

# Trouble Shooting Guide, Mechanical

Applicable for W600i, W600c, W550i, and W550c

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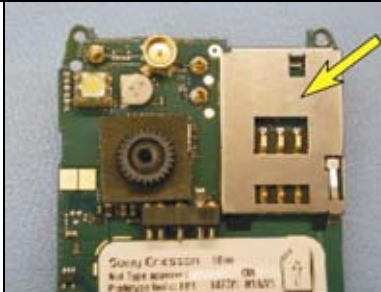
## 1 General

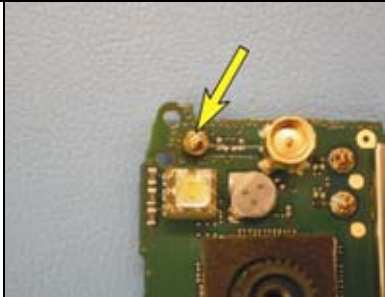
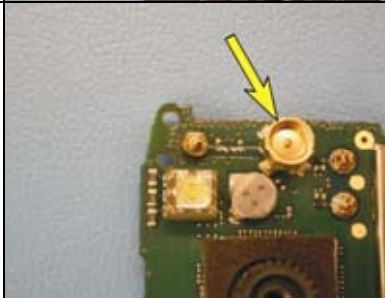

This document outlines the mechanical repairs that should be made in an attempt to fix the common failures that are seen in the field. To gain a complete understanding of how to test and repair a unit, this document should be used in conjunction with the Test Instructions, Mechanical and the Working 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 the Mechanical Test Instructions for details regarding inspecting for liquid damage and upgrading software.



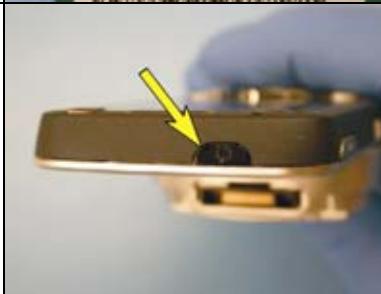
**NOTE!** If all of the repair actions listed in this document for addressing a problem have been preformed and a unit still is not working, handle the unit according to your local company directives.


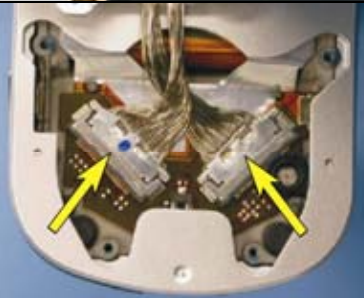

## 2 Network/Signal Problems

Problem Area	Items to Check	Repair Action	Reference Image
No Signal or Poor Signal	Inspect SIM holder	<ul style="list-style-type: none"> <li>• If dirty or oxidized – Clean</li> <li>• If damaged – Send to an electrical repair location</li> </ul>	

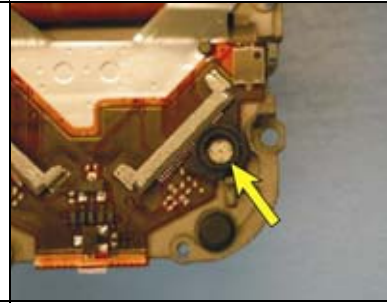


Problem Area	Items to Check	Repair Action	Reference Image
No Signal or Poor Signal (Cont.)	Inspect antenna-to-board connector	<ul style="list-style-type: none"> <li>• If dirty or oxidized – Clean the antenna-to-board connector and replace the antenna assembly</li> <li>• If damaged – Send to an electrical repair location</li> </ul>	
	Inspect external RF connector	<ul style="list-style-type: none"> <li>• If dirty or oxidized – Clean the external RF connector</li> <li>• If damaged – Send to an electrical repair location</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the antenna assembly if it has not been replaced</li> </ul>	


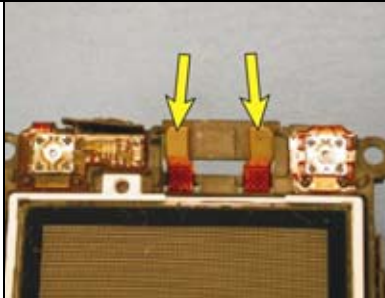

### 3 Power Problems

Problem Area	Items to Check	Repair Action	Reference Image
Unit will not Power On	With the phone in the open position, check whether the main keypad illuminates 5 to 10 seconds after pressing the power key	<ul style="list-style-type: none"> <li>If illumination of the keypad is detected, refer to the “Display Problems” section</li> </ul>	
	Visually inspect contact pads on battery	<ul style="list-style-type: none"> <li>If dirty or oxidized – Clean the pads</li> <li>If damaged – Replace the battery</li> </ul>	
	Visually inspect battery connector	<ul style="list-style-type: none"> <li>If dirty or oxidized – Clean</li> <li>If damaged – Send to an electrical repair location</li> </ul>	
	Visually inspect the power key for debris or damage	<ul style="list-style-type: none"> <li>If dirty – Clean</li> <li>If damaged – Replace the power key</li> </ul>	


