

# Trouble Shooting Guide, Mechanical

Applicable for P1i and P1c

## Contents

|           |                                           |           |
|-----------|-------------------------------------------|-----------|
| <b>1</b>  | <b>General .....</b>                      | <b>2</b>  |
| 1.1       | Service functions in the software .....   | 3         |
| 1.2       | Misuse and other no warranty issues ..... | 4         |
| <b>2</b>  | <b>On/Off Problems .....</b>              | <b>8</b>  |
| <b>3</b>  | <b>Network/Signal Problems .....</b>      | <b>9</b>  |
| <b>4</b>  | <b>Audio Problems .....</b>               | <b>11</b> |
| <b>5</b>  | <b>Key Problems.....</b>                  | <b>14</b> |
| <b>6</b>  | <b>Display Problems .....</b>             | <b>16</b> |
| <b>7</b>  | <b>Illumination Problems .....</b>        | <b>17</b> |
| <b>8</b>  | <b>Alert Problems .....</b>               | <b>18</b> |
| <b>9</b>  | <b>SIM Problems.....</b>                  | <b>19</b> |
| <b>10</b> | <b>Charging/Capacity Problems .....</b>   | <b>20</b> |
| <b>11</b> | <b>Data Communication Problems .....</b>  | <b>22</b> |
| <b>12</b> | <b>Software Problems .....</b>            | <b>24</b> |
| <b>13</b> | <b>Revision History .....</b>             | <b>25</b> |

# 1 General

This document outlines the mechanical repairs that should be made in an attempt to fix the common failures that are seen in the field. To gain a complete understanding of how to test and repair a specific failure, **this document should be used in conjunction with the Test Instructions, Mechanical and the Working Instructions, Mechanical.**

**NOTE!** *A unit should always be inspected for liquid damage and flashed with latest software before using the Mechanical Trouble Shooting Guide. Refer to the Mechanical Test Instructions for details regarding upgrading software.*

**NOTE!** *If all of the repair actions listed in this document for addressing a problem have been performed and a unit still is not working, handle the unit according to your local Sony Ericsson Representative*



## 1.1 Service functions in the software

The service menu will be accessed with the following key combination. Use the joystick.

Press the sequence **↑\*↓↓\*↓↓\*** with the with the Jog Dial (➡), and (\*) on the keyboard.



They are as follows:

**Service information**

**Service tests**

**Format internal disk**

Under the “**Service tests**” option, the phone’s software has a built in service functionality that allows you to test some of the phones functions. It looks like this:

**Display**

**Camera**

**Touch screen**

**Illumination**

**LED's**

**Keyboard**

**Vibrator**

**Speaker's**

**Microphone**

**FM Radio**

**Memory stick**

**NOTE: Different names may occur depending on language setting and customization.**

## 1.2 Misuse and other no warranty issues

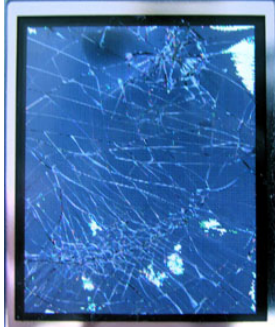
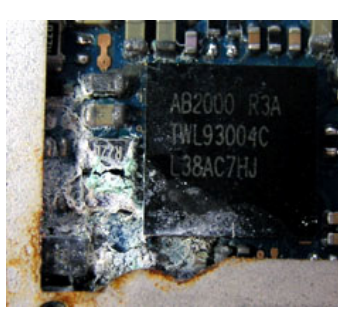
Misuse is not covered by warranty. This chapter will explain what's not covered by warranty. Phones that have been exposed to misuse will not be covered by warranty.

This means: if it is possible to repair the phone, the customer will have to pay for the repair. SEMC will not allow any of these phones to be claimed into WCMS. Some local perspectives may interfere with this. Please reference to local directives.

