

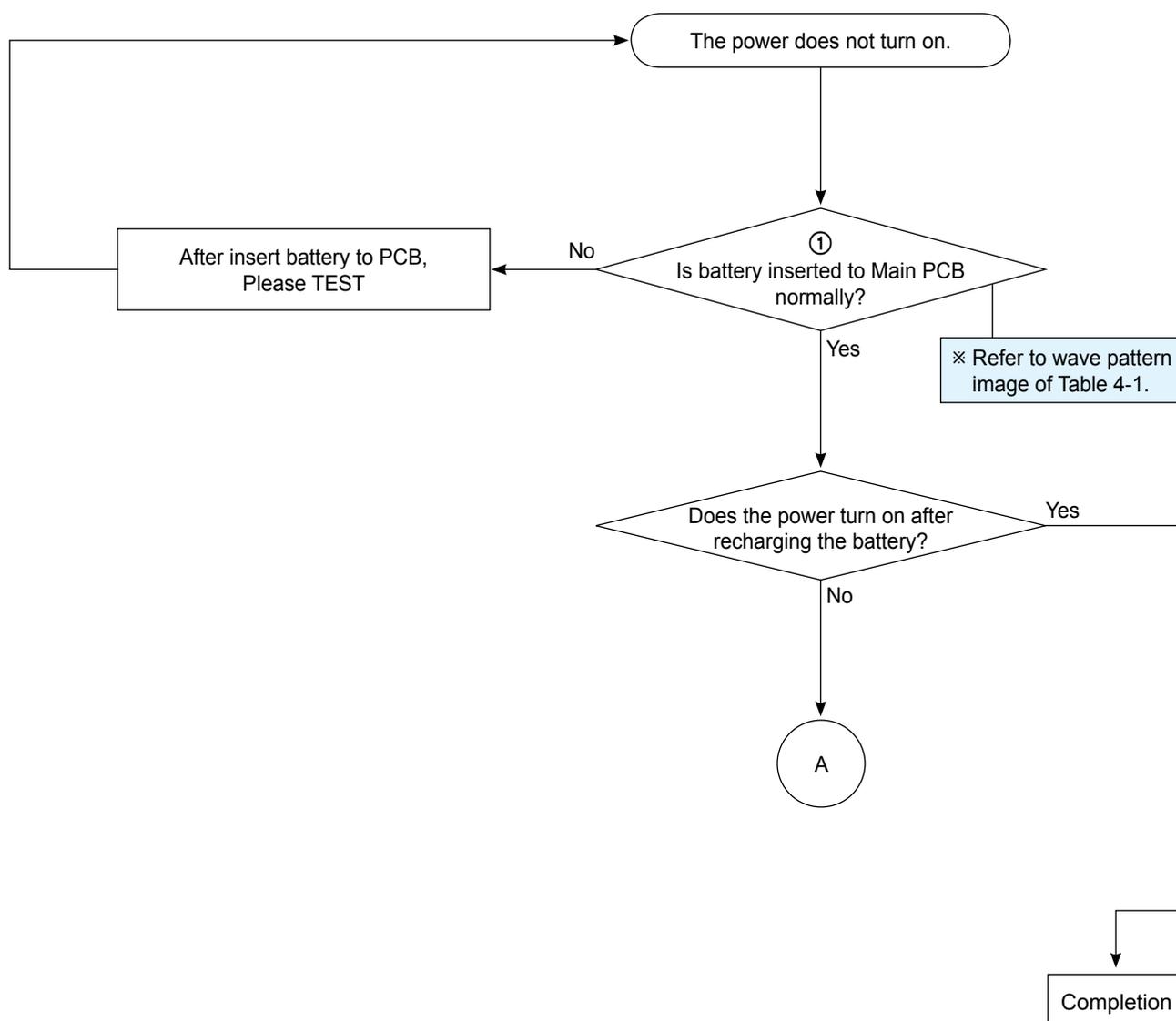
4. Troubleshooting

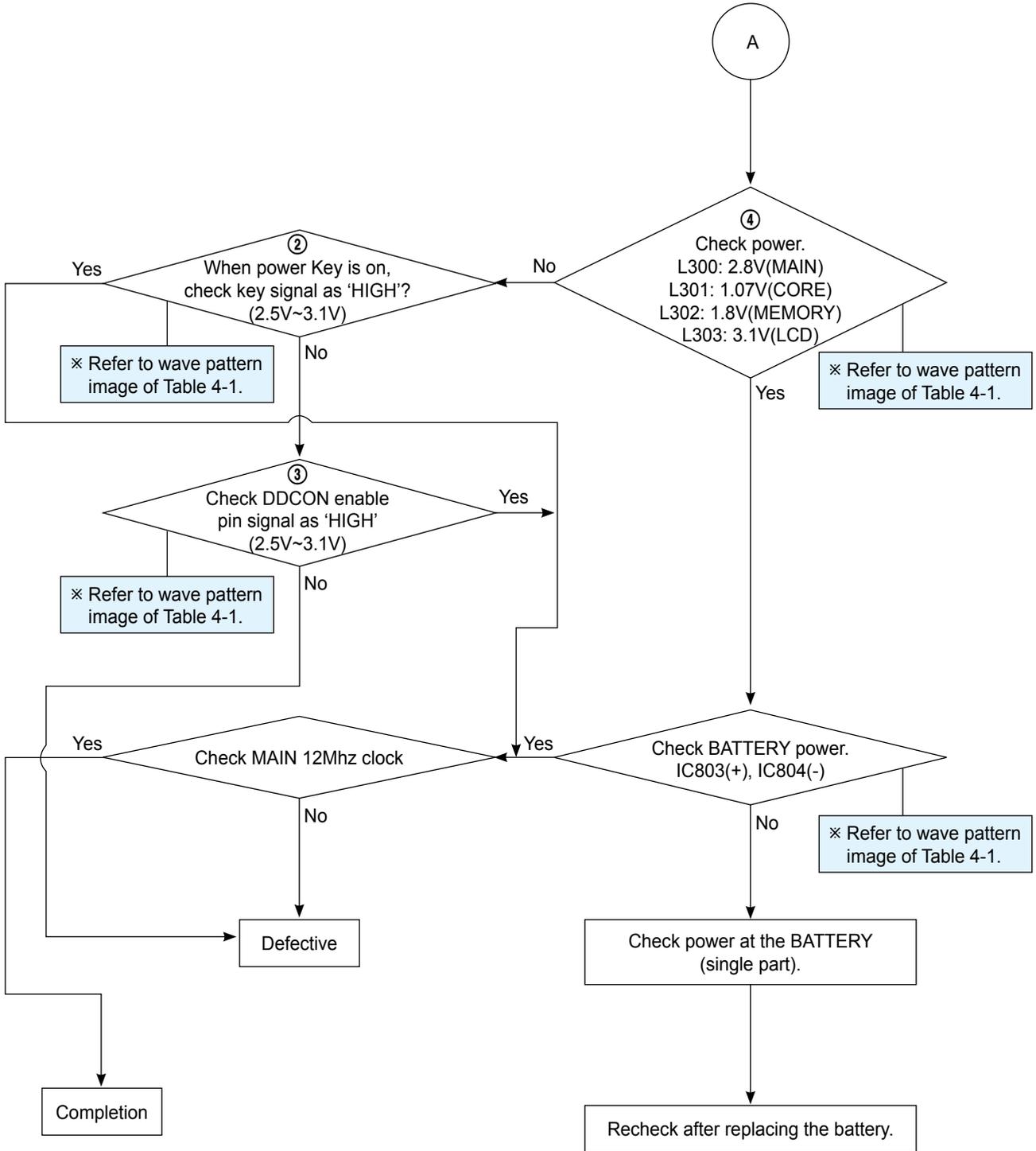
4-1 Checkpoints by Error Mode

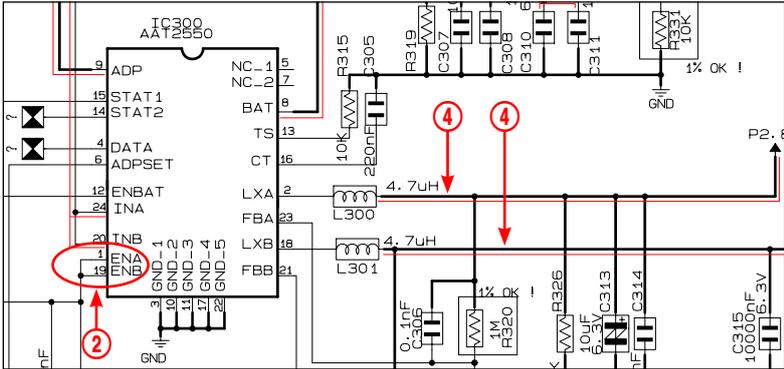
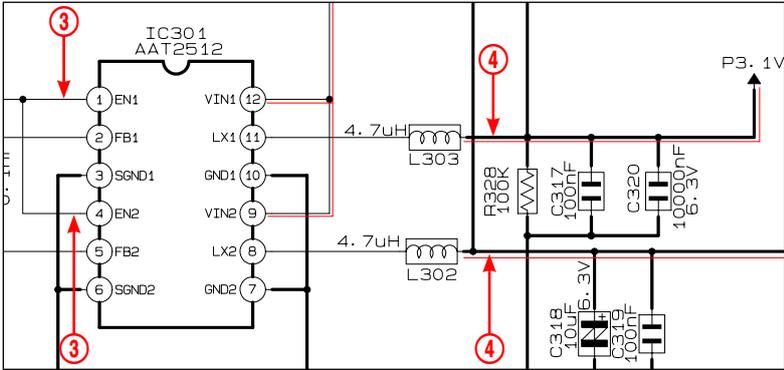
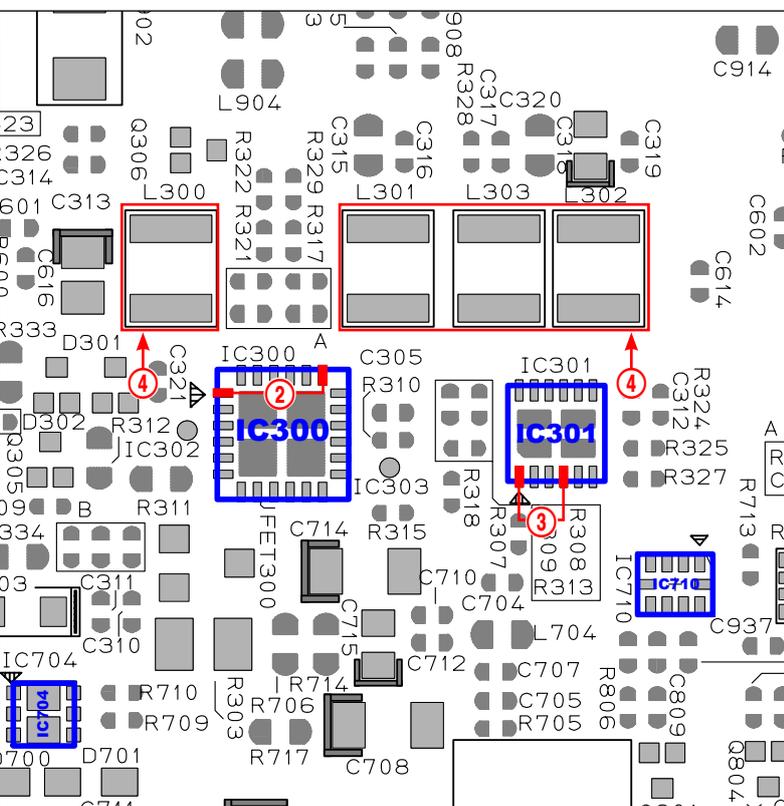
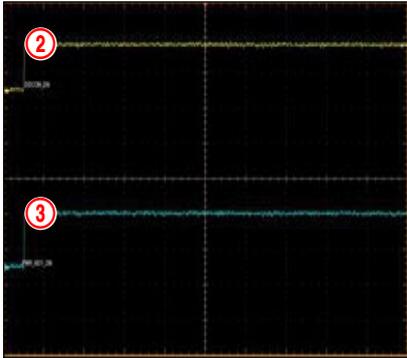
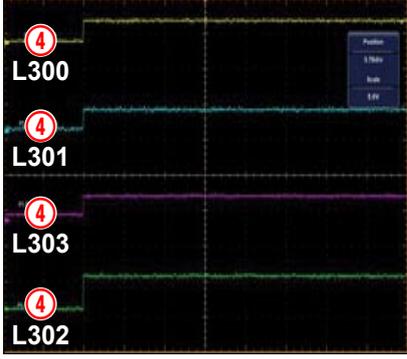
Oscilloscope Setting Values	
Voltage/DIV	2V/div
TIME/DIV	1m/div

4-1-1 No Power

Symptom	Power does not turn on
Major Checklist	① Check the power terminal connection (battery, adapter). ② Check if the key signal is 'HIGH' when the POWER key is pressed. (2.5V ~ 3.1V) ③ Check if the ENABLE pin signal of the DDCON IC is 'HIGH'. (2.5V ~ 3.1V) ④ Check power. (L300: 2.8V(MAIN), L301: 1.07V(CORE), L302: 1.8V(MEMORY), L303: 3.1V(LCD))
Caution	Be careful not to short anything out when checking the power line.



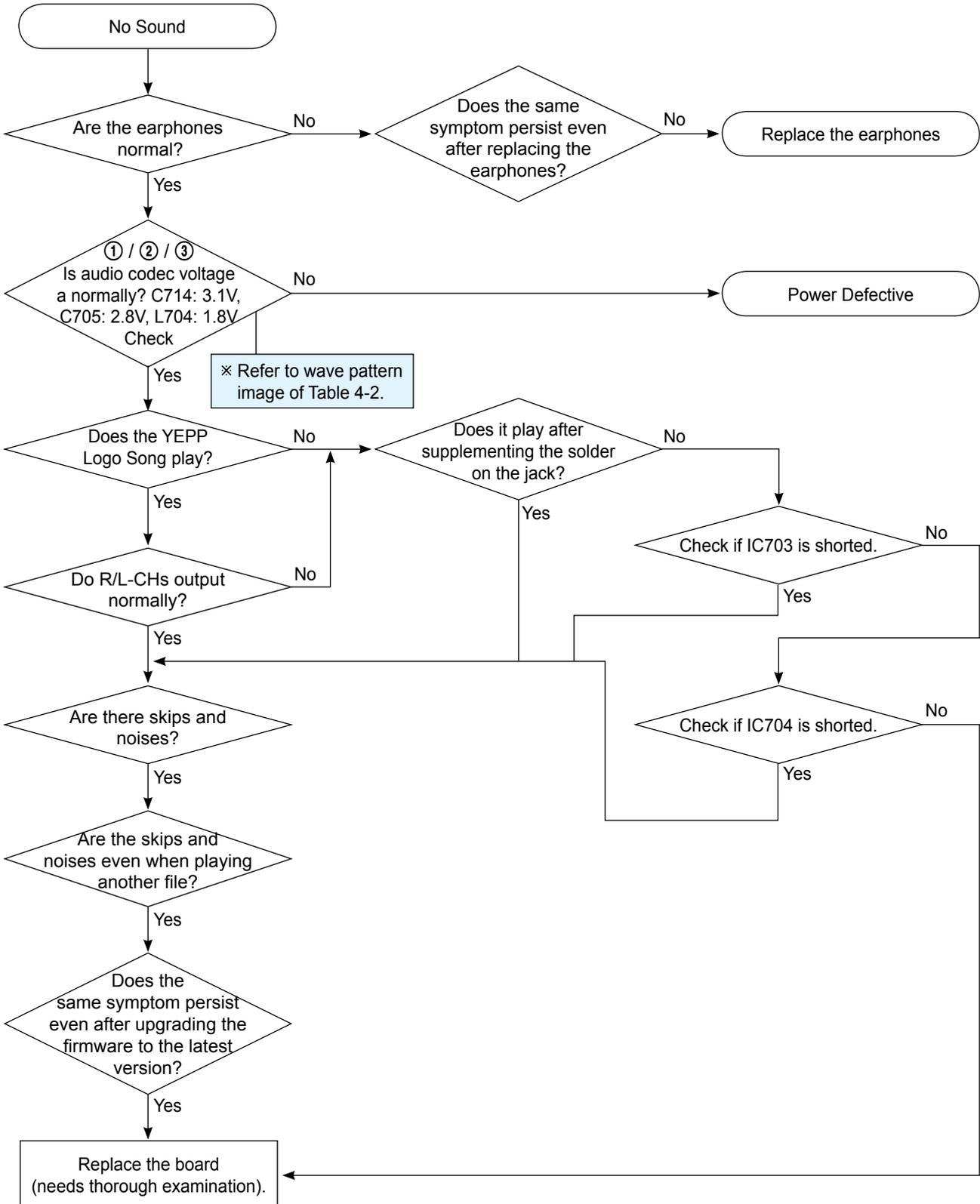


Test Point	IC300(1PIN, 19PIN), IC301(1PIN, 4PIN), L300, L301, L303, L302
Result	Check for HIGH input
<div style="display: flex; flex-direction: column; align-items: flex-start;"> <div style="margin-bottom: 20px;">  <p style="text-align: center;">* POWER Management Page, 7-3</p> </div> <div style="margin-bottom: 20px;">  <p style="text-align: center;">* POWER Management Page, 7-3</p> </div> <div style="margin-bottom: 20px;">  <p style="text-align: center;">* PCB Bottom Page, 6-3</p> </div> <div style="display: flex; justify-content: space-around; width: 100%;"> <div style="text-align: center;">  <p>②</p> </div> <div style="text-align: center;">  <p>③</p> </div> </div> <div style="display: flex; justify-content: space-around; width: 100%; margin-top: 20px;"> <div style="text-align: center;">  <p>④ L300</p> </div> <div style="text-align: center;">  <p>④ L301</p> </div> <div style="text-align: center;">  <p>④ L303</p> </div> <div style="text-align: center;">  <p>④ L302</p> </div> </div> </div>	