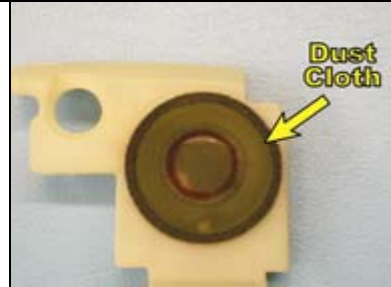

Problem Area	Items to Check	Repair Action	Reference Image
Unit will not Power On (Cont.)	Visually inspect the power switch portion of the display flex film	<ul style="list-style-type: none"> <li>• If dirty – Clean the power switch</li> <li>• If damaged – Replace the display flex film</li> </ul>	
	Visually inspect the cable assemblies and their mating connectors on the display flex film and the circuit board	<ul style="list-style-type: none"> <li>• If any of the four cable connections are improperly connected - Reestablish a proper connection</li> <li>• If any portion of the four cable connections are dirty - Replace both cables and clean the mating portions of the cable connections that are on the display flex film and the circuit board</li> <li>• If a cable assembly is damaged – Replace both cable assemblies</li> <li>• If a cable connector on the display flex film is damaged – Replace the display flex film</li> <li>• If a cable connector on the circuit board is damaged – Send to an electrical repair location</li> </ul>	 
	If the issue has not been resolved→	<ul style="list-style-type: none"> <li>• Replace the power key, the display flex film, and both cable assemblies, if they have not already been replaced</li> </ul>	

## 4 Audio Problems

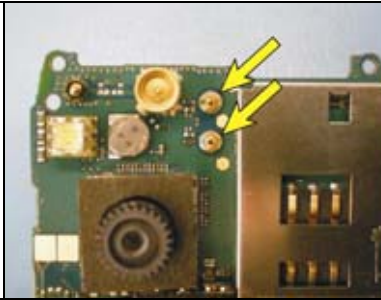


Problem Area	Items to Check	Repair Action	Reference Image
<b>Microphone:</b>	Before proceeding →	<ul style="list-style-type: none"> <li>• Perform a setting reset</li> </ul>	
	Visually inspect microphone assembly	<ul style="list-style-type: none"> <li>• If the microphone is dirty – Clean</li> <li>• If the microphone grommet is damaged or deformed - Replace the microphone grommet</li> <li>• If the microphone is damaged – Replace the display flex film</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the display flex film and the microphone grommet, if they have not been replaced</li> </ul>	
<b>Receiver:</b>  No sound or poor quality sound	Before proceeding →	<ul style="list-style-type: none"> <li>• Perform a setting reset</li> </ul>	
	Visually inspect the receiver's external port	<ul style="list-style-type: none"> <li>• If clogged – Clean the port or replace the display cover as necessary</li> </ul>	
	Visually inspect the dust cloth that is adhered to the receiver	<ul style="list-style-type: none"> <li>• If clogged – Replace the receiver</li> </ul>	

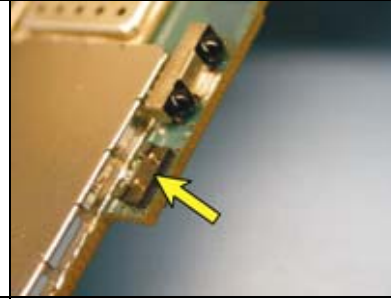
Problem Area	Items to Check	Repair Action	Reference Image
Receiver: No sound or poor quality sound (Cont.)	Visually inspect the receiver's dust cloth that is adhered to the inner flip cover	<ul style="list-style-type: none"> <li>If clogged – Replace the dust cloth</li> </ul>	
	Visually inspect the receiver's contact pads on the display flex film	<ul style="list-style-type: none"> <li>If dirty - Clean the pads</li> <li>If damaged – Replace the display flex film</li> </ul>	
	Visually inspect the receiver	<ul style="list-style-type: none"> <li>If dirty or damaged - Replace</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Replace the receiver, if it has not been replaced</li> </ul>	



