



Troubleshooting Guide

- mechanical -



W705

W715

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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 Navigation Keypad illuminates after the power key is depressed

Action:

If activation of the Vibrator and Navigation Keypad illumination is detected, refer to section 1.5 'Display'

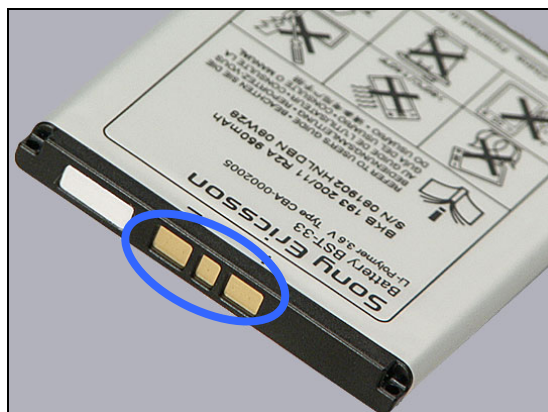


Check:

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 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. If damaged – send to higher level of repair

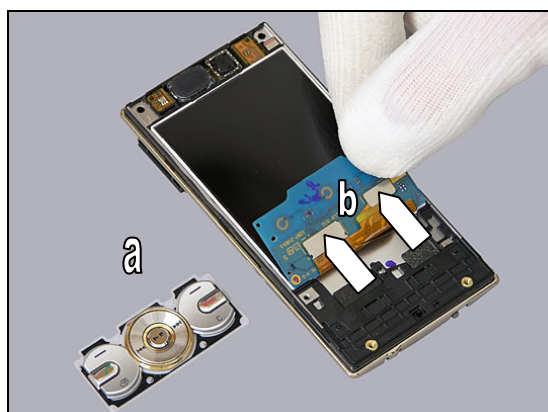


Check:

Inspect the Navigation Keypad (a) and check that the two flex cables are properly connected to the BtB connectors of the Navigation Key PBA (b)

Action:

1. If the Navigation Keypad is damaged – replace it
2. Replace the Navigation Key PBA (incl. Dome Sheet)
3. Send to higher level of repair



Problem Areas

1.2 Display

1.2.1 Graphics & Illumination

Check:

Check whether the phone vibrates and the Navigation Keypad illuminates after the power key has been pressed

Action:

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

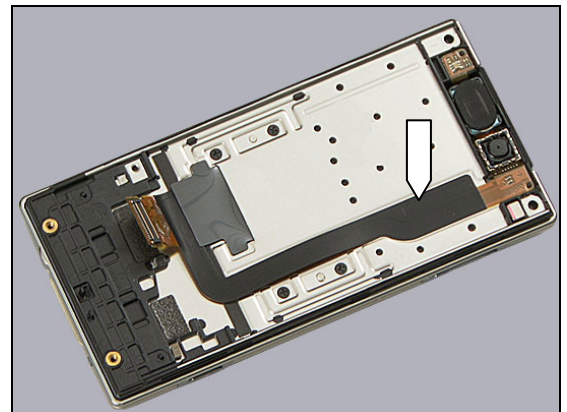
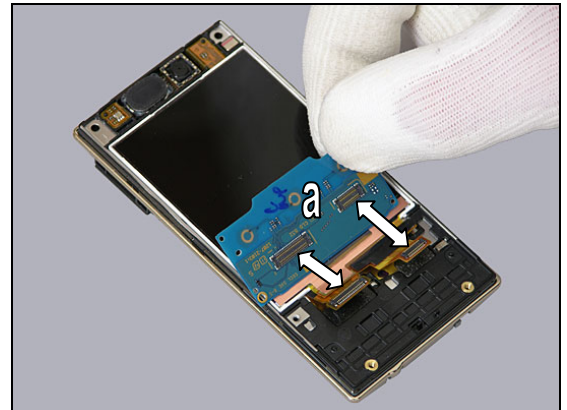
Check:

Inspect the Navigation Key PBA (a) and its flex film connections

Action:

1. If not properly connected – disconnect and reconnect
2. If dirty or oxidized – clean the male and female sides of the two BtB connectors
3. If the Navigation Key PBA is damaged – replace the PBA
4. Replace the Display

