

Defective Sort	Category	Checking List	Possible Defective Reason	Suggested Fix Manner
Audio	□A1、No audio	□A11、The system can finish the bootup □A12、Has voice in handset □A13、Speaker once worked well □A14、Once connected with a non-original AC adapter □A15、Speaker has voice in play, while no voice in send □A16、Handset once worked well □A17、Handset has voice in play, while no voice in send □A18、Works well with a new handset	1、Fit A11, A12, 95% generally the audio amplifier break down. 2、Fit A11, A12, A13, A14, 99.9% must be audio amplifier burnout. 3、Fit A15, handfree microphone defect. 4、Fit A16, A17, A18, handset defect.	1、Replace the audio amplifier U13, 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, if still the same problem, replace the mainboard.
	□A2、Noise in conversation	□A21、Noise in local speaker □A22、Noise in local handset □A23、Noise in local headset □A24、When using speaker in handfree mode, the other party hears noise □A25、When using handset in handset mode, the other party hears noise □A26、When using headset in headset mode, the other party hears noise	1、Headset has noise in send generally because of the former shielded speakers. It uses a power supply with Y capacitance and when you hold the helix cable with a hand, there is acoustoelectric current in send, new headsets have fixed the problem. 2、Speaker & handset noise (electricity or background noise) generally because of electroacoustical component defective, or because of insufficient solder of devices. 3、Noise heard on the other party generally is handfree microphone defect. 4、Radio-frequency interference (mobile phone) because of short distance to speaker.	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. 3、Replace a new microphone. 4、Replace the mainboard if still the same problem.
Peripheral	□U1、USB can not work	□U11、USB flash disk can not be identified by the phone when inserted into the USB port	1、USB flash disk is damaged. 2、USB protection chip is damaged.	1、Re-insert USB flash disk, view whether the power indicator of USB flash disk is on, if not, replace the USB protection chip U9 on the mainboard, model: TPS2041B, packing: SO-8. 2、Replace a new USB flash disk.
	□S1、SD card can not work	□S1、SD card can not be identified when inserted into the phone	1、SD card is damaged. 2、Master chip is damaged.	1、Replace a new SD card memory device. 2、Replace the M board.

Display	□D1、Display black screen	□D11、Power indicator is on □D12、Has voice in handset □D13、Once displayed correctly	1、Fit D11, D12, D13, possibility: LCD defect, shielded FPC defect, productoin problem, backlight chip U4 defect. 2、Fit D11, don't fit D12, D13, generally the phone cannot start up normally. 3、Fit D11, D13, don't fit D12, generally the phone cannot start up normally.	1、Re-insert LCD cable or shielded FPC cable when powered off, or replace a new LCD, if the problem fixed, generally LCD defect or FPC cable defect. 2、If still the same problem, remove hot melt adhesive using alcohol, re-insert backlight cable. 3、If still the same problem, replace U6 of L board, model: MP1488DJ-LF-Z, packing: TSOT23-6. 4、Power off the phone for at least 10 seconds, and then power it on again, if still the problem, replace a new mainboard with shielded FPC cable.
	□D2、Display error	□D21、No display of certain horizontal line or vertical line □D22、Display black patches □D23、Screen flickers or interference stripes roll cycling	Fit certain items of D21, D22, D23, generally LCD defect.	Replace a new LCD.
	□D3、Display white screen after starting up	□D31、Power indicator is on □D32、Has voice in handset □D33、Once worked well, display white screen after upgrading failed	1、Fit D31, D32, generally insufficient solder in LCD resistance array or FPC connector, or defective LCD driving chip U5 on the L board. 2、Fit D31, D33, generally flash software loss.	1、Replace U5, model: MP1540, packing: SOT23-5 (for T48), if still, replace the L board. 2、Replace the mainboard.
	□D4、Display error	□D41、No display of certain horizontal line or vertical line □D42、No display of certain icons □D43、Display messy code	Fit certain items of D51, D52, D53, generally LCD defect.	Replace the LCD.
Network	□N1、Internet port can't acquire IP	□N11、MAC address displayed on the LCD is different from that displayed on the back label □N12、Switch or router indicates connection (indicator LED is on) after Ethernet cable being plugged into the Internet port of the phone □N13、LCD screen prompts "network unavailable" □N14、LCD screen prompts "Cable Disconnected" □N15、LCD screen prompts "updating network" □N16、LCD screen prompts "obtaining IP address" □N17、Can ping through with 'Static IP'	1、Failed in burning MAC address. 2、Fit N12, N13, N14, N15, N16, generally Internet port has soldering problem. 3、Fit N12, N13, N14, N15, N16, N17, maybe software problem, Internet port has problem with initialization or failed in initializing. 4、Fit N12, N13, N14, N15, N16, N17, maybe Internet port PHY fail.	1、Re-burn the MAC address if it's incorrect. 2、Check if there is insufficient solder, if still the problem, fix the solder. 3、Upgrade the software to the latest version . 4、Replace the mainboard if all failed in above solutions.
	□N2、PC port can't acquire IP	□N21、PC indicates connection (indicator LED of network card is on) after Ethernet cable being plugged into the PC port of the phone		

Keys		<ul style="list-style-type: none"> <li>□K11、All keys can not work</li> <li>□K12、Some keys can not work</li> <li>□K13、Only one key can not work</li> <li>□K14、Input a wrong key value</li> <li>□K15、The phone reboots once by pressing a certain key</li> </ul>	1、Bad pin contacts of mainboard & KB1 board. 2、Contaminated of golden pad or rubber. 3、Key stuck results in all keys can't work.	1、Check the connection of mainboard and KB1 board. 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		<ul style="list-style-type: none"> <li>□P11、Can't power on with AC adapter</li> <li>□P12、Can't power on with PoE</li> <li>□P13、Can't power on with certain PoE switch</li> </ul>	1、Defective AC adapter. 2、Abnormal PoE circuit.	1、Replace a new AC adapter. 2、Replace the mainboard.
Software		<ul style="list-style-type: none"> <li>□S11、LCD screen stops at 'initializing' interface</li> <li>□S12、LCD screen enters safety mode</li> <li>□S13、Can't access to web user interface</li> </ul>		1、Upgrade software through web user interface if it can be accessed to. 2、Upgrade software through recovery mode, refer to the specific documentation for operation guidance.
Touch Screen	□T1、Abnormal touch screen	<ul style="list-style-type: none"> <li>□T11、Touch screen can not work</li> <li>□T12、Touch screen shifts</li> </ul>	1、Defective touch screen. 2、Production problem. 3、Damaged touch screen driving chip.	1、Unplug and plug touch screen cable again, and check whether there is any response; if still the same problem, try to replace a new touch screen. If still the problem after doing above operations, replace the touch screen driving chip U15 on the mainboard, model: TSC2046I, packing: QFN-16. 2、Re-adjust the touch screen, if still the same problem, replace a new touch screen.