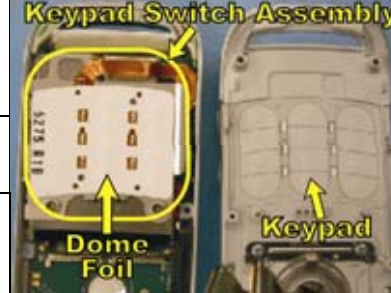
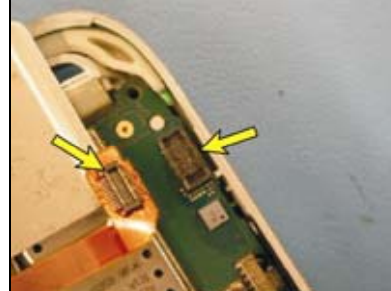
<b>Rear Base Speaker:</b> No sound or poor quality sound	Before proceeding → Visually inspect whether the rear base speaker's external port is clogged	<ul style="list-style-type: none"> <li>Perform a setting reset</li> <li>If clogged – clean the speaker port opening in outer base cover</li> </ul>	
	Visually inspect the rear base speaker assembly's dust cloth	<ul style="list-style-type: none"> <li>If dirty or damaged - Replace the dust cloth</li> </ul>	
	Visually inspect the rear base speaker assembly (including its circuit board connection pads)	<ul style="list-style-type: none"> <li>If dirty or damaged – Replace the rear base speaker assembly</li> </ul>	


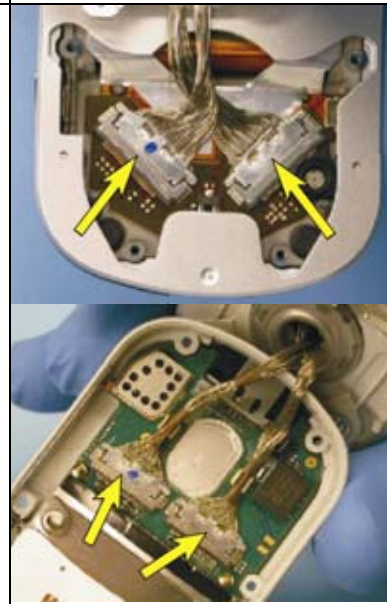



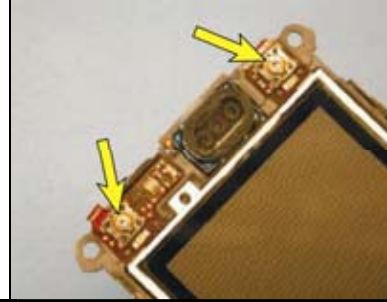

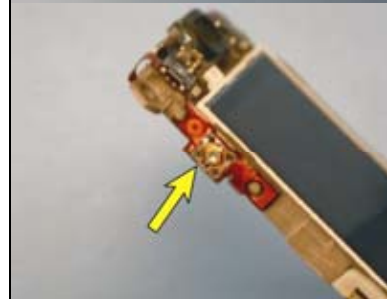
<b>Rear Base Speaker:</b> No sound or poor quality sound (Cont.)	Visually inspect the rear base speaker connection springs on the circuit board	<ul style="list-style-type: none"> <li>• If dirty or oxidized – Clean both springs and their corresponding connection pads</li> <li>• If damaged – Send to an electrical repair location</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the rear base speaker assembly, if it has not already been replaced</li> </ul>	
<b>Side Base Speaker:</b> No sound or poor quality sound	Before proceeding →	<ul style="list-style-type: none"> <li>• Perform a setting reset</li> </ul>	
	Visually inspect whether the side base speaker's external port is clogged	<ul style="list-style-type: none"> <li>• If clogged – clean its speaker port opening in outer base cover</li> </ul>	
	Visually inspect side base speaker (including the wire connection extending from it and its dust cloth)	<ul style="list-style-type: none"> <li>• If dirty – Replace the side base speaker and clean the connector on the circuit board</li> <li>• If damaged - Replace the side base speaker</li> </ul>	


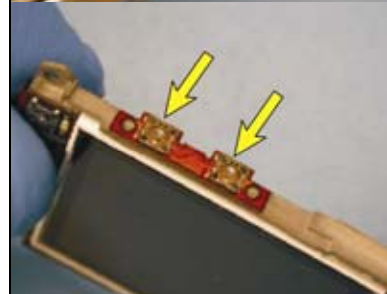


Side Base Speaker: No sound or poor quality sound (Cont.)	Visually inspect the side base speaker connector on the circuit board	<ul style="list-style-type: none"> <li>• If dirty – Clean the connector on the circuit board and replace the side base speaker</li> <li>• If damaged – Send to an electrical repair location</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the side base speaker, if it has not already been replaced</li> </ul>	