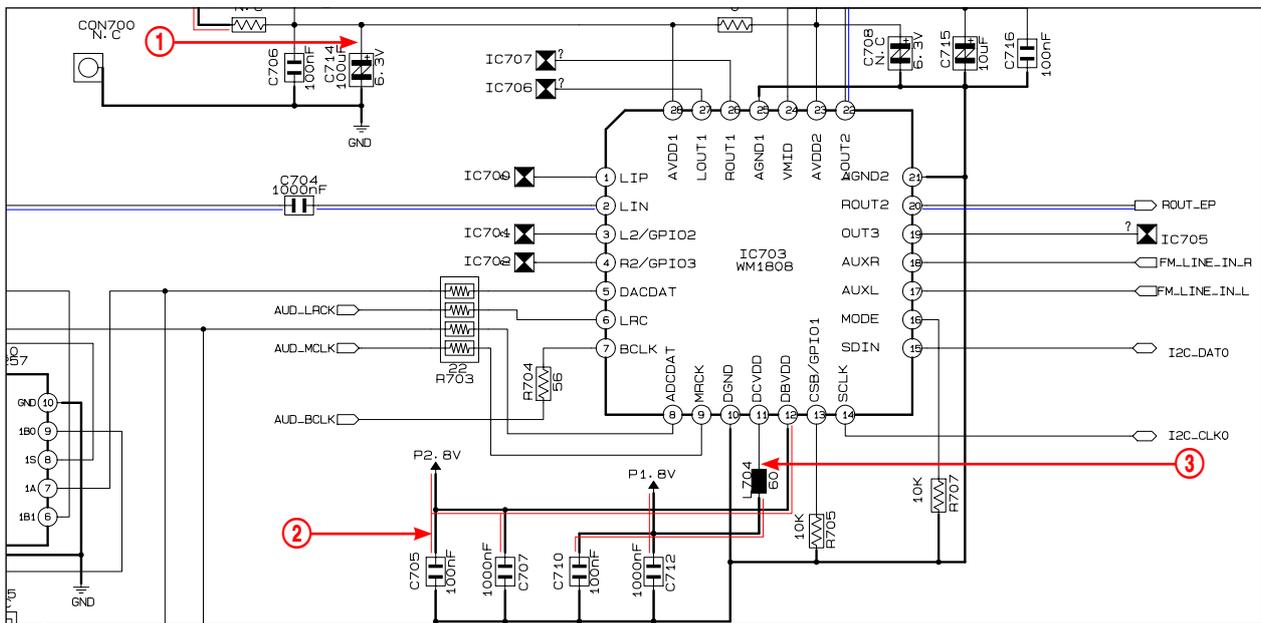
<Table 4-1>

4-1-2 No Sound

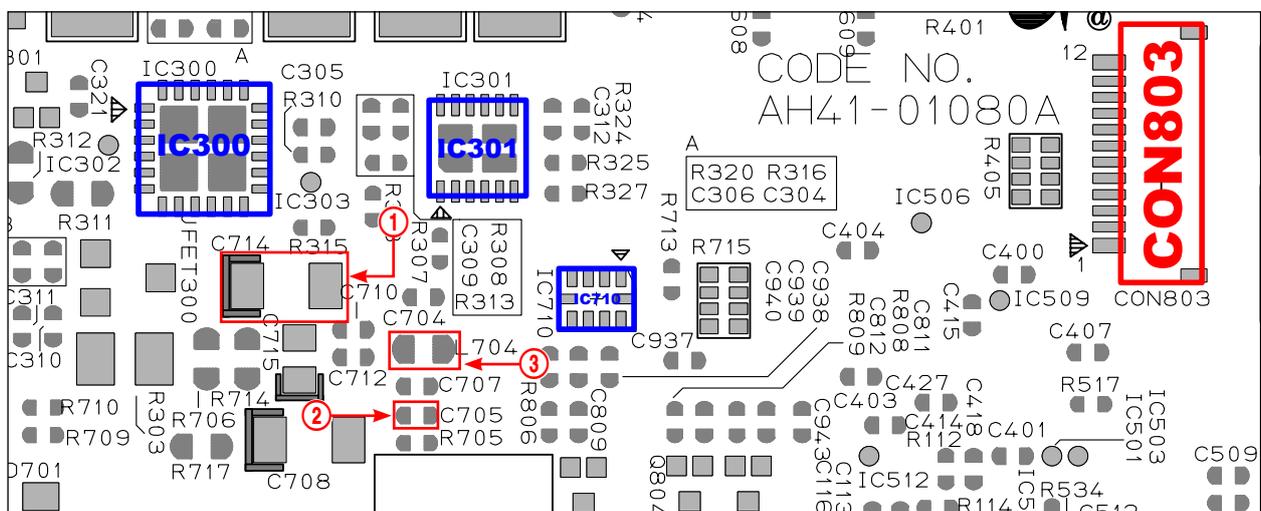
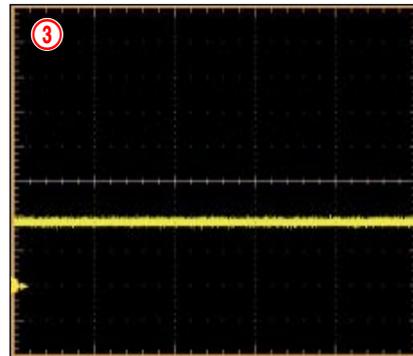
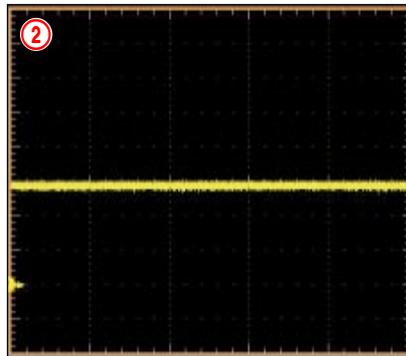
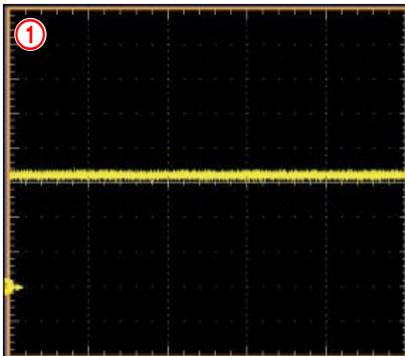
Symptom	No output at earphones
Major Checklist	Check if the earphones are normal. / Check the cold solder on the earphones jack. ① Check if 3.1V is output from C714. ② Check if 2.8V is output from C705. ③ Check if 1.8V is output from L704.



Test Point	C714 → 3.1V, C705 → 2.8V, L704 → 1.8V
Result	Check each output terminal.



