

Defective Sort	Category	Checking List	Possible Defective Reason	Suggested Fix Manner
Audio	<input type="checkbox"/> A1. No Audio	<input type="checkbox"/> A11. Can't enter standby interface <input type="checkbox"/> A12. Handset works well <input type="checkbox"/> A13. Speaker once worked well before <input type="checkbox"/> A14. Once connected with a non-original AC adapter <input type="checkbox"/> A15. Speaker works well <input type="checkbox"/> A16. Handset once worked well before <input type="checkbox"/> A17. Works well with a new handset	1,Fit A11, A12, 95% because of speaker chipset burnout; 2,Fit A11,A12,A13,A14, 99.9% because of speaker chipset burnout; 3,Fit A17, handset defect; 4,Fit A11, don't fit A12,A15, possibility: VPM no running, or 8.192M Crystal Oscillator no work or chipset Codec broken.	1,Replace speaker chipset (T28/T26 U1, model: TPA6211A1, package: SSOP-8; T22/T20 U5, model: TPA6203A1, packing: SSOP-8) ; 2,Replace a handset if handset has problem but the speaker works well. 3,Upgrade firmware if no audio both in handset and speaker, then replace Y1, if still same problem, replace the mainboard.
	<input type="checkbox"/> A2. Noise in Conversation	<input type="checkbox"/> A21. Noise in local speaker <input type="checkbox"/> A22. Noise in local handset <input type="checkbox"/> A23. Noise in local headset <input type="checkbox"/> A24. When use speaker, the other party hear noiser <input type="checkbox"/> A25. When use handset, the other party hear noiser <input type="checkbox"/> A26. When use headset, the other party hear noiser	1,The first batchs old headsets have such problem of noising in transmit, already fixed in the new headset now. 2,Speaker & handset noise usually because of electroacoustical component defective, or because of insufficient solder of devices.	1,Handset noise: replace a new handset. 2,Speaker noise: check if there is insufficient solder or short in the speaker circuit, then try to replace a new speaker;
Display	<input type="checkbox"/> D1. NO Display	<input type="checkbox"/> D11. Power indicator is on <input type="checkbox"/> D12. Has dialtone in handset <input type="checkbox"/> D13. Once displayed correctly before	1,Fit D11,D12,D13, possibility: LCD defect, productoin problem, FPC cable broken; 2,Fit D11, don't fit D12, usually because of 25M Crystal Oscillator problem.	1,Replace a new LCD module; if problem still, check if there is insufficient solder or short in FPC; if so, fix the problem and change back the original LCD; 2,Replace the two capacitors 0402-33pF besides Crystal Oscillator Y2 (T28/T26: C96& C97, T22/T20: C1&C12); if no fix, replace Crystal Oscillator Y2 ;
	<input type="checkbox"/> D2. Display error	<input type="checkbox"/> D21. No display of certain Horizontal line or vertical line <input type="checkbox"/> D22. No display of certain icon <input type="checkbox"/> D23. Display messy code	Fit D21 or D22 or D23. LCD defect.	Replace LCD module
	<input type="checkbox"/> D3. Display fuzzy	<input type="checkbox"/> D31. Display correctly after setting 'LCD contrast' to 6 on T28(P)	1,Fit D31. because of firmware upgrade, can fix by set the 'LCD contrast' to 6. 2,Don't fit D31, possibility: LCD defect, productoin problem.	1,set the 'LCD contrast' to 6.; 2,Replace LCD module; 3,If still has problem with new LCD module, check if there is insufficient solder or short in FPC; if so, fix the problem and change back the original LCD;
Network	<input type="checkbox"/> N1. Internet port can't acquire IP	<input type="checkbox"/> N11. MAC address in LCD is same with back label <input type="checkbox"/> N12. Plug Ethernet cable, switch or router indicates connection (Indicator light is on) <input type="checkbox"/> N13. Display "network unavailable" (T20 network icon flashing) <input type="checkbox"/> N14. Display "updating network" <input type="checkbox"/> N15. Display "obtaining IP address" <input type="checkbox"/> N16. Can ping through with 'Static IP'	1,Failed in burning MAC address; 2,Internet port has production problem; 3,Problem caused by system clock setted to 87.5MHz; 4,Software problem, internet port has problem with initialize or failed in initializing. 5,Internet port PHY fail;	1,Re-burn the MAC address if it's incorrect; 2,Check if there is insufficient solder, if so, fix the solder; 3,Upgrade to the latest firmware through bootloader; 4,Replace the mainboard if all failed in above actions.
	<input type="checkbox"/> N2. PC port can't acquire IP	<input type="checkbox"/> N21. Plug Ethernet cable, PC indicates connection (Network card indicator light is on) <input type="checkbox"/> N22. PC can't acquire IP with router mode <input type="checkbox"/> N23. PC can't acquire IP with bridge mode <input type="checkbox"/> N24. PC port set to router: WAN port lost packages; PC port set to bridge: WAN port works well		
Keys		<input type="checkbox"/> K11. All the keys can not work <input type="checkbox"/> K12. Some keys can not work <input type="checkbox"/> K13. Only 1 key can not work <input type="checkbox"/> K14. Input a wrong key value <input type="checkbox"/> K15. Restart the phone once by pressing a certain key	1,Bad pin contacts of M board & KB1 board 2,Contaminated of golden pad or rubber; 3,Key stuck, result all the keys can't work.	1,Check the connection of M board and KB1 board, assemble again. 2,Check if contaminated of golden pad or rubber, wipe and clean if less contaminated, replace KB1 board & rubber if heavy polluted; 3,Reassemble the rubber & keys, fix the stuck key.
Power		<input type="checkbox"/> P11. Can't power on with 5V/1.2A Adapter <input type="checkbox"/> P12. Can't power on with POE (only PoE phones) <input type="checkbox"/> P13. Can't power on with certain PoE switch	1,Defective AC adapter 2,PoE circuit board defect	1,Change a new AC adapter; 2,Change a new PoE circuit board;
Software		<input type="checkbox"/> S11. Display stop at 'initializing' interface <input type="checkbox"/> S12. Display entering safety mode <input type="checkbox"/> S13. Can't access to web UI		1,Upgrade software through web UI if can access to; 2,Upgrade software through bootloader - manual is separate;