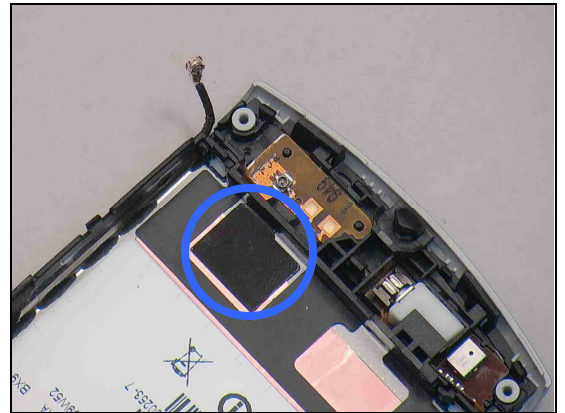
Problem Areas: Network & Signal

Check:

Inspect adhesive of the Antenna FPC Assembly is solidly attached on the Main Frame.

Action:

1. If attachment is loosen – replace the Antenna FPC Assembly.

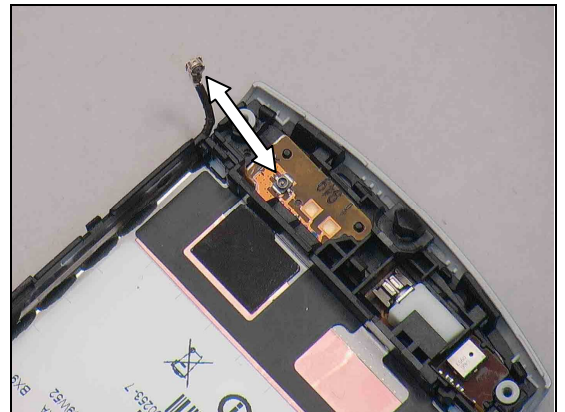


Check:

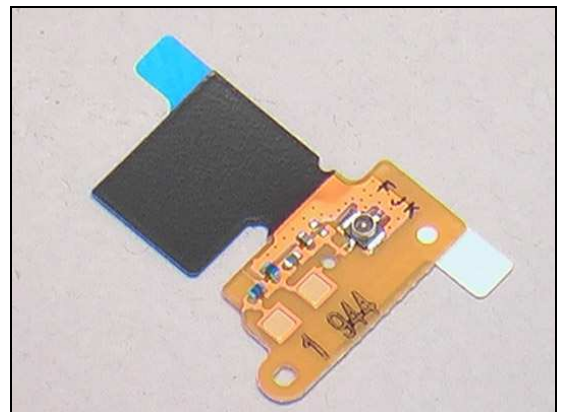
Inspect the RF Cable and the RF connector on the Antenna FPC Assembly.

Action:

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



2. If RF connector damaged – replace the Antenna FPC Assembly.



3. If the RF cable damaged – replace it.





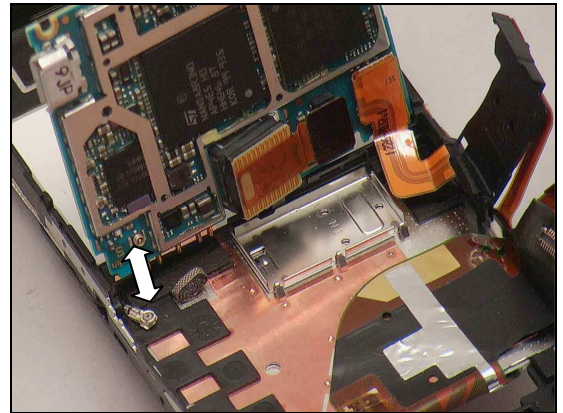
Problem Areas: Network & Signal

Check:

Inspect the RF Cable and the RF connector on the PBA.

Action:

1. If not properly connected to the PBA – disconnect and reconnect it.



2. If the RF cable damaged – replace it.

3. Send to higher level of repair.



1.19.2 No/Poor signal (Only for U5at)

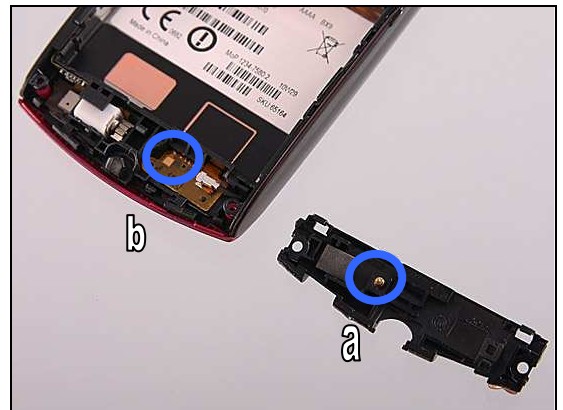
Check:

Ensure that a correct SIM is installed.

Inspect the pin (a) on the Main Antenna and the pad (b) on the Antenna FPC Assembly.