## 5 Key Problems

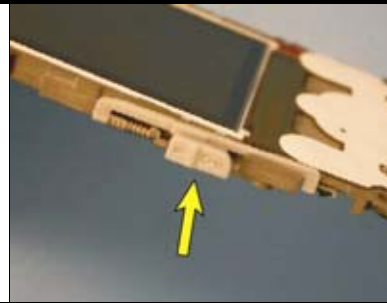
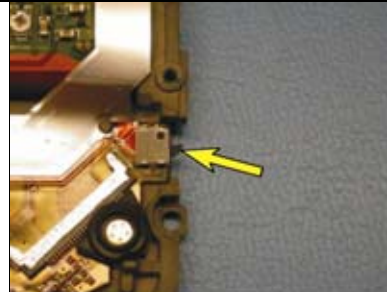
Problem Area	Items to Check	Repair Action	Reference Image
<b>Base Keypad:</b> A key on the keypad is not functioning or is intermittent	Visually inspect for debris between and/or damage to the keypad and the dome foil.	<ul style="list-style-type: none"> <li>• If dirty – Clean both parts</li> <li>• If damaged - Replace the keypad and/or the dome foil as necessary</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the dome foil, if it has not already been replaced</li> </ul>	
	If the issue still has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the keypad switch assembly</li> </ul>	
<b>Base Keypad:</b> Entire keypad is not functioning or is intermittent	Visually inspect the keypad switch assembly's board connection	<ul style="list-style-type: none"> <li>• If improperly connected – Reestablish a proper connection</li> <li>• If the flex film portion of the connector is damaged – Replace the keypad switch assembly</li> <li>• If the circuit board portion of the connection is damaged – Send to an electrical repair location</li> </ul>	

Problem Area	Items to Check	Repair Action	Reference Image
<b>Flip Keypad:</b> One of the keys around the navigation key or a portion of the navigation key is not functioning or is intermittent	Visually inspect for debris between and/or damage to the flip keypad and its dome foil.	<ul style="list-style-type: none"> <li>• If dirty – Clean both parts</li> <li>• If damaged - Replace the flip keypad and/or the dome foil as necessary</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the flip dome foil, if it has not already been replaced</li> </ul>	
	If the issue still has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the display flex film</li> </ul>	
<b>Flip Keypad:</b> The navigation key and all of the keys around the navigation key are not functioning	Visually inspect the cable assemblies and their mating connectors on the display flex film and the circuit board	<ul style="list-style-type: none"> <li>• If any of the four cable connections are improperly connected - Reestablish a proper connection</li> <li>• If any portion of the four cable connections are dirty - Replace both cables and clean the mating portions of the cable connections that are on the display flex film and the circuit board</li> <li>• If a cable assembly is damaged – Replace both cable assemblies</li> <li>• If a cable connector on the display flex film is damaged – Replace the display flex film</li> <li>• If a cable connector on the circuit board is damaged – Send to an electrical repair location</li> </ul>	

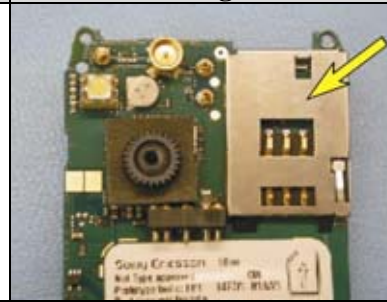
Problem Area	Items to Check	Repair Action	Reference Image
<b>Gaming keys:</b>	Visually inspect for debris between and/or damage to the gaming key in question and its switch.	<ul style="list-style-type: none"> <li>• If dirty – Clean both the key and its switch</li> <li>• If the key is damaged – Replace it</li> <li>• If the switch is damaged – Replace the display flex film</li> </ul>	 
<b>Music Player Key:</b>	Visually inspect for debris between and/or damage to the music player key and its switch.	<ul style="list-style-type: none"> <li>• If dirty – Clean both the key and its switch</li> <li>• If the key is damaged – Replace it</li> <li>• If the switch is damaged – Replace the display flex film</li> </ul>	 