※ Audio CODEC Page, 7-7

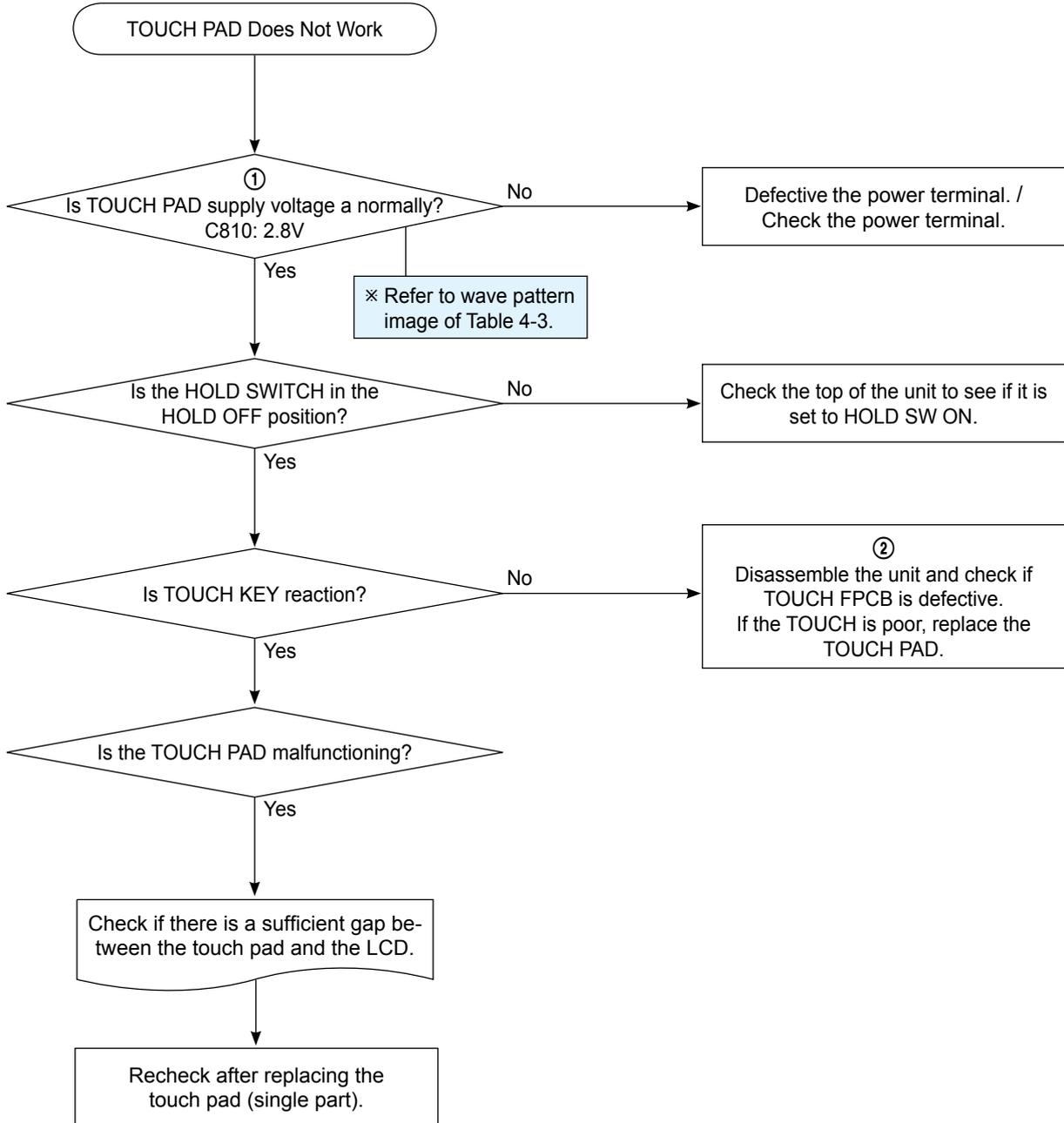


※ PCB Bottom Page, 6-3

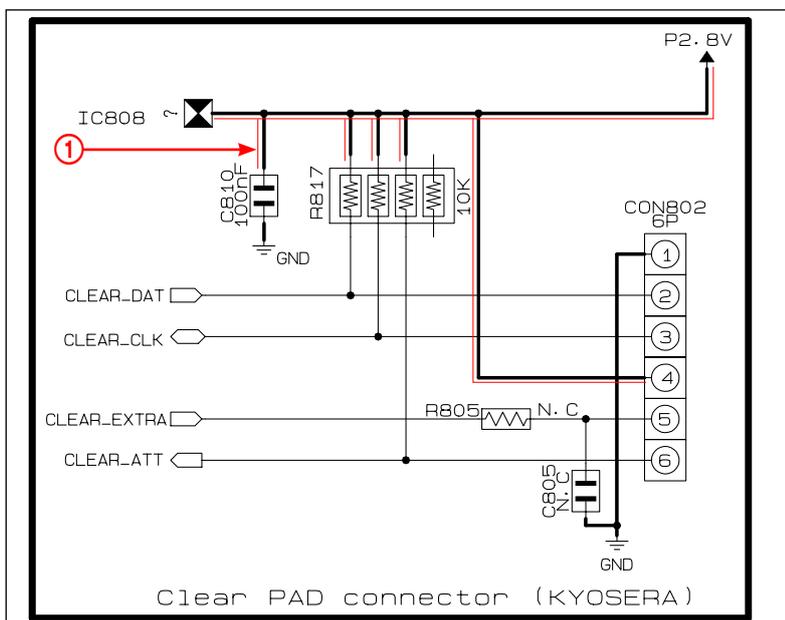
<Table 4-2>

4-1-3 TOUCH PAD Does Not Work

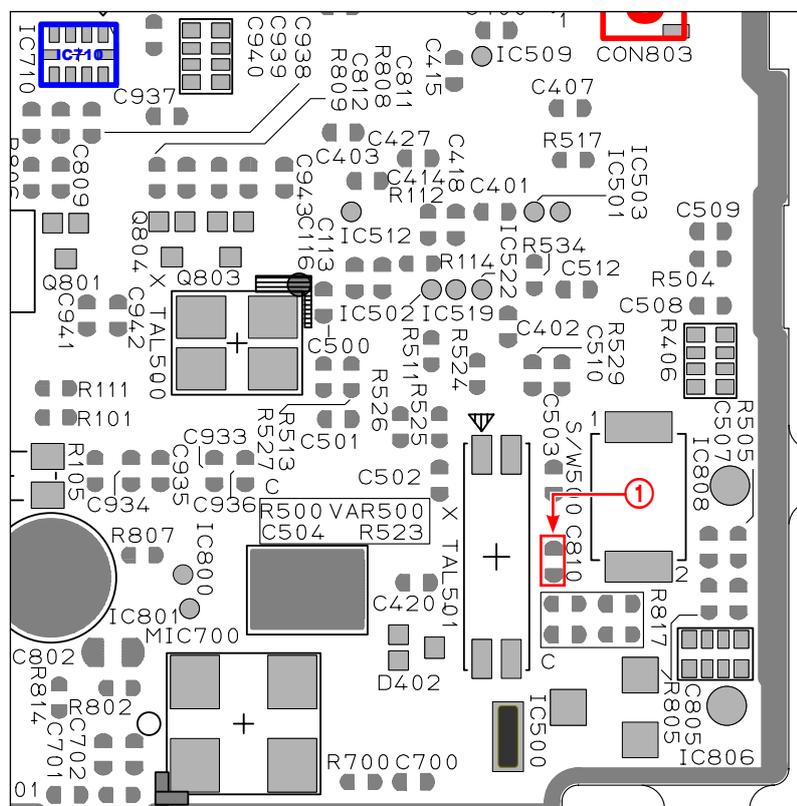
Symptom	Key press input malfunction or failure
Major Checklist	Check if FPCB is defective. ① Check if 2.8V is output from C810. ② Check if the TSP is functioning normally.



Test Point	C810 → 2.8V
Result	Check the output terminal.



※ 24PIN IO, Interface Page, 7-8

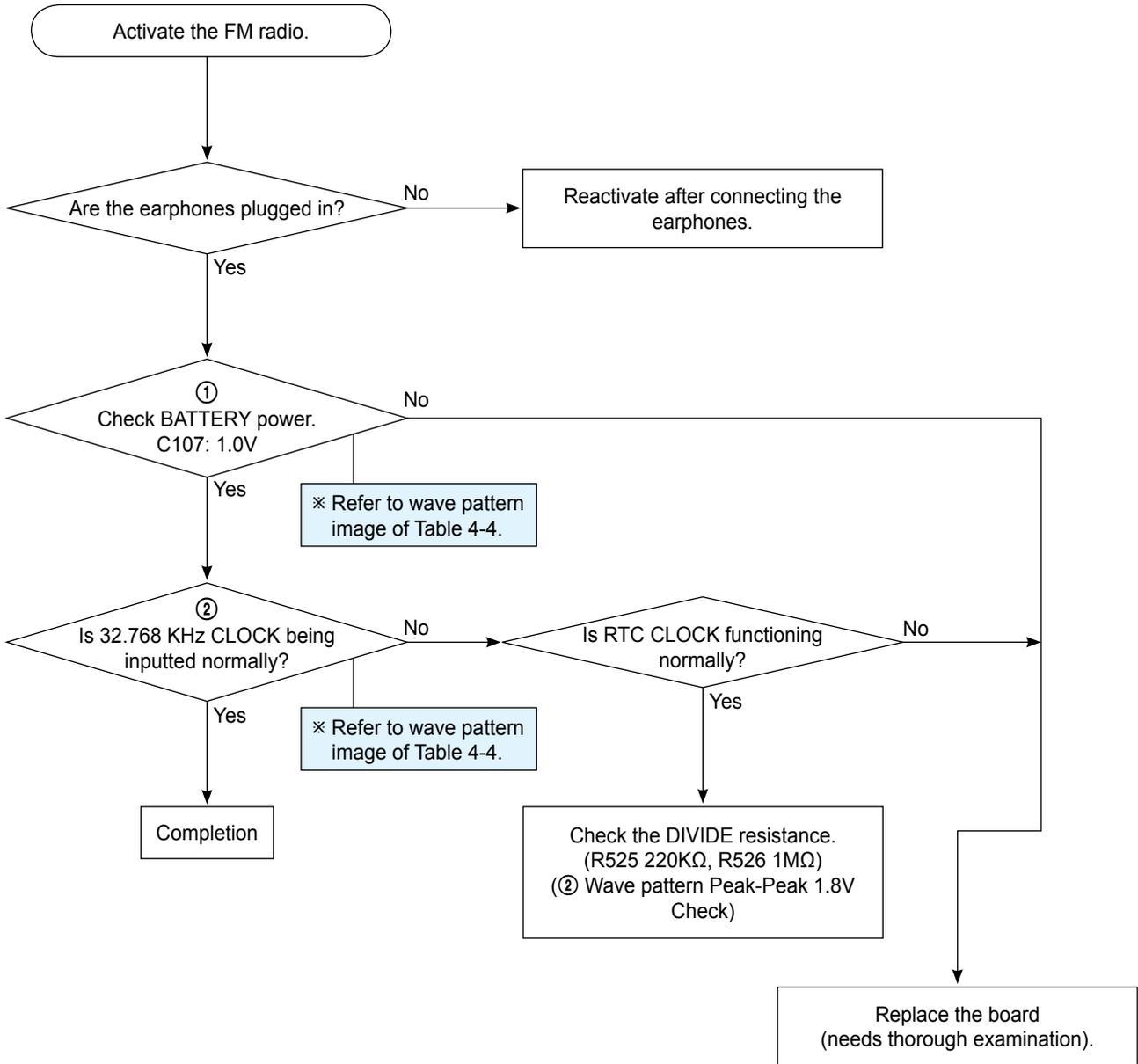


※ PCB Bottom Page, 6-3

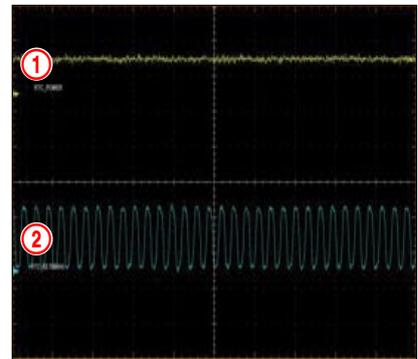
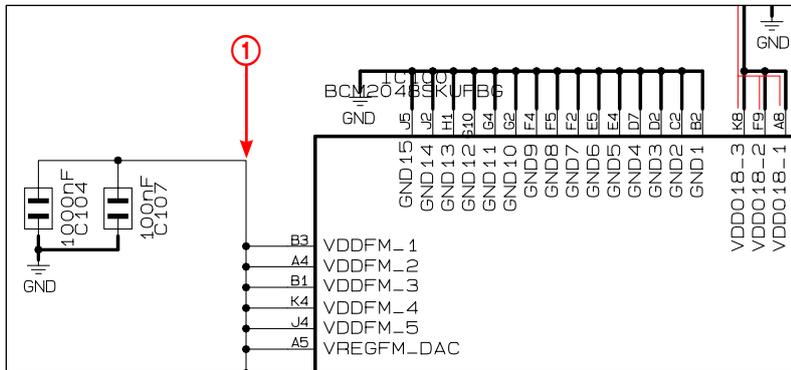
<Table 4-3>

4-1-4 Cannot Receive FM Radio

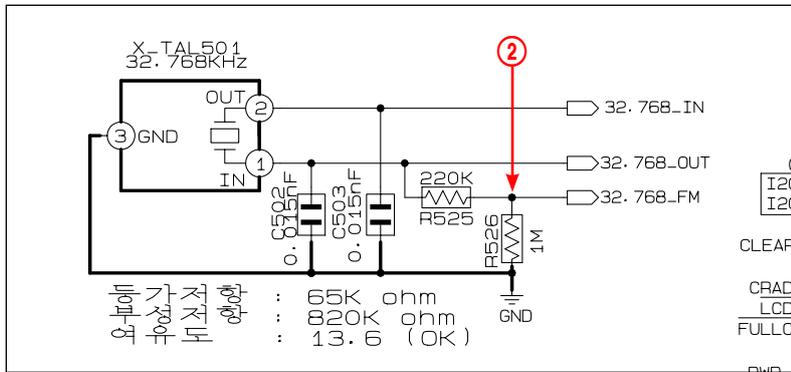
Symptom	No FM radio reception
Major Checklist	① Check if the C107 FM_VDD of IC100 is 1.0V. ② Check if RTC CLOCK outputs a busy FM_CLOCK 32.768 KHz.