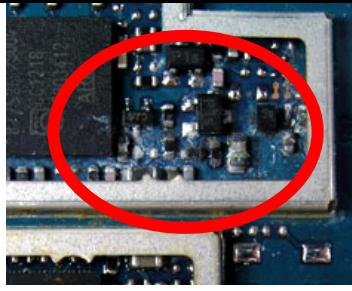
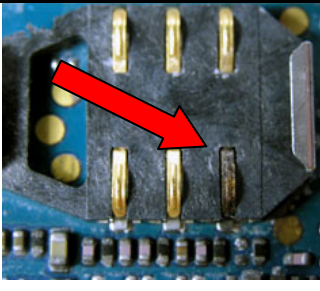
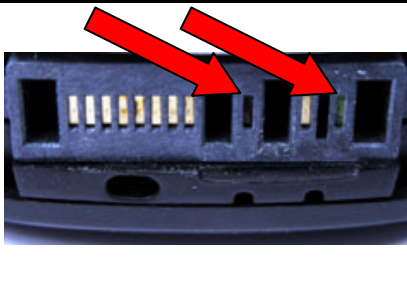
### 1.2.1 Action

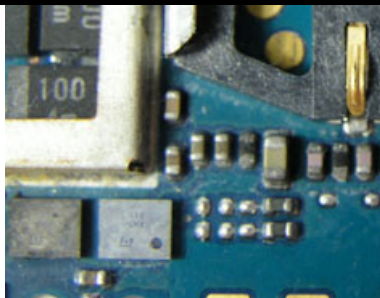
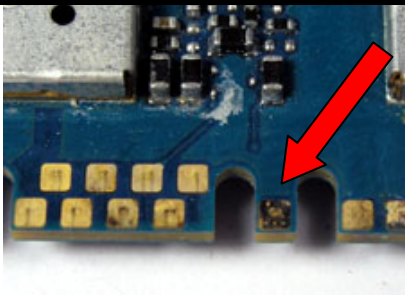
Make a general visual inspection for misuse.

Below are some **examples** of what is not covered by warranty.

|                                                                                    |                                                                                    |                                                                                     |                                                                                      |                                                                                      |
|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|  |  |  |  |  |
| Front window broken due to misuse.                                                 | LCD cracked due to drop.                                                           | Clear scratches                                                                     | Mark after drop                                                                      | Corrosion components on the PCB.                                                     |

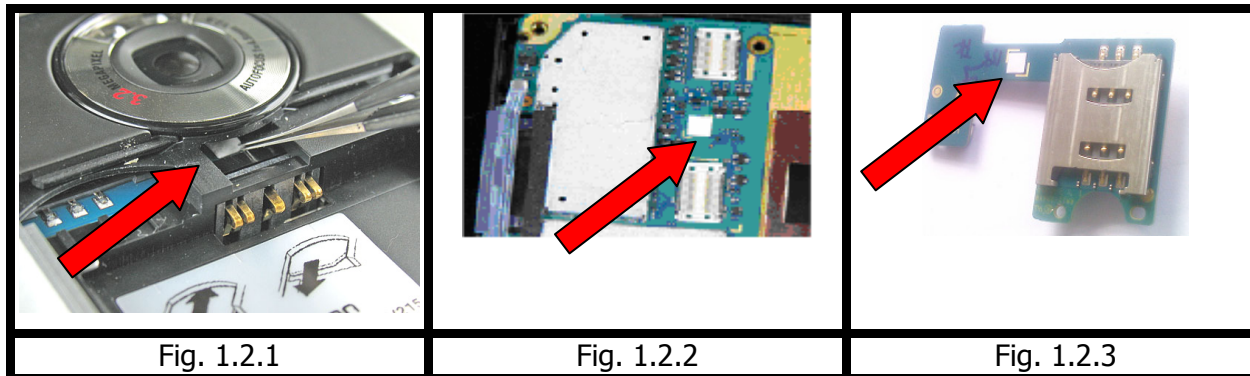
*Trouble Shooting Guide, Mechanical*

|                                                                                   |                                                                                    |                                                                                     |                                                                                     |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|  |  |  |  |
| <p>Corrosion components on the PCB.</p>                                           | <p>Corrosion components on the PCB.</p>                                            | <p>SIM reader damaged by liquid.</p>                                                | <p>System connector damaged by liquid</p>                                           |