Problem Area	Items to Check	Repair Action	Reference Image
<b>Volume keys:</b>	Visually inspect for debris between and/or damage to the volume key and the volume key switches.	<ul style="list-style-type: none"> <li>• If dirty – Clean both the volume key and its switches</li> <li>• If the volume key is damaged – Replace it</li> <li>• If one or both of the volume key's switches are damaged - Replace the display flex film</li> </ul>	 
<b>Camera key:</b>	Visually inspect for debris between and/or damage to the camera key and its switch.	<ul style="list-style-type: none"> <li>• If dirty - Clean both the key and its switch</li> <li>• If the key is damaged – Replace it</li> <li>• If the switch is damaged – Replace the display flex film</li> </ul>	 





Problem Area	Items to Check	Repair Action	Reference Image
<b>Keypad Lock Key:</b>	Check the positioning and the condition of the keypad lock key	Reposition or replace the keypad lock key as necessary	
	Inspect the keypad lock key's switch	If dirty - Clean If damaged - Replace the display flex film	


## 6 SIM Problems

Problem Area	Items to Check	Repair Action	Reference Image
SIM undetected	Inspect SIM holder	<ul style="list-style-type: none"> <li>If dirty or oxidized – Clean</li> <li>If damaged – Send to an electrical repair location</li> </ul>	
Unit indicates the incorrect SIM is inserted	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 the correct carrier's SIM or a test SIM</li> </ul>	

## 7 IR Problems

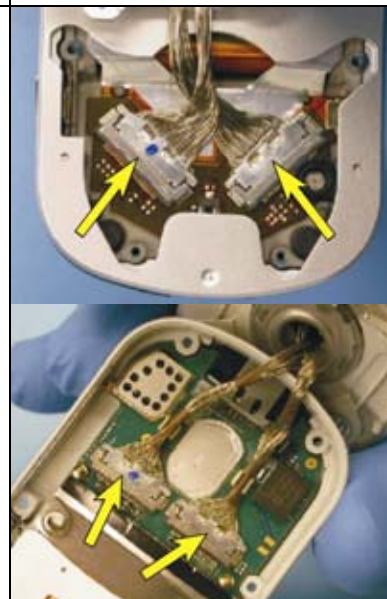
Problem Area	Items to Check	Repair Action	Reference Image
Will not connect with a functional IR device	Inspect the IR window for dirt, scratches, and damage	<ul style="list-style-type: none"> <li>• If dirty – Clean</li> <li>• If damaged – Replace the outer base cover</li> </ul>	
	Inspect the IR transceiver	<ul style="list-style-type: none"> <li>• If dirty – Clean</li> <li>• If damaged - Send to an electrical repair location</li> </ul>	

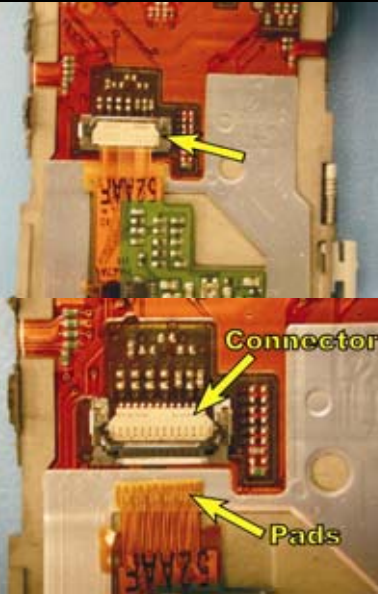
## 8 Hands-Free Problems

Problem Area	Items to Check	Repair Action	Reference Image
Hands-free not working	Visually inspect the system connector	<ul style="list-style-type: none"> <li>• If dirty or oxidized – Replace the system connector</li> <li>• If damaged – Replace the system connector</li> </ul>	




## 9 Display Problems

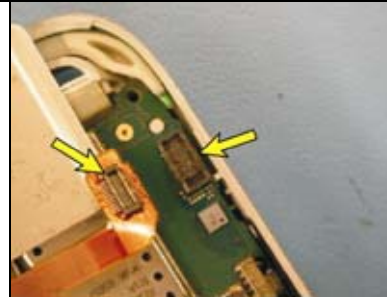
Problem Area	Items to Check	Repair Action	Reference Image
If the display is not functioning	With the phone in the open position, check whether the base keypad illuminates 5 to 10 seconds after pressing the power key	<ul style="list-style-type: none"> <li>If illumination of the keypad is <b>not detected</b>, refer to the “Power Problems” section</li> </ul>	
	Visually inspect the cable assemblies and their mating connectors on the display flex film and the circuit board	<ul style="list-style-type: none"> <li>If any of the four cable connections are improperly connected - Reestablish a proper connection</li> <li>If any portion of the four cable connections are dirty - Replace both cables and clean the mating portions of the cable connections that are on the display flex film and the circuit board</li> <li>If a cable assembly is damaged – Replace both cable assemblies</li> <li>If a cable connector on the display flex film is damaged – Replace the display flex film</li> <li>If a cable connector on the circuit board is damaged – Send to an electrical repair location</li> </ul>	