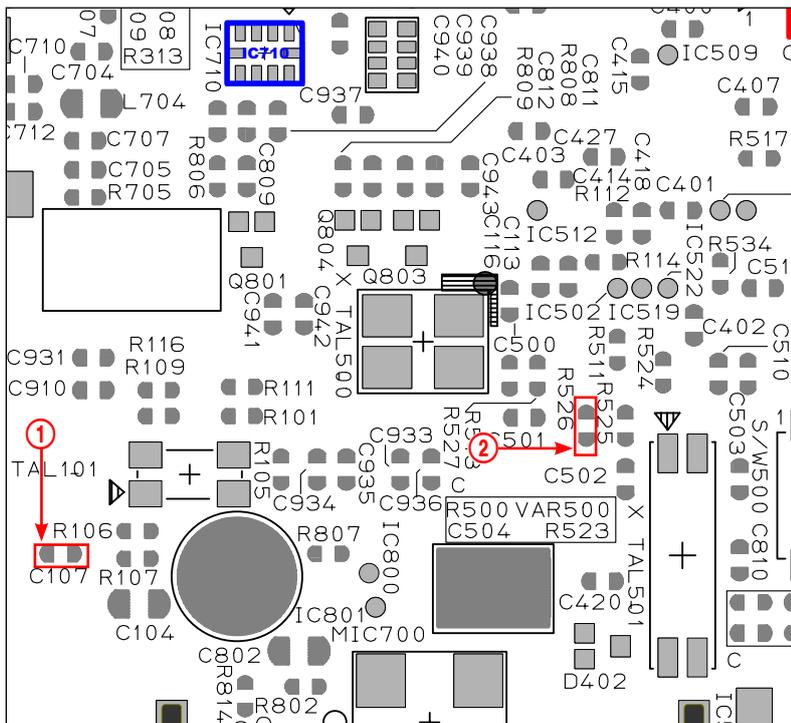
Test Point	C107, R526
Result	C107 → 1.0V, R526 → 32.768KHz



※ BLUETOOTH/FM Page, 7-10



※ TCC7801 I/O Setting, Reset Page, 7-5

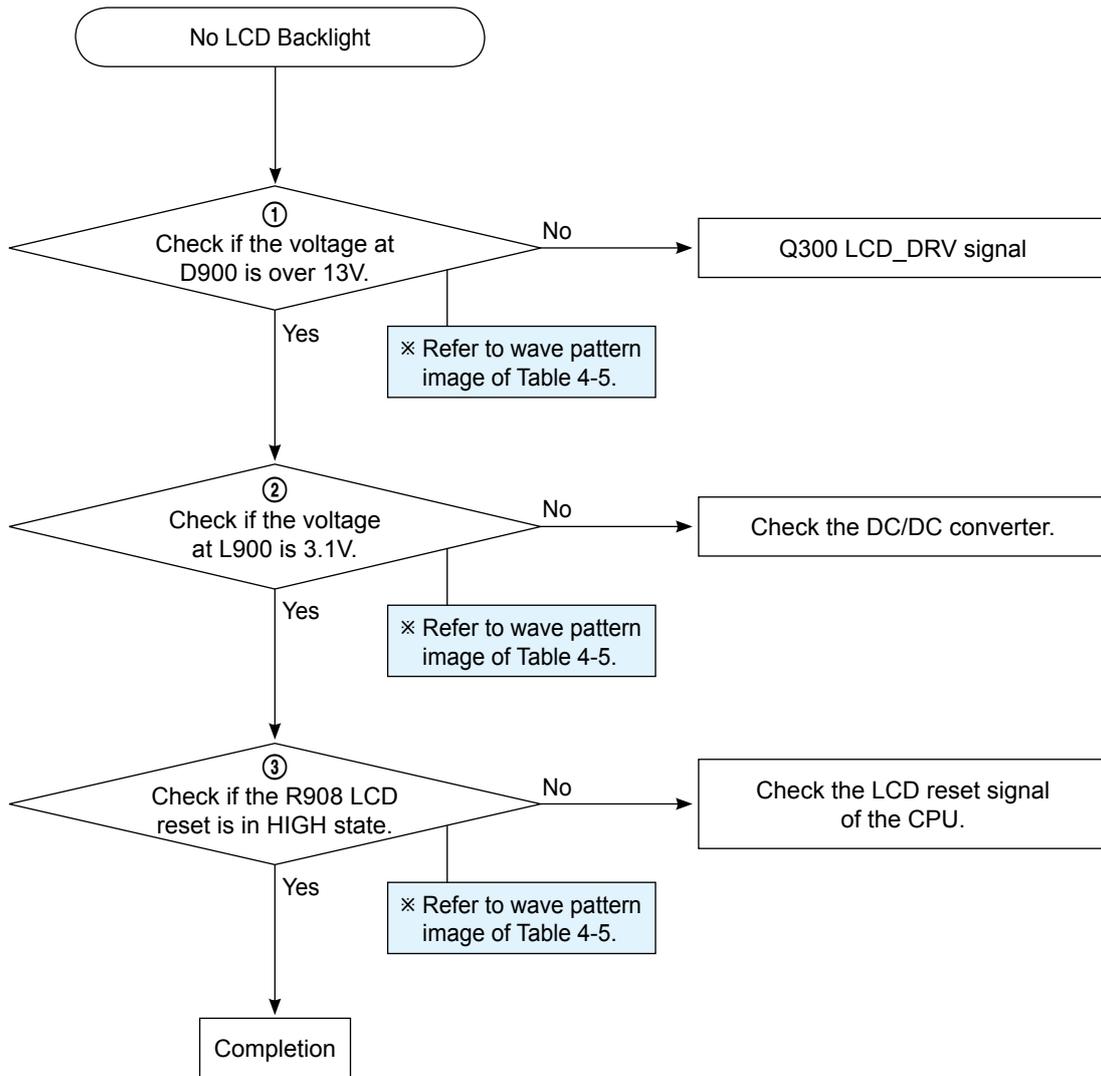


※ PCB Bottom Page, 6-3

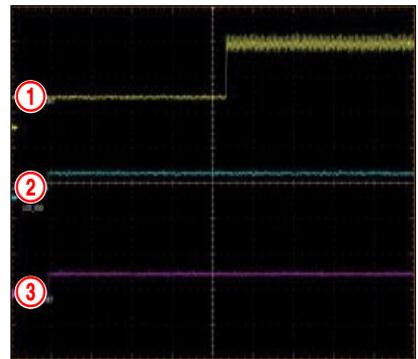
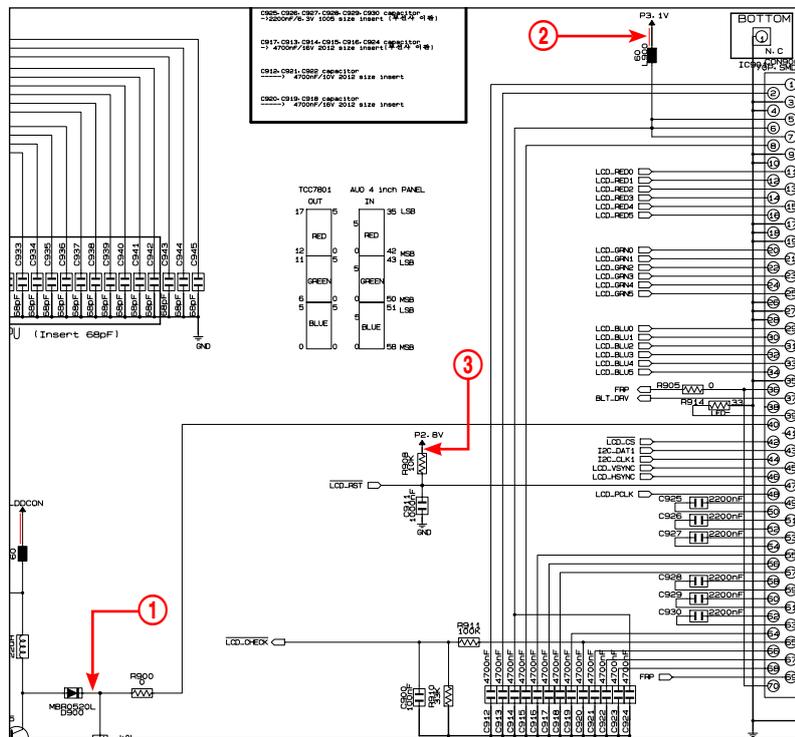
<Table 4-4>

4-1-5 No LCD Backlight

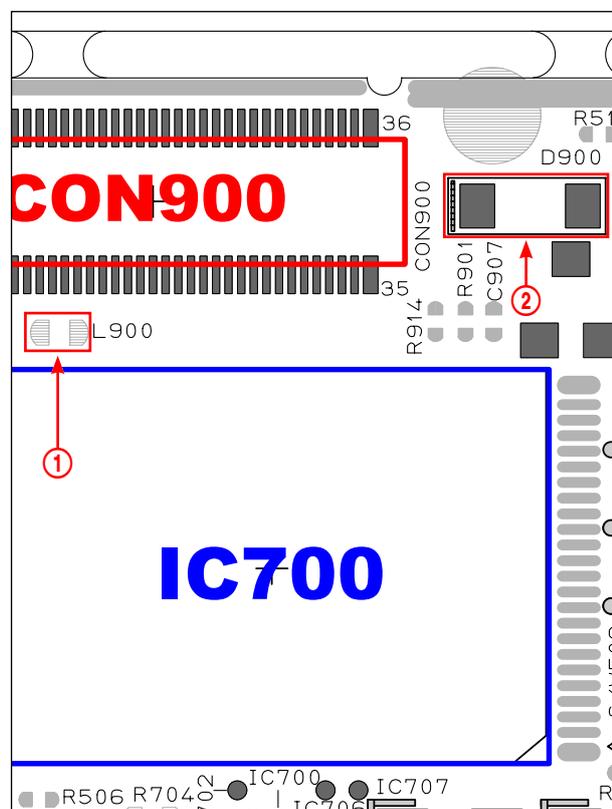
Symptom	LCD backlight does not turn on
Major Checklist	<ul style="list-style-type: none"> ① Check the D900 terminal for 13V. ② Check the L900 terminal for 3.1V. ③ Check the R908 terminal for 2.8V. ④ Check the CON900 LCD B-to-B connector.