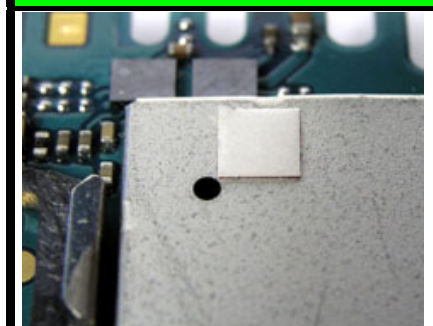
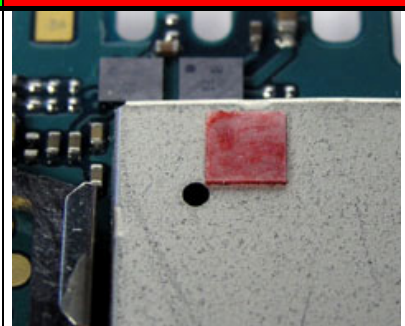
|                                                                                      |                                                                                       |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|  |  |
| <p>Components around system connector damaged by liquid</p>                          | <p>System connector pad(s) damaged by liquid</p>                                      |

## 1.2.2 Liquid damage sticker

In the phone there is placed a sticker that can give you a hint to see if the phone is damage by liquid or not. This sticker is located near the SIM reader (Fig. 1.2.1, Fig. 1.2.2. The one in Fig. 1.2.3 is the same as in 1.2.1) and it is possible to see it without disassemble the phone.



On the pictures below you will see the different between a sticker that has been in contact with liquid (Fig. 1.2.4) and with one that hasn't (Fig. 1.2.3).

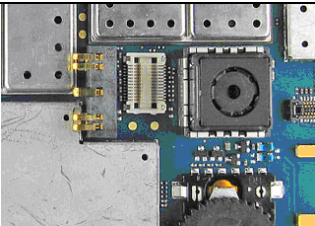
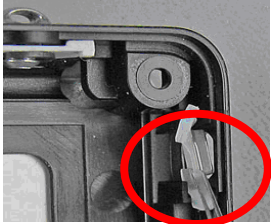
| This sticker is ok                                                                 | This sticker is <u>not</u> ok                                                       |                                                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p>The white sticker that has been in contact with liquid turns into a red or pink sticker. In this case you should check the phone for liquid damage<br/>(See point 1.1.1).</p> <p>Note: There must be clear marks after liquid on the PCB before rejecting the phone for repair.</p> |
| Fig. 1.2.3                                                                         | Fig. 1.2.4                                                                          |                                                                                                                                                                                                                                                                                        |

### **1.2.3 Action**

Make a general visual inspection for misuse, corrosion or oxidation from liquid damage. No further action should be taken for a liquid damaged phone. Handle the unit according to local directives.

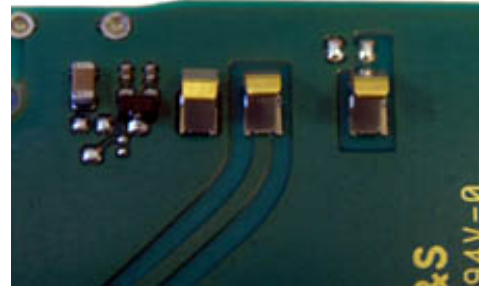
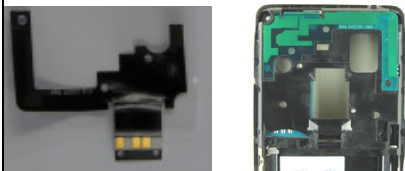
If the liquid intrusion indicator suggests liquid exposure, please consult your local SEMC representative for handling instructions.