5. Replace the Slider Flex Module
6. Send to higher level of repair



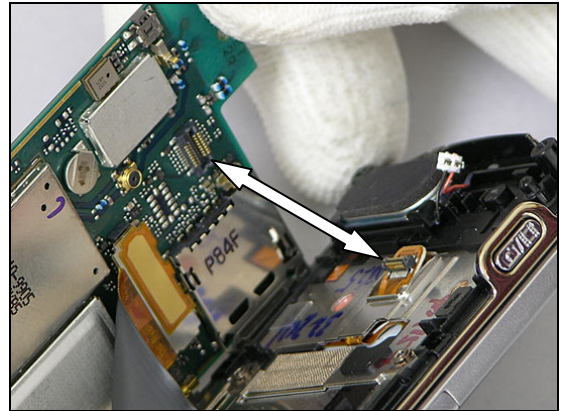
Problem Areas

1.3 Key Illumination

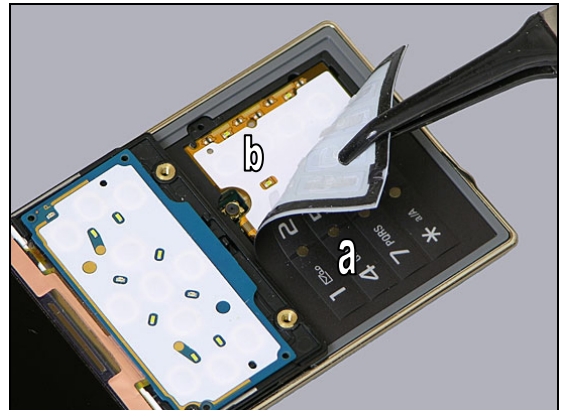
1.3.1 Keyboard

Action:

1. Remove and reinstall the Main PBA in order to reconnect the Key Flex Module to the Main PBA



2. Replace the Keyboard (a) and the Key Flex Module (b)
3. Send to higher level of repair



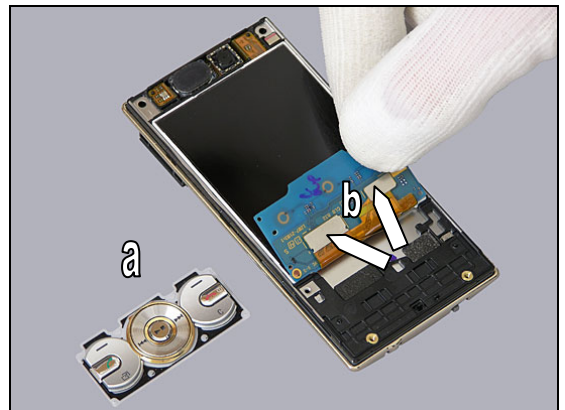
1.3.2 Navigation Keypad

Check:

Inspect the Navigation Keypad (a) and check that the two flex cables are properly connected to the BtB connectors of the Navigation Key PBA (b).

Action:

1. If the Navigation Keypad is damaged – replace the keypad
2. Replace the Navigation Key PBA (incl. Dome Sheet)
3. Send to higher level of repair



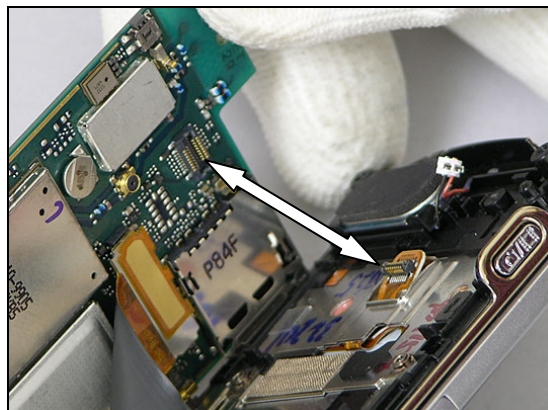
Problem Areas

1.4 Keys

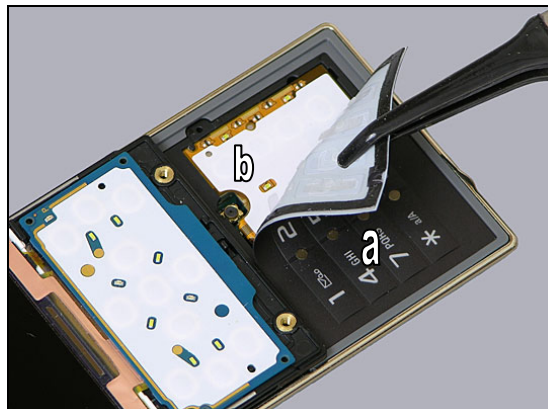
1.4.1 Keyboard keys

Action:

1. Remove and reinstall the Main PBA in order to reconnect the Key Flex Module to the Main PBA



2. Replace the Keyboard (a) and the Key Flex Module (b)
3. Send to higher level of repair



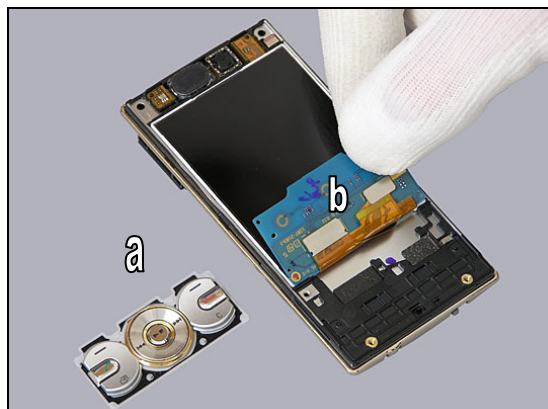
1.4.2 Navigation keys

Check:

Inspect the Navigation Keypad (a)
Check that the two flex cables are properly connected to the BtB connectors of the Navigation Key PBA (b)

Action:

1. If the Navigation Keypad is damaged – replace the keypad
2. Replace the Navigation Key PBA (incl. Dome Sheet)
3. Send to higher level of repair



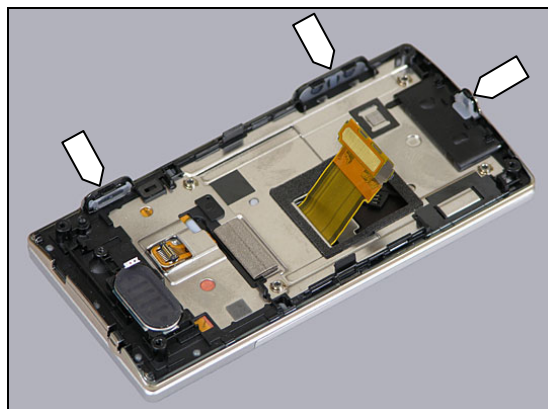
1.4.3 Top & Side keys

Check:

Remove the Main PBA and inspect the key causing the fault

Action:

1. If some key is damaged – replace the key
2. Reinstall the Main PBA and ensure the three keys are properly located in relation to the key switches on the PBA
3. Send to higher level of repair



Problem Areas

1.5 Audio

1.5.1 Microphone

Check:

Inspect the Microphone's external port

Action:

1. If clogged – clean the port
2. Send to higher level of repair



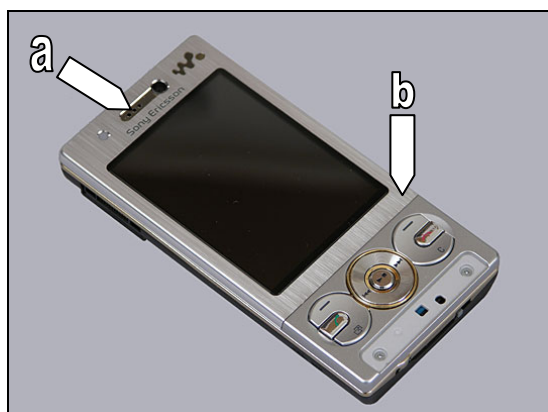
1.5.2 Receiver

Check:

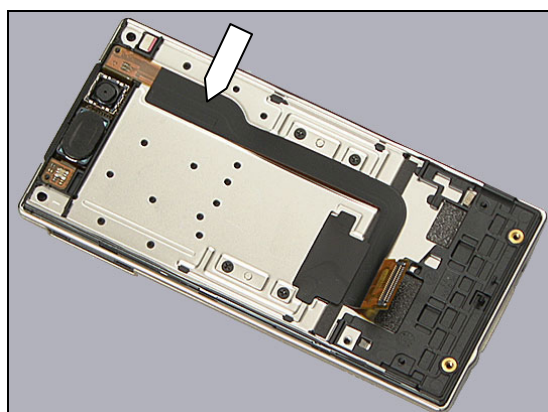
Inspect the Receiver's external port (a)

Action:

1. If clogged – clean it or replace the Front Cover (b)



2. Replace the Slider Flex Module
3. Send to higher level of repair



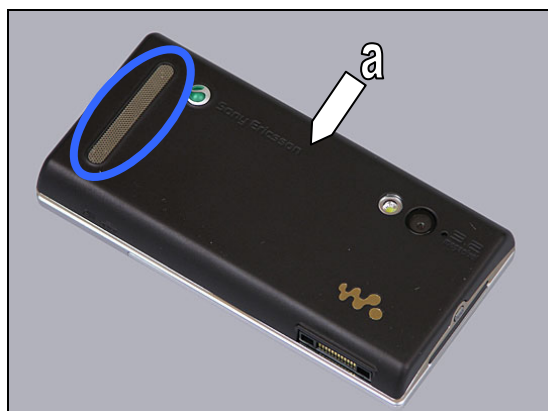
1.5.3 Loudspeaker

Check:

Inspect the Loudspeaker's external port

Action:

1. If clogged – clean the speaker port or replace the Battery Cover (a)



Problem Areas: Audio

2. Replace the Loudspeaker
3. Send to higher level of repair



Problem Areas

1.6 Vibrator

1.6.1 Vibrator not generating alerts

Action:

Send to higher level of repair

Problem Areas

1.7 Camera

1.7.1 Rear camera defects

Check:

Inspect the camera window

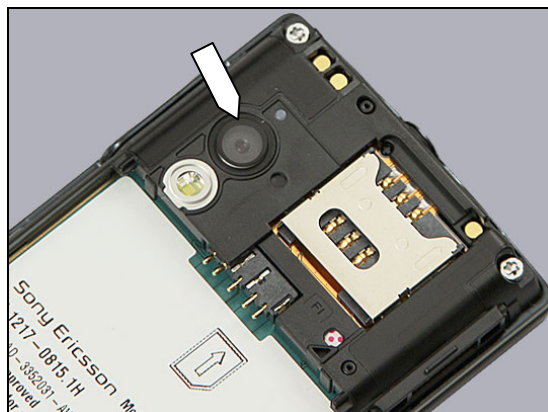
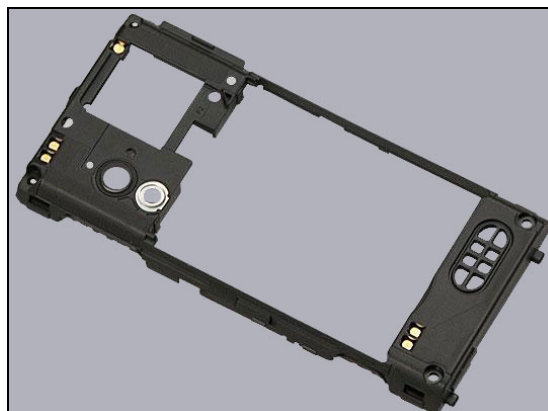
Action:

1. If dirty – clean the window

2. If scratched or damaged – replace the Rear Cover

3. Replace the Rear Camera

4. Send to higher level of repair



1.7.2 Front camera defects

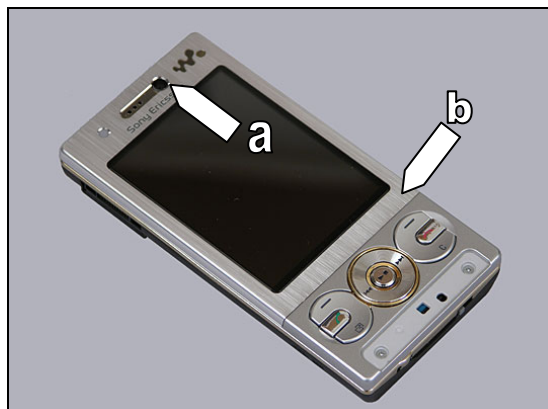
Check:

Inspect the camera window (a)

Action:

1. If dirty – clean the window

2. If scratched or damaged – replace the Front Cover (b)



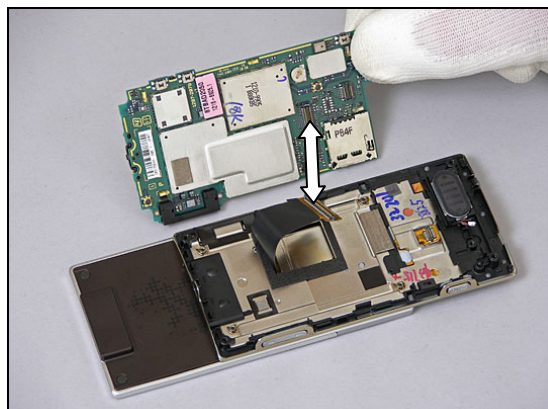
Problem Areas: Camera

Check:

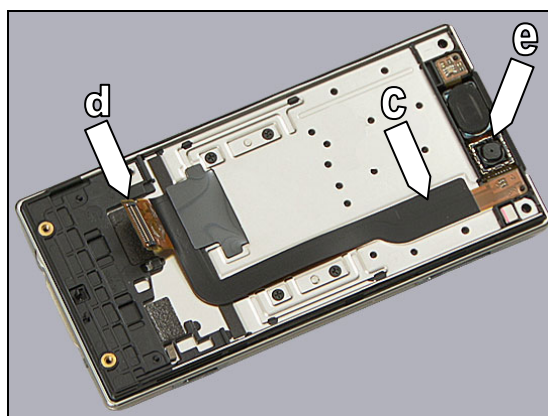
Inspect the flex film connection to the Main PBA

Action:

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



3. If the Slider Flex Module (c) or its BtB connector (d) is damaged – replace the Slider Flex Module
4. Replace the Front Camera (e)
5. Send to higher level of repair



Problem Areas

1.8 Flash LED

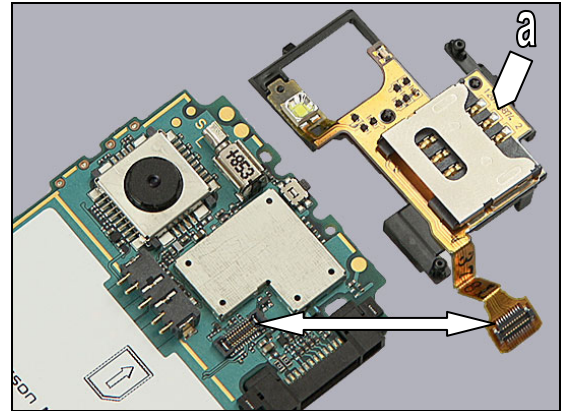
1.8.1 Flash LED not flashing

Check:

Inspect the BtB connectors of the SIM Flex Module (a) and the Main PBA

Action:

1. If dirty or oxidized – clean the connectors
2. Replace the SIM Flex Module
3. Send to higher level of repair



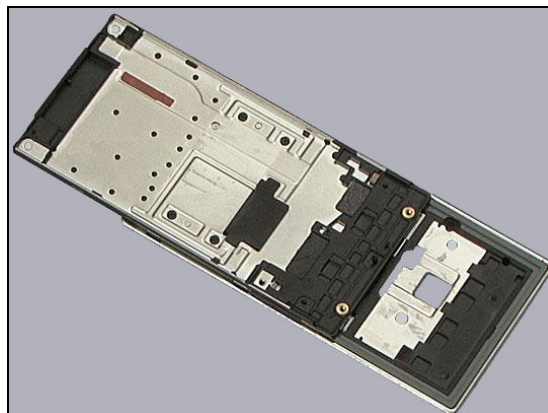
Problem Areas

1.9 Hinge Slider

1.9.1 Slider stiff or stuck

Action:

Replace the Hinge Slider



Problem Areas

1.10 Accelerometer

1.10.1 Accelerometer test fails

Action:

Send to higher level of repair

Problem Areas

1.11 Memory Card

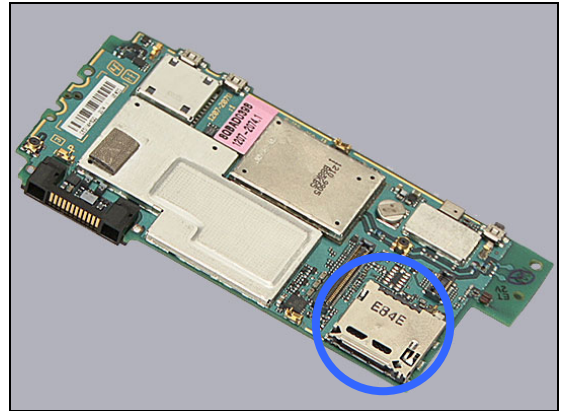
1.11.1 Memory Card not detected

Check:

Inspect the Memory Card holder

Action:

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



Problem Areas

1.12 FM Radio

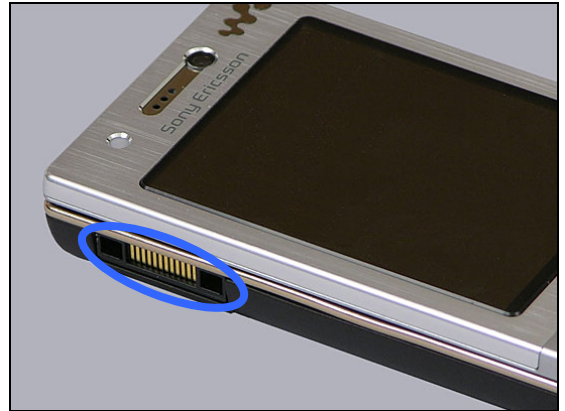
1.12.1 No/Poor FM Radio reception

Check:

Inspect the System Connector

Action:

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



Problem Areas

1.13 Real Time Clock

1.13.1 Real Time Clock test fails

Action:

Send to higher level of repair

Problem Areas

1.14 SIM

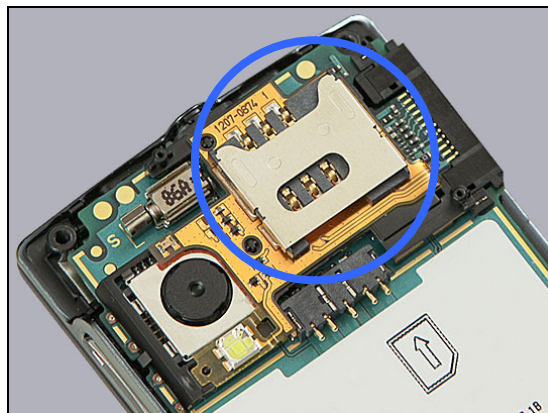
1.14.1 SIM not detected

Check:

Inspect the SIM holder

Action:

If dirty or oxidized – clean the holder

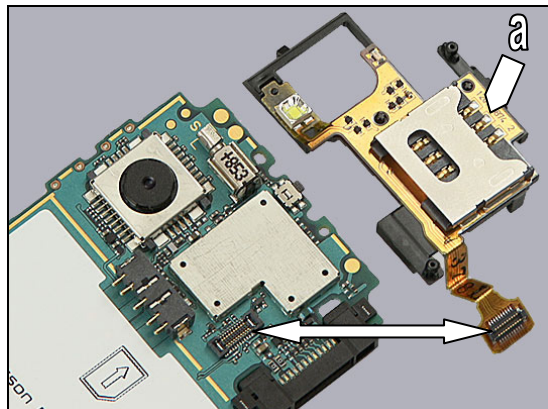


Check:

Inspect the BtB connectors of the SIM Flex Module and the Main PBA

Action:

1. If dirty or oxidized – clean the connectors
2. Replace the SIM Flex Module (a)
3. Send to higher level of repair



1.14.2 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

1.15 Charging

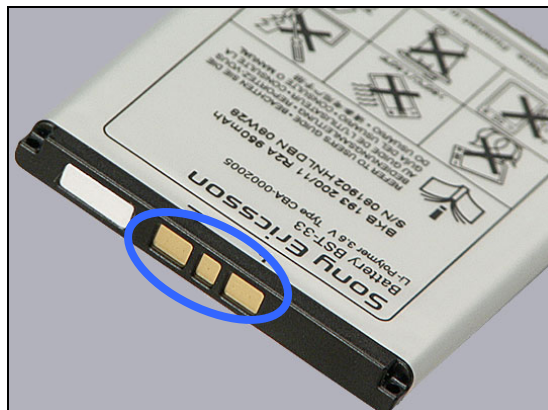
1.15.1 Battery will not charge

Check:

Inspect the contact pads of the Battery

Action:

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

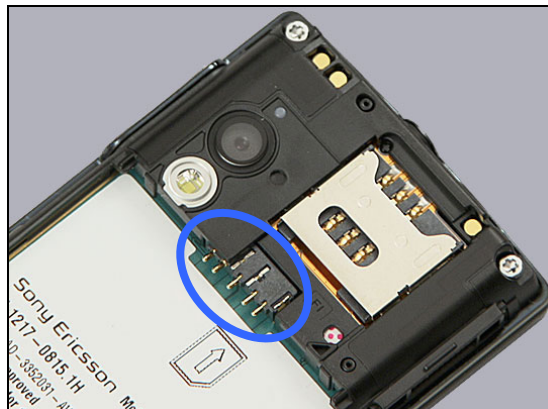


Check:

Inspect the Battery Connector

Action:

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

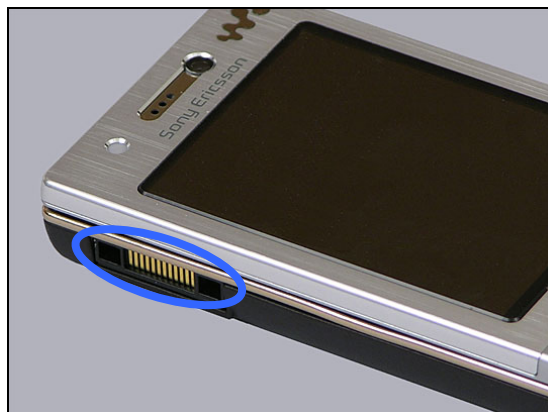


Check:

Inspect the system connector

Action:

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



Problem Areas

1.16 Bluetooth & W-LAN

1.16.1 Bluetooth or W-LAN connection failure

Check:

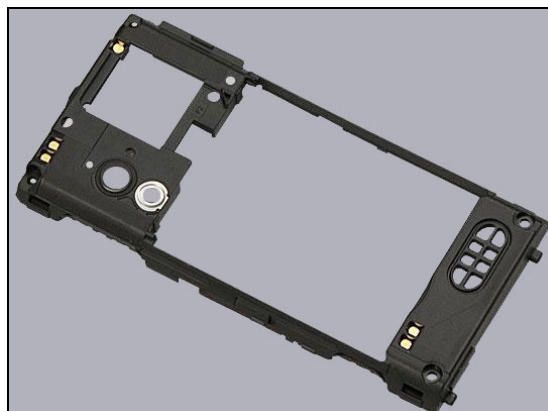
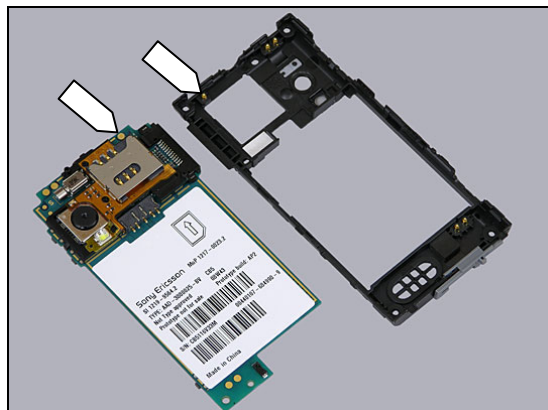
Inspect the antenna contact pad/pin on the Main PBA and the Rear Cover.

Action:

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

2. Replace the Rear Cover

3. Send to higher level of repair



Problem Areas

1.17 GPS **Only Applicable for W715**

1.17.1 GPS malfunctions

Check:

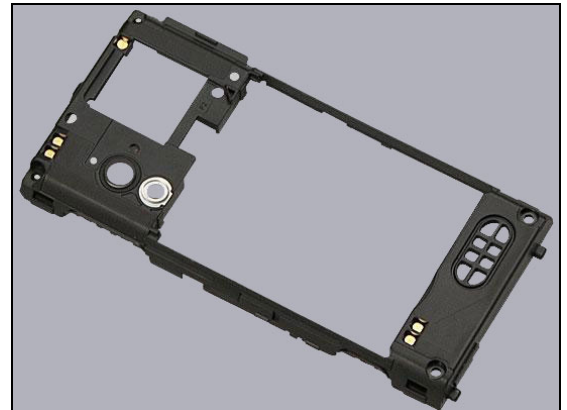
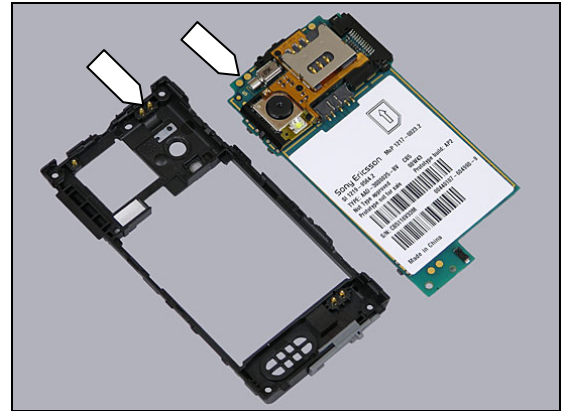
Inspect the GPS antenna contact pads/pins on the Main PBA and Rear Cover