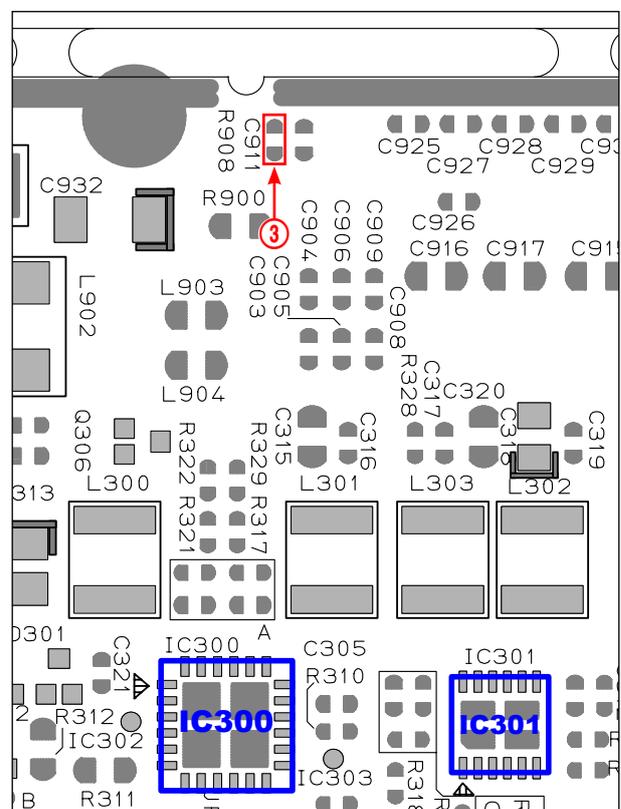
Test Point	D900 → 13V, L900 → 3.1V, R908 → 2.8V
Result	Check the output terminal.