## 2 On/Off Problems

| Problem Area      | Items to Check                                                                                                    | Repair Action                                                                                                                                                                                                                                                                    | Reference Image                                                                       |
|-------------------|-------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Power On problems | Check whether the phone vibrates 10 to 15 seconds after pressing the power key and whether the keypad illuminates | <ul style="list-style-type: none"> <li>If activation of the vibrator or keypad are detected, refer to the “Display Problems” <a href="#">chapter 7</a></li> </ul>                                                                                                                |                                                                                       |
|                   | Before proceeding →                                                                                               | <ul style="list-style-type: none"> <li>Perform a flash upgrade.</li> </ul>                                                                                                                                                                                                       |                                                                                       |
|                   | Visually inspect contact pads on battery                                                                          | <ul style="list-style-type: none"> <li>If dirty or oxidized – Clean pads.</li> </ul> <p><b>Note: Be gentle do not bend or damage the gold surface on connector pad's</b></p> <ul style="list-style-type: none"> <li>If damaged – Replace the battery.</li> </ul>                 |    |
|                   | Visually inspect battery connector                                                                                | <ul style="list-style-type: none"> <li>If dirty or oxidized – Clean it.</li> </ul> <p><b>Note: Be gentle do not bend or damage the gold surface on connector pin's</b></p> <ul style="list-style-type: none"> <li>If damaged – Send to an electrical repair location.</li> </ul> |   |
|                   | Visually inspect the power key                                                                                    | <ul style="list-style-type: none"> <li>If function not ok, clear surroundings</li> <li>If damaged – Replace it.</li> <li>If the power switch on PCB is damaged, send to an electrical level repair location</li> </ul>                                                           |  |

| Problem Area | Items to Check                       | Repair Action                                                                                 | Reference Image |
|--------------|--------------------------------------|-----------------------------------------------------------------------------------------------|-----------------|
|              | If the issue has not been resolved → | <ul style="list-style-type: none"> <li>Send to an electrical level repair location</li> </ul> |                 |

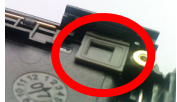
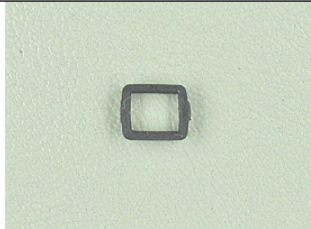
### 3 Network/Signal Problems

| Problem Area             | Items to Check                                                     | Repair Action                                                                                                                                                                                                                                               | Reference Image                                                                       |
|--------------------------|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| No Signal or Poor Signal | Visually inspect antenna contact pads                              | If dirty or oxidized – Send to electrical repair center                                                                                                                                                                                                     |    |
|                          | Visually inspect antenna                                           | If dirty, damaged or oxidized – Replace Antenna ASM.                                                                                                                                                                                                        |   |
|                          | Check whether the external RF port is damaged, dirty, or oxidized. | <p>If the RF port is dirty or oxidized, clean it. If the RF port is damaged, send the unit to a location approved to perform electrical repairs.</p> <p>If no or only very less signal – Push the middle pin of the ext. antenna connector a few times.</p> |  |

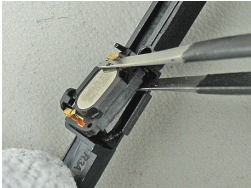
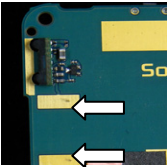
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| Problem Area                                                   | Items to Check                                                                                                              | Repair Action                                                                                                                                                                                                  | Reference Image                                                                     |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|                                                                | If the issue has not been resolved →                                                                                        | <ul style="list-style-type: none"> <li>Send to an electrical level repair location</li> </ul>                                                                                                                  |                                                                                     |
| No signal when using external antenna (ex. Hands free in car). | Connect the phone to a handsfree car kit connected with external antenna.<br>Visually inspect the antenna bar on the phone. | <ul style="list-style-type: none"> <li>If no or only very less signal – Push the middle pin of the ext. antenna connector a few times.</li> </ul> <p><b>Note: Be gently it might damage the connector.</b></p> |  |
|                                                                | If the issue has not been resolved →                                                                                        | <ul style="list-style-type: none"> <li>Send to an electrical level repair location</li> </ul>                                                                                                                  |                                                                                     |

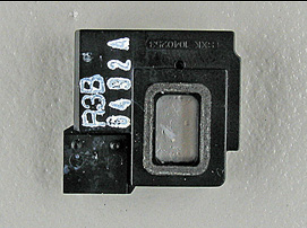
## 4 Audio Problems

| Problem Area | Items to Check                                  | Repair Action                                                                                                                         | Reference Image                                                                                                                                                         |
|--------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Microphone:  | Visually inspect the microphone's external port | <ul style="list-style-type: none"> <li>If clogged - Clean microphone gasket mounted on frame inside.</li> </ul>                       |   |
|              | Visually inspect the microphone grommet         | <ul style="list-style-type: none"> <li>If improperly mounted - Secure properly connection</li> <li>If damaged – Replace it</li> </ul> |                                                                                     |
|              | If the issue has not been resolved →            | <ul style="list-style-type: none"> <li>Send to an electrical level repair location</li> </ul>                                         |                                                                                                                                                                         |