Action:

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

2. Replace the Rear Cover

3. Send to higher level of repair



Problem Areas

1.18 Network & Signal

1.18.1 No/Poor signal

Check:

Ensure that a correct SIM is installed

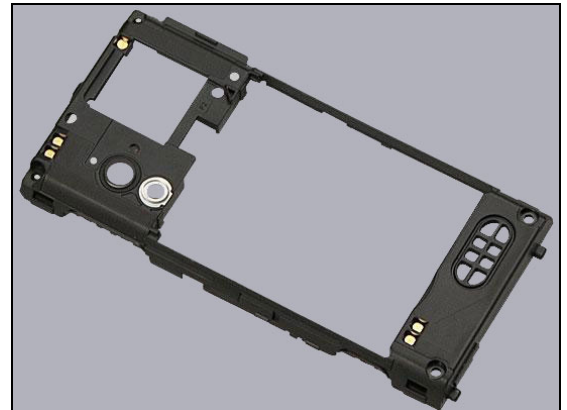
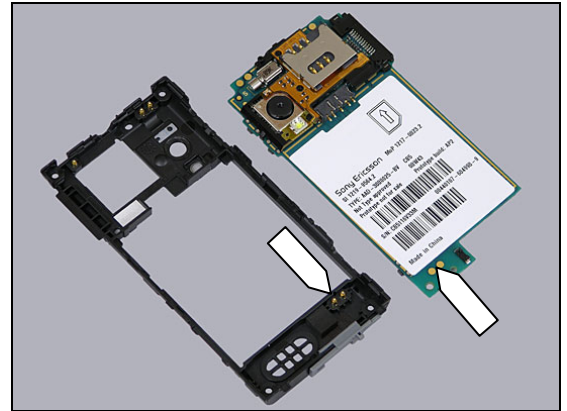
Inspect the antenna contact pads/pins on the Rear Cover and Main PBA

Action:

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

2. Replace the Rear Cover

3. Send to higher level of repair



Problem Areas

1.19 HandsFree by Wire

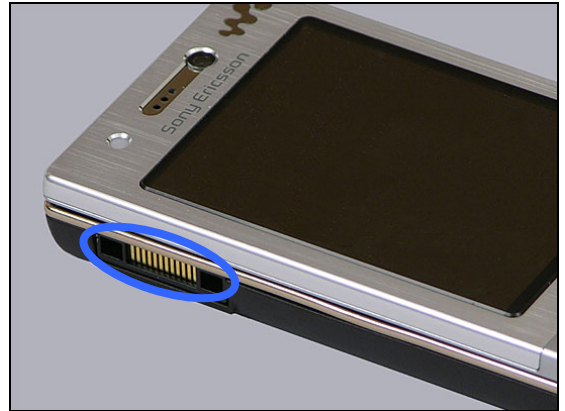
1.19.1 Connection to Portable HandsFree fails

Check:

Inspect the system connector

Action:

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



Problem Areas

1.20 Data Communication

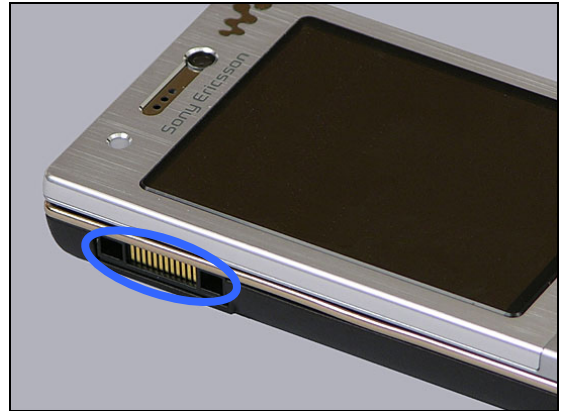
1.20.1 Data transfer via System Connector fails

Check:

Inspect the system connector

Action:

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



Problem Areas

1.21 Watermark Issue

1.21.1 Watermark issue

Check:

If there is a black spot between the window and LCD

Action:

1. Change Front Cover





2 Revision History

Rev.	Date	Changes / Comments
1	2009-Feb-25	Initial release
2	2009-April-21	Added Chapter 1.21 Watermark Issue