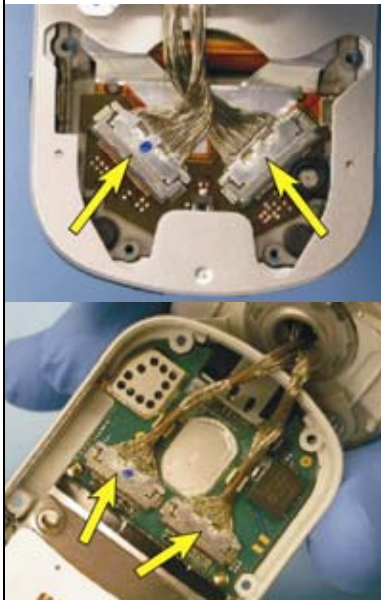
Problem Area	Items to Check	Repair Action	Reference Image
If the display is not functioning (Cont.)	Visually inspect the LCD to display flex film connection	<ul style="list-style-type: none"> <li>• If improperly connected - Reestablish a proper connection</li> <li>• If dirty or oxidized – Clean ( If it is determined that cleaning is needed, clean all pads and contacts that are part of this connection)</li> <li>• If pads of the LCD module's flex film are damaged - replace LCD module</li> <li>• If the LCD connector on the display flex film is damaged - Replace the display flex film</li> </ul>	
	If issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace any of the following components that have not been replaced - LCD module, display flex assembly, cable assemblies</li> </ul>	

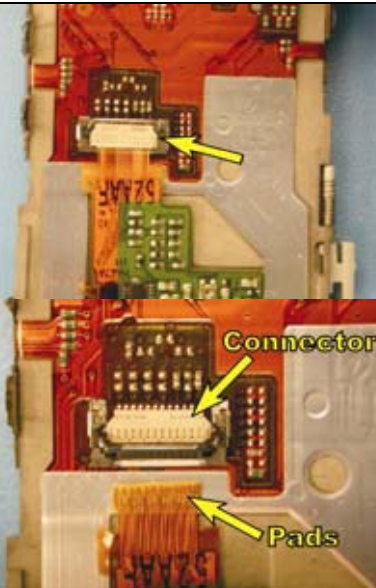
## 10 Data Communication Problems

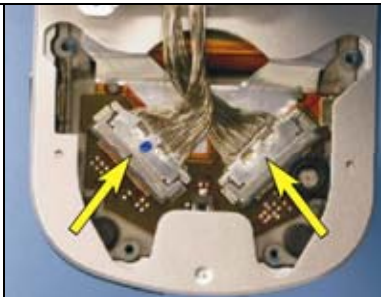

Problem Area	Items to Check	Repair Action	Reference Image
Problem transferring data using a direct connection	Visually inspect the system connector	<ul style="list-style-type: none"> <li>• If dirty or oxidized – Replace the system connector</li> <li>• If damaged – Replace the system connector</li> </ul>	

## 11 Illumination Problems

Problem Area	Items to Check	Repair Action	Reference Image
<b>Base Keypad:</b> The entire keypad is not illuminating	Before proceeding →	<ul style="list-style-type: none"> <li>• Perform a setting reset</li> </ul>	
	Visually inspect the keypad switch assembly's board connection	<ul style="list-style-type: none"> <li>• If improperly connected - Reestablish a proper connection</li> <li>• If the flex film portion of the connector is damaged – Replace the keypad switch assembly</li> <li>• If the circuit board portion of the connection is damaged – Send to an electrical repair location</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the keypad switch assembly, if it has not been replaced</li> </ul>	
<b>Base Keypad:</b> A portion of the keypad is not illuminating	Perform the following action →	<ul style="list-style-type: none"> <li>• Replace the keypad switch assembly</li> </ul>	