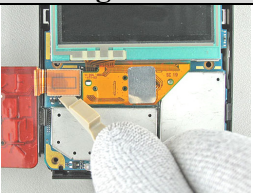
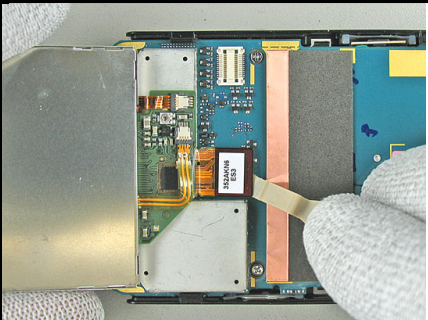
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|                                          |                                              |                                                                                                 |                                                                                     |
|------------------------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Ear speaker:<br>No or poor sound quality | Before proceeding →                          | <ul style="list-style-type: none"> <li>Perform a flash upgrade and a setting reset.</li> </ul>  |                                                                                     |
|                                          | Visually inspect ear speaker's external port | <ul style="list-style-type: none"> <li>If clogged – Clean or replace Front with net.</li> </ul> |  |
|                                          | If the issue has not been resolved →         | <ul style="list-style-type: none"> <li>Replace ear speaker.</li> </ul>                          |  |
|                                          |                                              | <ul style="list-style-type: none"> <li>Check and clean contact pads for ear speaker</li> </ul>  |  |
|                                          | If the issue has not been resolved →         | <ul style="list-style-type: none"> <li>Send to an electrical level repair location</li> </ul>   |                                                                                     |

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|                                           |                                                |                                                                                                                                                |                                                                                                                                                                             |
|-------------------------------------------|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Loud speaker:<br>No or poor sound quality | Before proceeding →                            | <ul style="list-style-type: none"> <li>Perform a flash upgrade and a setting reset.</li> </ul>                                                 |                                                                                                                                                                             |
|                                           | Visually inspect the loud speaker's dust cloth | <ul style="list-style-type: none"> <li>If dirty or damaged – Replace Antenna lid with speaker net.</li> </ul>                                  |                                                                                          |
|                                           | If the issue has not been resolved →           | <ul style="list-style-type: none"> <li>Check or replace the acoustic box.</li> <li>Check and clean the Acoustic box contacts on PCB</li> </ul> | <br> |
|                                           | If the issue has not been resolved →           | <ul style="list-style-type: none"> <li>Send to an electrical level repair location</li> </ul>                                                  |                                                                                                                                                                             |

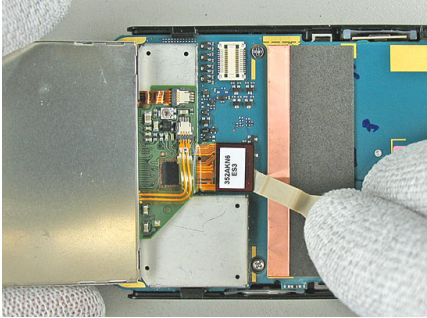
## 5 Key Problems

| Problem Area                                                             | Items to Check                                                                                              | Repair Action                                                                                                                                                | Reference Image                                                                      |
|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Keyboard:<br>A key on the keyboard is not functioning or is intermittent | Visually inspect if the BtB connector is properly connected.                                                | <ul style="list-style-type: none"> <li>If improperly connected – Re-establish proper connection.</li> <li>If damaged – Send to electrical repair.</li> </ul> |   |
|                                                                          | Visually inspect for debris between keypad and flex film ASM and for damage to the keypad or flex film ASM. | <ul style="list-style-type: none"> <li>If dirty – Clean both parts.</li> <li>If damaged - Replace keypad and/or flex film ASM as necessary.</li> </ul>       |   |
|                                                                          | If the issue has not been resolved →                                                                        | <ul style="list-style-type: none"> <li>Replace flex film ASM, if it has not already been replaced.</li> </ul>                                                |   |
|                                                                          | If the issue has not been resolved →                                                                        | <ul style="list-style-type: none"> <li>Send to an electrical level repair location</li> </ul>                                                                |                                                                                      |
| Touch screen                                                             | Visually inspect if the BtB connector is properly connected                                                 | <ul style="list-style-type: none"> <li>If improperly connected – Re-establish proper connection.</li> <li>If damaged – Send to electrical repair.</li> </ul> |  |