Action:

1. If dirty or oxidized – clean them.



2. If the pin on the Main Antenna is damaged – Replace the Main Antenna.



Problem Areas: Network & Signal

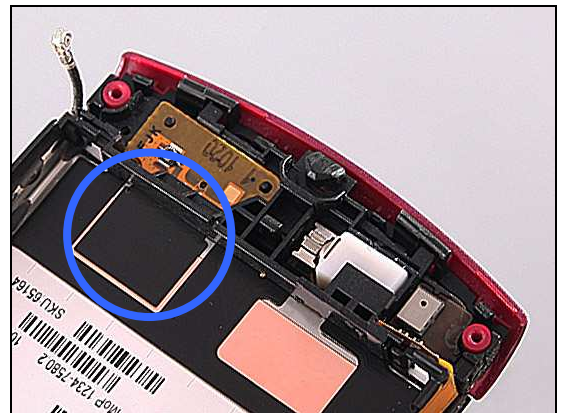
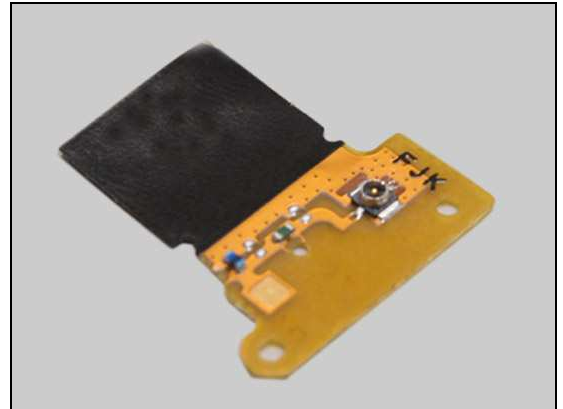
3. If the antenna contact pad is damaged – replace the Antenna FPC Assembly.

Check:

Inspect adhesive of the Antenna FPC Assembly is solidly attached on the Main Frame.

Action:

1. If attachment is loosen – replace the Antenna FPC Assembly.

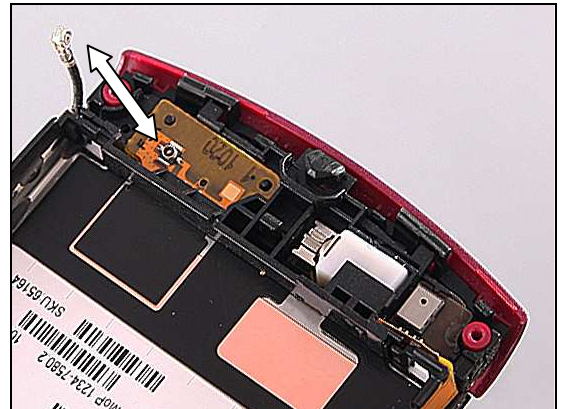


Check:

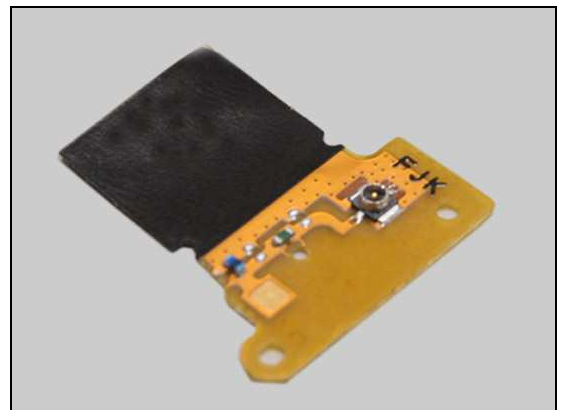
Inspect the RF Cable and the RF connector on the Antenna FPC Assembly.

Action:

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



2. If RF connector is damaged – replace the Antenna FPC Assembly.





Problem Areas: Network & Signal

3. If the RF cable is damaged – replace it.

Check:

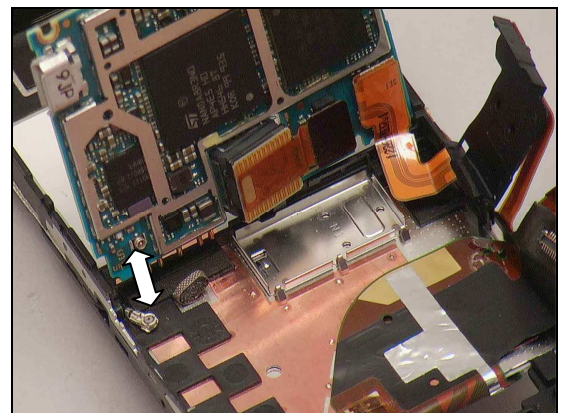
Inspect the RF Cable and the RF connector on the PBA.

Action:

1. If not properly connected to the PBA – disconnect and reconnect it.

2. If the RF cable is damaged – replace it.

3. Send to higher level of repair.



Problem Areas

1.20 Data Communication

1.20.1 Data transfer via System Connector fails

Check:

Inspect the Micro USB Port.

Action:

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





2 Revision History

Rev.	Date	Changes / Comments
1	2010-Feb-20	Initial release
2	2010-Mar-12	Modify chapters of FM Radio and delete Handsfree by wire. Modify some descriptions for consistent with other FEA documents and better understanding.
3	2010-Jul-28	Front page is updated with U5at information. GPS section is updated with U5at information. Network and Signal section is updated with U5at information. Bluetooth and WLAN section are updated with U5at information.