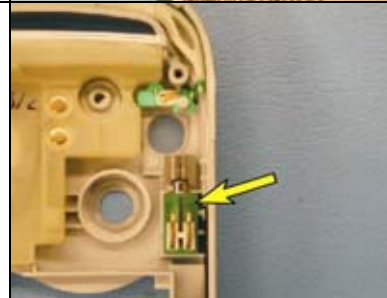

<b>Flip Keypad (Navigation Keypad):</b> The entire keypad is not illuminating	Before proceeding →	<ul style="list-style-type: none"> <li>Perform a setting reset</li> </ul>	
	Visually inspect the cable assemblies and their mating connectors on the display flex film and the circuit board	<ul style="list-style-type: none"> <li>If any of the four cable connections are improperly connected - Reestablish a proper connection</li> <li>If any portion of the four cable connections are dirty - Replace both cables and clean the mating portions of the cable connections that are on the display flex film and the circuit board</li> <li>If a cable assembly is damaged – Replace both cable assemblies</li> <li>If a cable connector on the display flex film is damaged – Replace the display flex film</li> <li>If a cable connector on the circuit board is damaged – Send to an electrical repair location</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Replace the display flex film, if it has not been replaced</li> </ul>	
<b>Flip Keypad:</b> A portion of the keypad is not illuminating	Perform the following action →	<ul style="list-style-type: none"> <li>Replace the display flex film assembly</li> </ul>	
<b>Gaming Key:</b> A gaming key is not illuminating	Perform the following action →	<ul style="list-style-type: none"> <li>Replace the display flex film assembly</li> </ul>	

<b>Display:</b> The display is not illuminating	Before proceeding →	<ul style="list-style-type: none"> <li>• Perform a setting reset</li> </ul>	
	Visually inspect the LCD to display flex film connection	<ul style="list-style-type: none"> <li>• If improperly connected - Reestablish a proper connection</li> <li>• If dirty or oxidized – Clean ( If it is determined that cleaning is needed, clean all pads and contacts that are part of this connection)</li> <li>• If any pads of the LCD module's flex film are damaged - replace LCD module</li> <li>• If the LCD connector on the display flex film is damaged - Replace the display flex film assembly</li> </ul>	

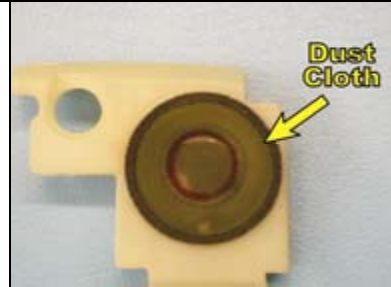


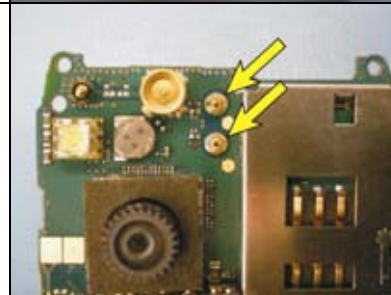
The display is not illuminating (Cont.)	Visually inspect the cable assemblies and their mating connectors on the display flex film and the circuit board	<ul style="list-style-type: none"> <li>• If any of the four cable connections are improperly connected - Reestablish a proper connection</li> <li>• If any portion of the four cable connections are dirty - Replace both cables and clean the mating portions of the cable connections that are on the display flex film and the circuit board</li> <li>• If a cable assembly is damaged – Replace both cable assemblies</li> <li>• If a cable connector on the display flex film is damaged – Replace the display flex film assembly</li> <li>• If a cable connector on the circuit board is damaged – Send to an electrical repair location</li> </ul>	 
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the LCD assembly, if it has not been replaced</li> </ul>	
	If the issue still has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the display flex film assembly and both cable assemblies, if they have not been replaced</li> </ul>	



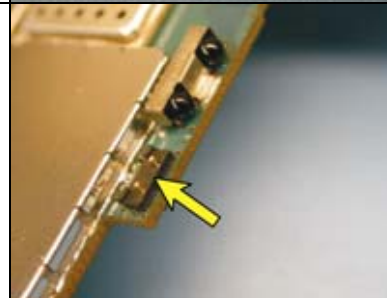


## 12 Alert Problems




Problem Area	Items to Check	Repair Action	Reference Image
<b>Vibrator:</b>	Before proceeding →	<ul style="list-style-type: none"> <li>Perform a setting reset</li> </ul>	
	Visually inspect the vibrator contact pads on the circuit board	<ul style="list-style-type: none"> <li>If dirty or oxidized – Clean</li> <li>If damaged – Handle according to local directives</li> </ul>	
	Visually inspect the vibrator	<ul style="list-style-type: none"> <li>If dirty or oxidized – Replace vibrator</li> <li>If damaged - Replace vibrator</li> </ul>	
<b>Rear Base Speaker:</b>	Before proceeding →	<ul style="list-style-type: none"> <li>Perform a setting reset</li> </ul>	
	No sound or poor quality sound Visually inspect whether the rear base speaker's external port is clogged	<ul style="list-style-type: none"> <li>If clogged – Clean its speaker port opening in the outer base cover</li> </ul>	