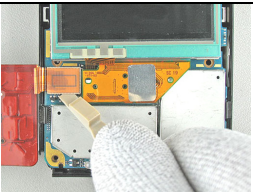
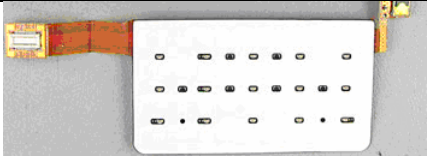
*Trouble Shooting Guide, Mechanical*

| Problem Area | Items to Check                                  | Repair Action                                                                                                                                              | Reference Image                                                                                                                                                             |
|--------------|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | Visually inspect for damage to the touch screen | <ul style="list-style-type: none"> <li>Check Flex connection to Touch screen</li> <li>Replace touch screen (see working instruction Mechanical)</li> </ul> |                                                                                          |
|              | If the issue has not been resolved →            | <ul style="list-style-type: none"> <li>Send to an electrical level repair location</li> </ul>                                                              |                                                                                                                                                                             |
| Side keys    | Visually inspect for damage to the back key     | <ul style="list-style-type: none"> <li>If damaged - Replace it.</li> <li>Check or replace BtB flex</li> </ul>                                              |       |
|              | Visually inspect for damage to the camera key   | <ul style="list-style-type: none"> <li>If damaged - Replace it.</li> <li>Check or replace keyboard flex</li> </ul>                                         |   |
|              | If the issue has not been resolved →            | <ul style="list-style-type: none"> <li>Send to an electrical level repair location</li> </ul>                                                              |                                                                                                                                                                             |

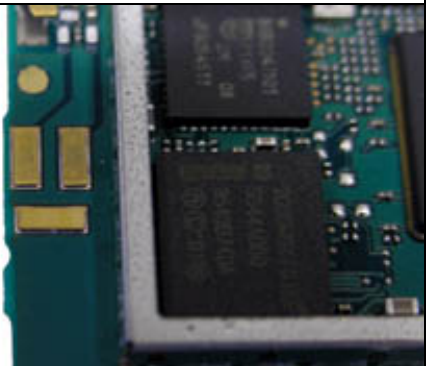
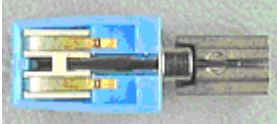
## 6 Display Problems

| Problem Area | Items to Check                                                                                                    | Repair Action                                                                                                                                                    | Reference Image                                                                      |
|--------------|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| LCD problem  | Check whether the phone vibrates 10 to 15 seconds after pressing the power key and whether the keypad illuminates | <ul style="list-style-type: none"> <li>If activation of the vibrator are <b>not detected</b>, refer to the On/Off Problems” <a href="#">chapter 4</a></li> </ul> |                                                                                      |
|              | Before proceeding →                                                                                               | <ul style="list-style-type: none"> <li>Perform a flash upgrade and a setting reset.</li> </ul>                                                                   |                                                                                      |
|              | Visually inspect if the BtB connector is properly connected                                                       | <ul style="list-style-type: none"> <li>If improperly connected – Re-establish proper connection.</li> <li>If damaged – Send to electrical repair.</li> </ul>     |   |
|              | If the issue has not been resolved →                                                                              | <ul style="list-style-type: none"> <li>Replace the LCD.</li> </ul>                                                                                               |  |