※ WQVGA LCD Interface Page, 7-9



※ PCB Top Page, 6-1

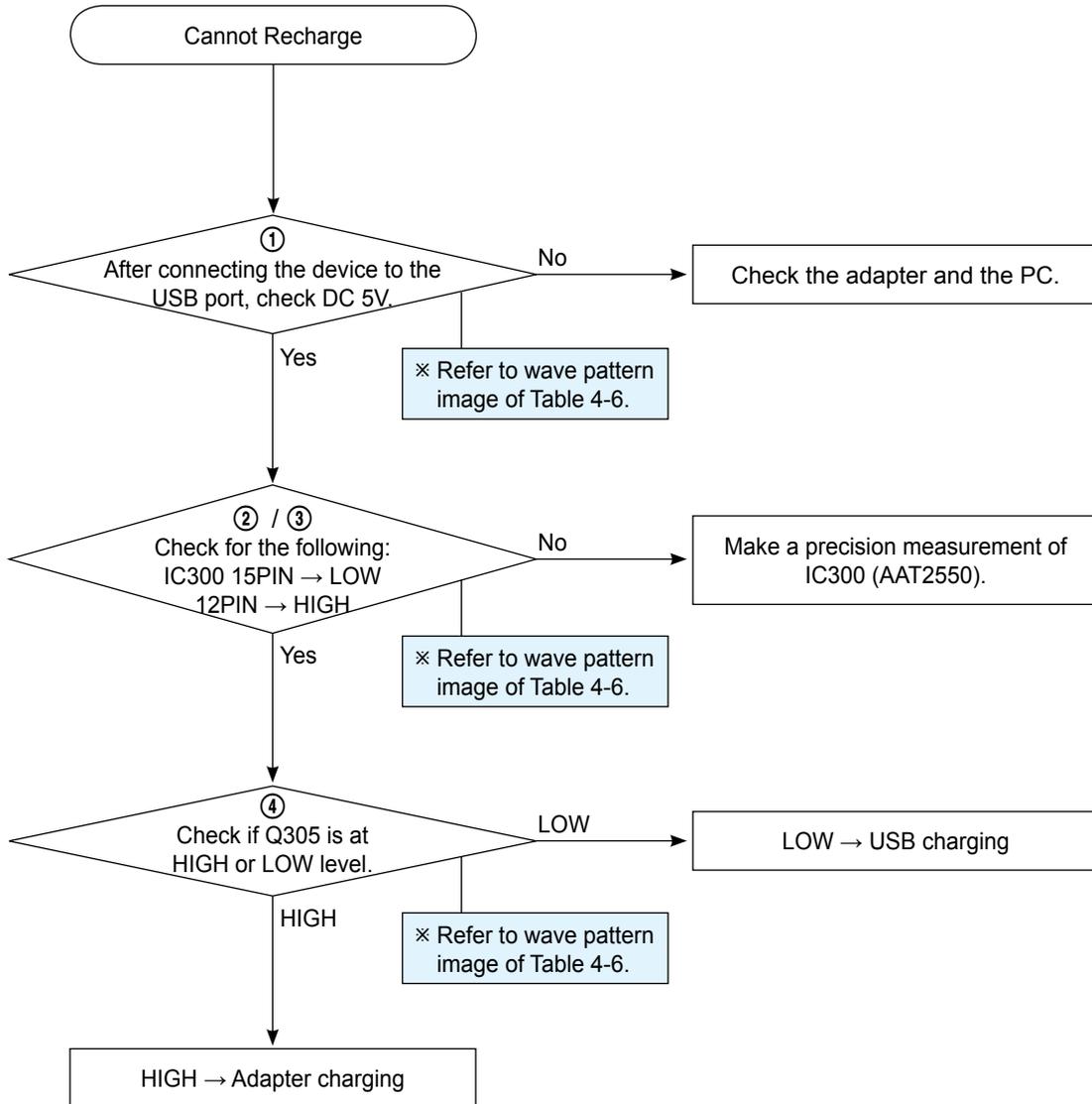


※ PCB Bottom Page, 6-3

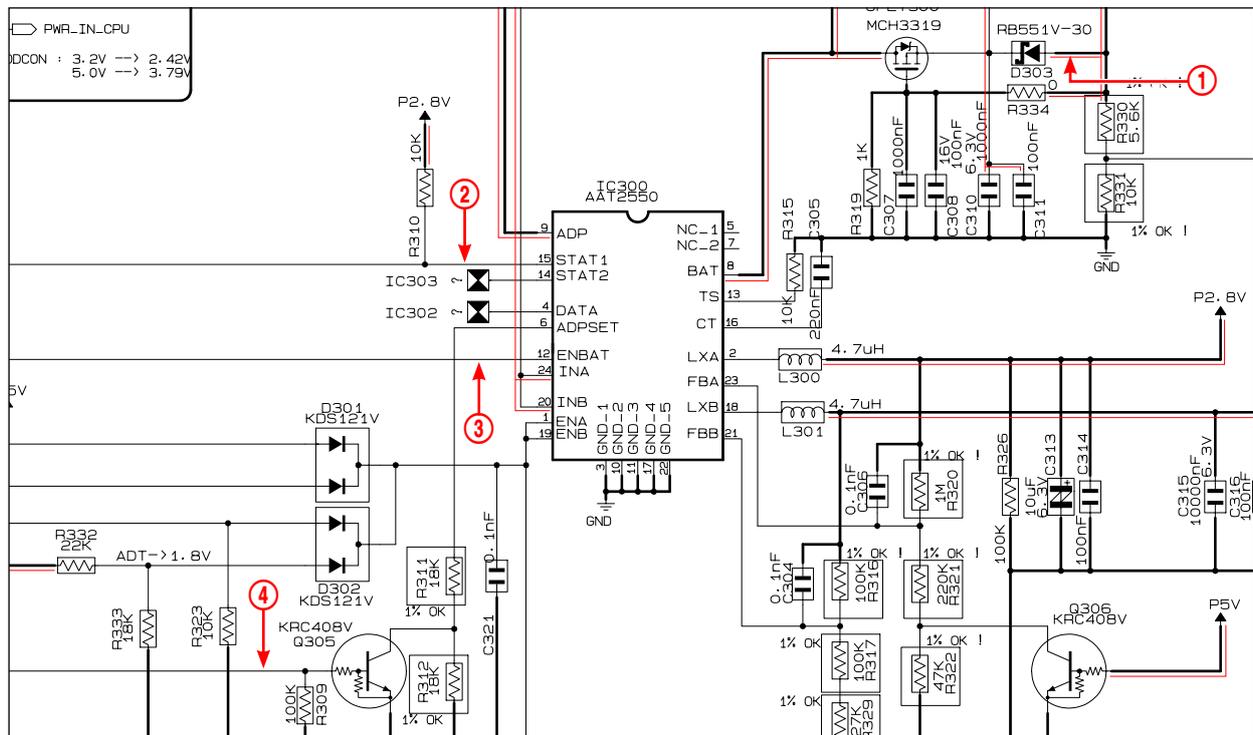
<Table 4-5>

4-1-6 Cannot Recharge

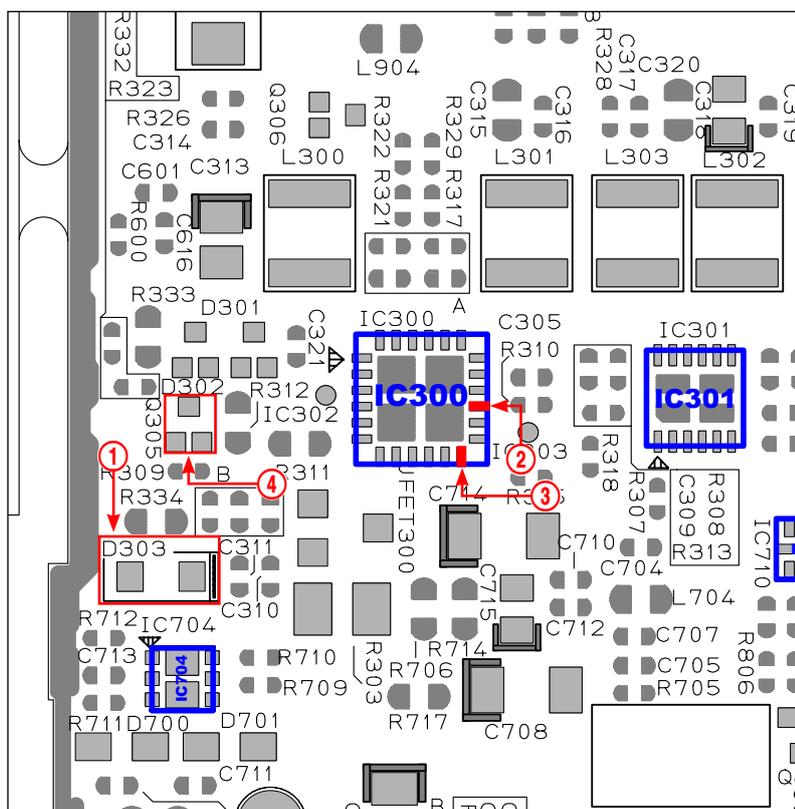
Symptom	Cannot recharge the battery
Major Checklist	① Check external input voltage: DC 5V (D303) ② Check #FULL_CHG PIN (IC300 15PIN): HIGH → FULL_CHARGING, LOW → CHARGING ③ Check #CHARGE_STOP PIN (IC300 12PIN): HIGH → STOP, LOW → CHARGING ④ Check CHRГ_CTL (Q305): HIGH → USB, LOW → ADAPTER



Test Point	D303, IC300 15PIN, IC300 12PIN, Q305
Result	D303 → 5V, IC300 15/12PIN → HIGH, Q305 → HIGH: ADAPTER, LOW: USB