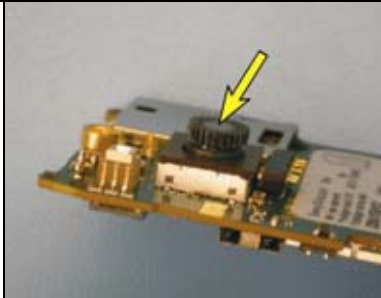


Problem Area	Items to Check	Repair Action	Reference Image
Rear Base Speaker: No sound or poor quality sound (Cont.)	Visually inspect the rear base speaker assembly's dust cloth	<ul style="list-style-type: none"> <li>If dirty or damaged – Replace the dust cloth</li> </ul>	
	Visually inspect the rear base speaker assembly (including its connection pads to the circuit board)	<ul style="list-style-type: none"> <li>If dirty or damaged - Replace the rear base speaker assembly</li> </ul>	 
	Visually inspect the rear base speaker connection springs on the circuit board	<ul style="list-style-type: none"> <li>If dirty or oxidized – Clean both springs and replace the rear base speaker assembly</li> <li>If damaged – Send to an electrical repair location</li> </ul>	

Problem Area	Items to Check	Repair Action	Reference Image
Rear Base Speaker: No sound or poor quality sound (Cont.)	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Replace the rear base speaker assembly, if it has not already been replaced</li> </ul>	
Side Base Speaker: No sound or poor quality sound	Before proceeding →	<ul style="list-style-type: none"> <li>Perform a setting reset</li> </ul>	
	Visually inspect whether the side base speaker's external port is clogged	<ul style="list-style-type: none"> <li>If clogged – Clean its speaker port opening in outer base cover</li> </ul>	
	Visually inspect side base speaker (including the wire connection extending from it and its dust cloth)	<ul style="list-style-type: none"> <li>If dirty – Replace the side base speaker and clean the connector on the circuit board</li> <li>If damaged - Replace side base speaker</li> </ul>	
	Visually inspect the side base speaker connector on the circuit board	<ul style="list-style-type: none"> <li>If dirty – Clean the connector on the circuit board and replace the side base speaker</li> <li>If damaged – Send to an electrical repair location</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>Replace the side base speaker, if it has not already been replaced</li> </ul>	

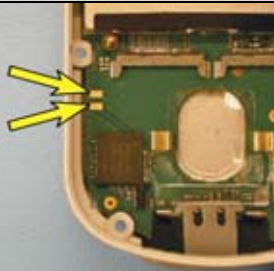

## 13 Charging/Capacity Problems

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 the battery</li> </ul>	
	Visually inspect the of the connector that connects the battery to the circuit board	<ul style="list-style-type: none"> <li>• If dirty or oxidized – Clean</li> <li>• If damaged – Send to an electrical repair location</li> </ul>	
	Visually inspect the system connector	<ul style="list-style-type: none"> <li>• If dirty or oxidized – Replace the system connector</li> <li>• If damaged – Replace the system connector</li> </ul>	

## 14 Camera Problems

Problem Area	Items to Check	Repair Action	Reference Image
Lines or marks in picture	Visually inspect the camera lens	<ul style="list-style-type: none"> <li>• If dirty – Clean the camera lens</li> <li>• If scratched or damaged – Replace the camera module</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the camera module, if it has not been replaced</li> </ul>	
Will not capture an image	Visually inspect for debris between and/or damage to the camera key and its switch.	<ul style="list-style-type: none"> <li>• If dirty - Clean both the key and its switch</li> <li>• If the key is damaged – Replace it</li> <li>• If the switch is damaged – Replace the display flex film</li> </ul>	
	If the issue has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the display flex film assembly, if it has not already been replaced</li> </ul>	
	If the issue still has not been resolved →	<ul style="list-style-type: none"> <li>• Replace the camera module</li> </ul>	

## 15 Bluetooth Problems

Problem Area	Items to check	Repair Action	
Will not connect with a functional Bluetooth device	Check the Bluetooth antenna contact pads on the circuit board	<ul style="list-style-type: none"> <li>• If dirty or oxidized – Clean</li> <li>• If damaged, handle according to your local company directives</li> </ul>	
	Check the Bluetooth antenna	<ul style="list-style-type: none"> <li>• If dirty – Clean</li> <li>• If damaged - Replace</li> </ul>	

## 16 Revision History

Rev	Date	Changes / Comments
A	2005-Sept 13	Initial Release