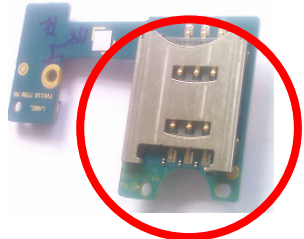
## 7 Illumination Problems

| Problem Area                                                                      | Items to Check                                              | Repair Action                                                                                                                                                | Reference Image                                                                     |
|-----------------------------------------------------------------------------------|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <b>Keys:</b><br>The entire keypad or a portion of the keypad does not illuminate. | Before proceeding →                                         | <ul style="list-style-type: none"> <li>Perform a flash upgrade and a setting reset.</li> </ul>                                                               |                                                                                     |
|                                                                                   | Visually inspect if the BtB connector is properly connected | <ul style="list-style-type: none"> <li>If improperly connected – Re-establish proper connection.</li> <li>If damaged – Send to electrical repair.</li> </ul> |  |
|                                                                                   | Visually inspect the dome sheet.                            | <ul style="list-style-type: none"> <li>If damaged – Replace it</li> </ul>                                                                                    |  |
|                                                                                   | If the issue has not been resolved →                        | <ul style="list-style-type: none"> <li>Replace the dome sheet.</li> </ul>                                                                                    |                                                                                     |
|                                                                                   | If the issue has not been resolved →                        | <ul style="list-style-type: none"> <li>Send to an electrical level repair location</li> </ul>                                                                |                                                                                     |

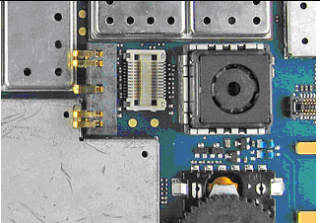
## 8 Alert Problems

| Problem Area | Items to Check                                | Repair Action                                                                                                          | Reference Image                                                                      |
|--------------|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Vibrator:    | Before proceeding →                           | <ul style="list-style-type: none"> <li>Perform a flash upgrade and a setting reset.</li> </ul>                         |                                                                                      |
|              | Visually inspect the vibrator pads on the PCB | <ul style="list-style-type: none"> <li>If dirty or oxidized – Clean them.</li> </ul>                                   |   |
|              | Visually inspect the vibrator                 | <ul style="list-style-type: none"> <li>If dirty or oxidized – Replace it.</li> <li>If damaged – Replace it.</li> </ul> |  |

## 9 SIM Problems

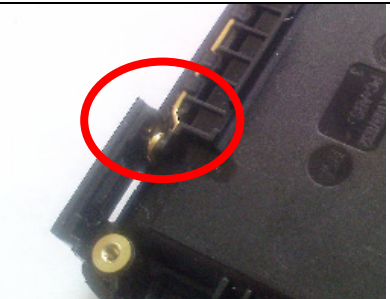
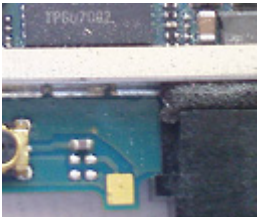
| Problem Area                                                     | Items to Check                                                                                                | Repair Action                                                                                                | Reference Image                                                                     |
|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| SIM undetected<br>(Insert SIM)                                   | Inspect SIM holder                                                                                            | <ul style="list-style-type: none"> <li>If dirty, oxidized or damaged – Replace (SIM) MEM PCB ASM.</li> </ul> |  |
|                                                                  | If the issue has not been resolved →                                                                          | <ul style="list-style-type: none"> <li>Handle the unit according to local directives.</li> </ul>             |                                                                                     |
| Unit indicates an incorrect SIM is inserted (Insert correct SIM) | Check whether the phone is locked to a particular carrier and whether the correct carrier's SIM is being used | <ul style="list-style-type: none"> <li>Use Correct Carrier SIM or test SIM.</li> </ul>                       |                                                                                     |
|                                                                  | If the issue has not been resolved →                                                                          | <ul style="list-style-type: none"> <li>Send to an electrical level repair location</li> </ul>                |                                                                                     |

## 10 Charging/Capacity Problems

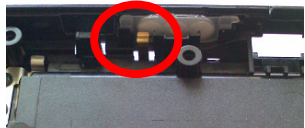
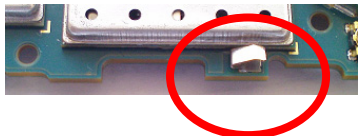
| Problem Area            | Items to Check                                   | Repair Action                                                                                                                                                                                                                           | Reference Image                                                                      |
|-------------------------|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Battery will not charge | Visually inspect the contact pads of the battery | <ul style="list-style-type: none"> <li>If dirty or oxidized – Clean.</li> <li>If damaged – Replace battery.</li> </ul> <p><b>Note: Be gentle do not bend or damage the gold surface on connector pad's</b></p>                          |   |
|                         | Visually inspect the system connector            | <ul style="list-style-type: none"> <li>If dirty, oxidized or damaged – Clean.</li> </ul> <p><b>NOTE: Misuse is not covered by warranty. Refer to <a href="#">chapter 1.2</a></b></p>                                                    |   |
|                         | Visually inspect the battery connector           | <ul style="list-style-type: none"> <li>If dirty or oxidized – Clean it.</li> <li>If damaged – Send to an electrical repair location.</li> </ul> <p><b>Note: Be gentle do not bend or damage the gold surface on connector pin's</b></p> |  |

|                                                           |                                                                                                                                                                                                                |                                                                                                |  |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|--|
| Battery loses charge quickly/<br>standby time seems short | Before proceeding →<br><br><b>NOTE: Some features noticeably reduce the amount of standby time if they are turned on. Some examples are the back light (when on all the time and), Bluetooth and infrared.</b> | <ul style="list-style-type: none"> <li>Perform a flash upgrade and a setting reset.</li> </ul> |  |
|                                                           | If the issue has not been resolved →                                                                                                                                                                           | <ul style="list-style-type: none"> <li>Replace battery.</li> </ul>                             |  |
|                                                           | If the issue has not been resolved →                                                                                                                                                                           | <ul style="list-style-type: none"> <li>Send to an electrical level repair location</li> </ul>  |  |

## 11 Data Communication Problems

| Problem Area                                        | Items to Check                                                   | Repair Action                                                                                                                 | Reference Image                                                                                                                                                            |
|-----------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Will not connect with a functional Bluetooth device | Before proceeding →                                              | Perform a flash upgrade.                                                                                                      | <br> |
|                                                     | Visually inspect Bluetooth antenna                               | <ul style="list-style-type: none"> <li>If damaged – Replace frame ASM.</li> <li>Check and clean contact pad on PCB</li> </ul> |                                                                                                                                                                            |
|                                                     | If the issue has not been resolved →                             | <ul style="list-style-type: none"> <li>Handle the unit according to local directives.</li> </ul>                              |                                                                                                                                                                            |
| Will not connect with a functional IR device        | Before proceeding →                                              | <ul style="list-style-type: none"> <li>Perform a flash upgrade and a setting reset.</li> </ul>                                |                                                                                       |
|                                                     | Visually inspect the IRDA window for dirt, scratches, and damage | <ul style="list-style-type: none"> <li>If dirty – Clean it.</li> <li>If damaged – Replace the frame ASM.</li> </ul>           |                                                                                                                                                                            |

*Trouble Shooting Guide, Mechanical*

|                                                |                                      |                                                                                                                               |                                                                                                                                                                            |
|------------------------------------------------|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                | If the issue has not been resolved → | <ul style="list-style-type: none"> <li>Handle the unit according to local directives.</li> </ul>                              |                                                                                                                                                                            |
| Will not connect with a functional WLAN device | Visually inspect WLAN antenna        | <ul style="list-style-type: none"> <li>If damaged – Replace frame ASM.</li> <li>Check and clean contact pad on PCB</li> </ul> | <br> |

## 12 Software Problems

- If there are problems with the response of the keypad commands, or spelling errors in the menu, if they are not related to mechanical damage, make a master reset and flash the phone with the latest software from EMMA III.
- Checking the software revision can be done in the Service info, see chapter *Service functions in the software*.  
Choose: Service information / SW information.  
The Software revision and date will be shown in the display.
- Latest Software information is available in the “Product Change Survey” repair document

**Note:** Do a SW upgrade before sending the unit to a higher level. Do not scrap a phone that hasn't been upgraded.

If the failure still occurs, handle the unit according to the local directives.

## 13 Revision History

| Rev. | Date       | Changes / Comments                |
|------|------------|-----------------------------------|
| A    | 2007-07-03 | Initial release                   |
| B    | 2007-07-24 | Picture position page 9 corrected |