※ POWER Management Page, 7-3



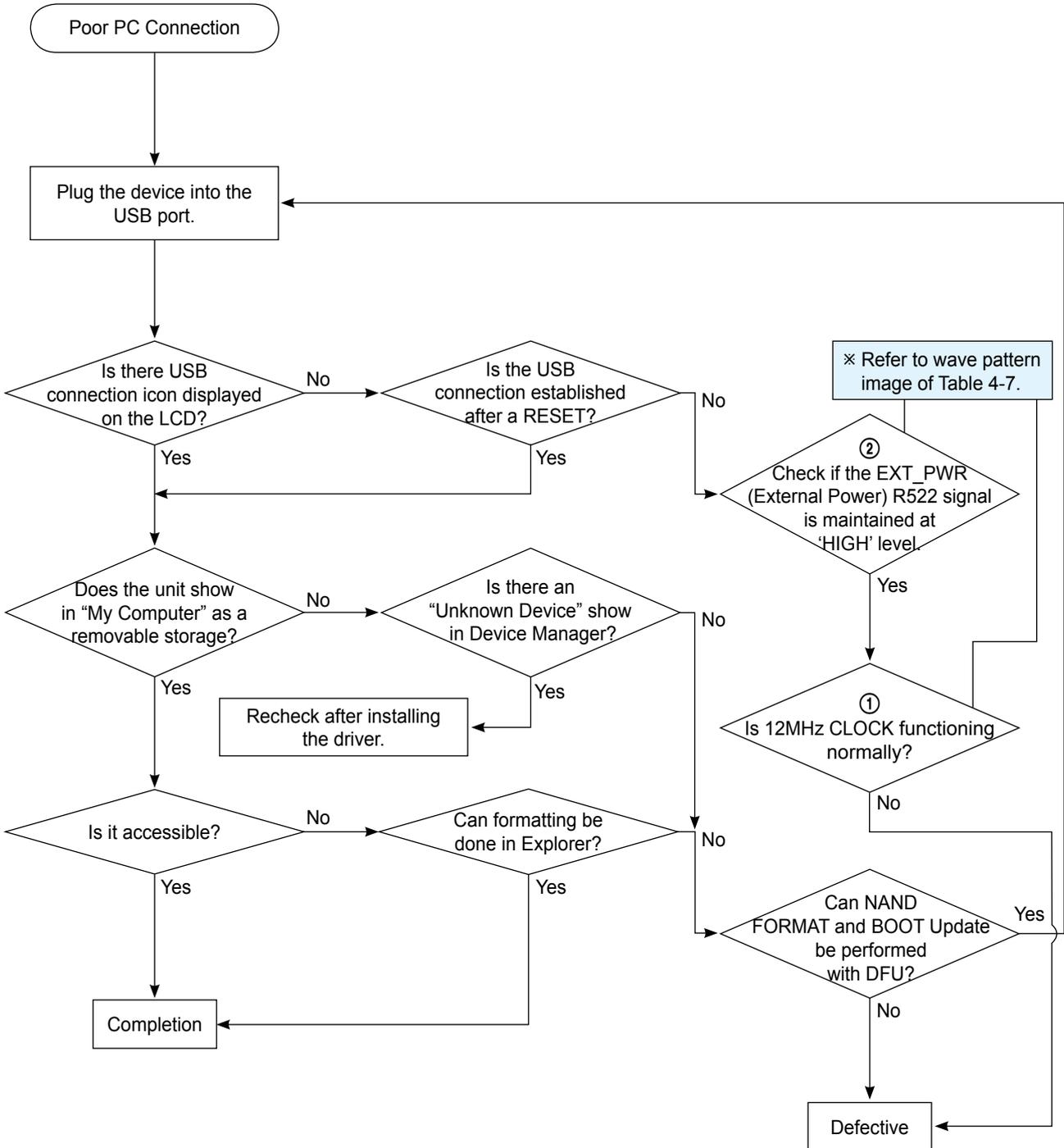
※ PCB Bottom Page, 6-3



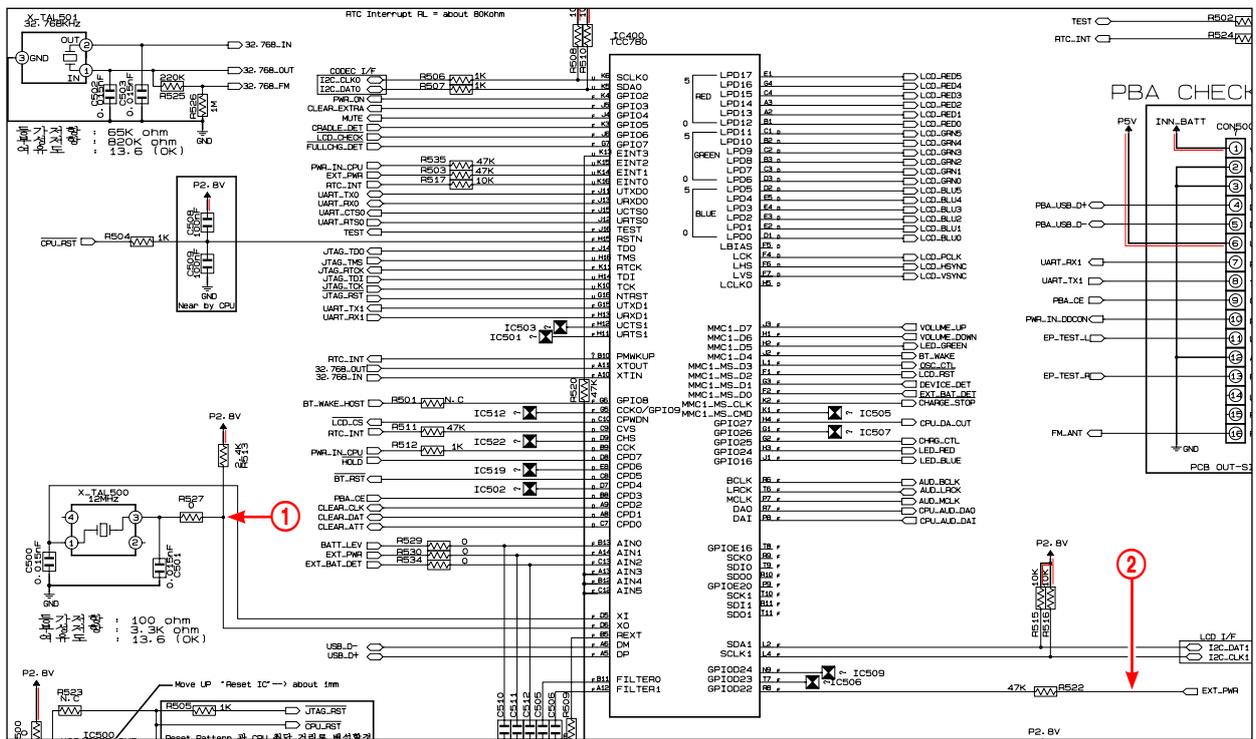
<Table 4-6>

4-1-7 Poor PC Connection

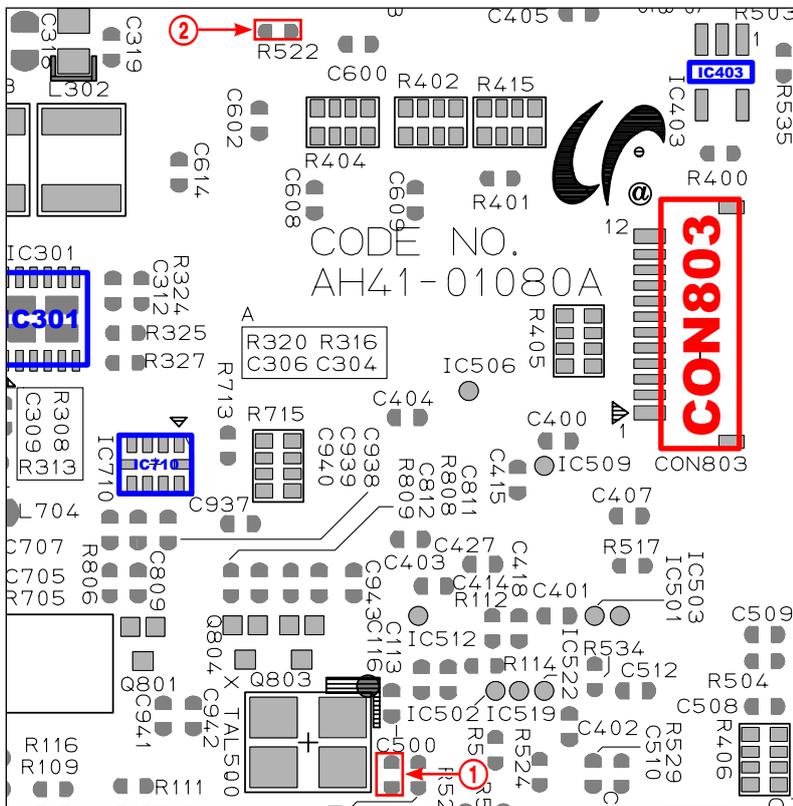
Symptom	USB cable is connected to the PC, but no connection is established
Major Checklist	① Check if the 12 MHz Main_clock is functioning normally. ② Check if the EXT_PWR (External Power) R522 signal is maintained at 'HIGH' level.



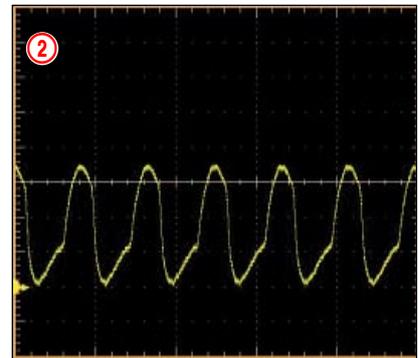
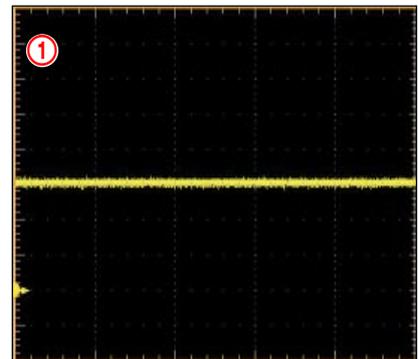
Test Point	R527, R522
Result	R527 → Freq 12Mhz, Peak-Peak 3V, R522 → 3V



※ TCC7801 I/O Setting, Reset Page, 7-5



※ PCB Bottom Page, 6-3



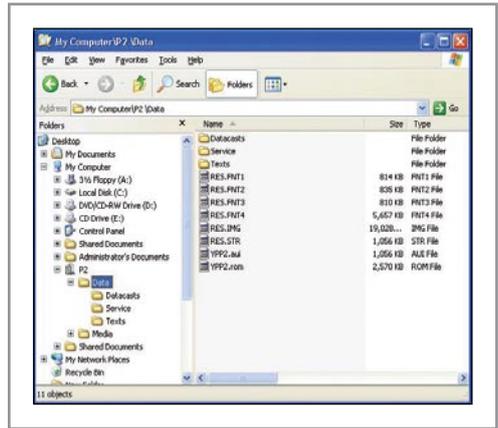
<Table 4-7>

4-2 Upgrade Methods

- If the product does not power on and shows any of the following symptoms, you may try the upgrade methods in this chapter without having to disassemble the product:
 - The product does not turn on when the power switch is pressed.
 - The product powers on normally but no USB connection can be made.
 - The product's icons appear garbled or malfunction.
 - Files are corrupted, or the product shows as a "removable storage" in Windows but cannot be accessed.

4-2-1 Firmware Upgrade Method

1. Download the firmware upgrade file to a folder and decompress it.
2. Check the contents of the folder that was decompressed.
3. Connect the YP-P2 to the PC.
4. Open the Removable Disk folder of the YP-P2.
5. Select the installation file in the folder that was decompressed, and then copy the upgrade files to the Removable Disk folder of the YP-P2.
6. Perform "Safely Remove Hardware" and then disconnect the YP-P2 from the PC.



7. Once the device is removed from the PC and powered on, the upgrade should start automatically.
 8. After the upgrade, go to "Menu" → "Settings" → "System" → "Firmware" and check the version.
- ※ If the battery power is low, the upgrade will not start. In this case, you need to connect a USB or charging cord for the upgrade to start.



4-2-2 Bootloader Upgrade Method

■ **When do you perform this procedure?:** When NAND data is corrupted

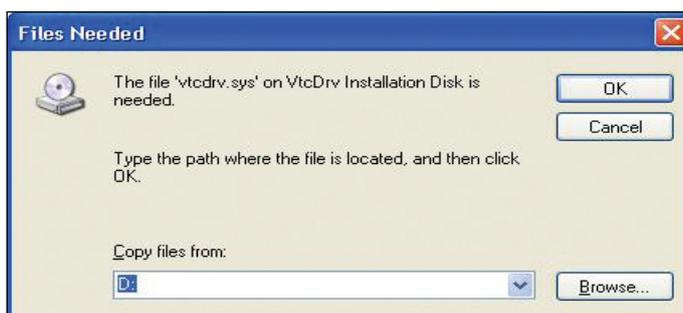
■ **How to save the Bootloader in the NAND flash memory**

1. While pressing the POWER key, connect the device to the USB port.
 - When RESET is pressed, it will be connected in FWDN Mode.
 - Once the FWDN connection is established, you may release the POWER key.
2. The device should be installed after establishing the USB connection with the PC.
 - After the initial installation, it will be connected automatically next time you connect.

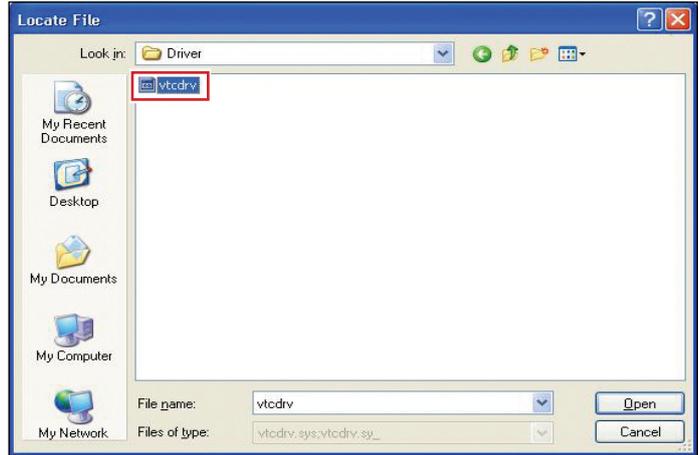
1) Install the driver the first time you are connected to the PC.



2) Select the drive.



- 3) Browse to the FWDN\Driver directory and select the vtcdrv.sys file.



- 4) Click "Continue" to continue the driver installation.

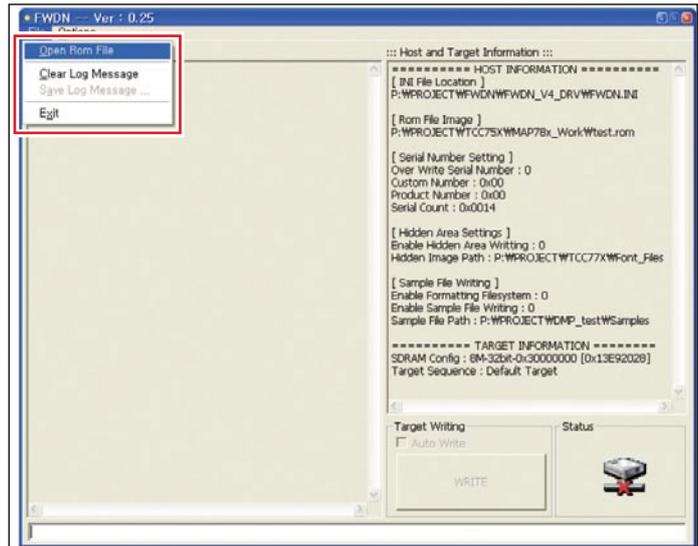


- 5) Click "Finish" to complete the driver installation.



3. Execute the FWDN.exe file.

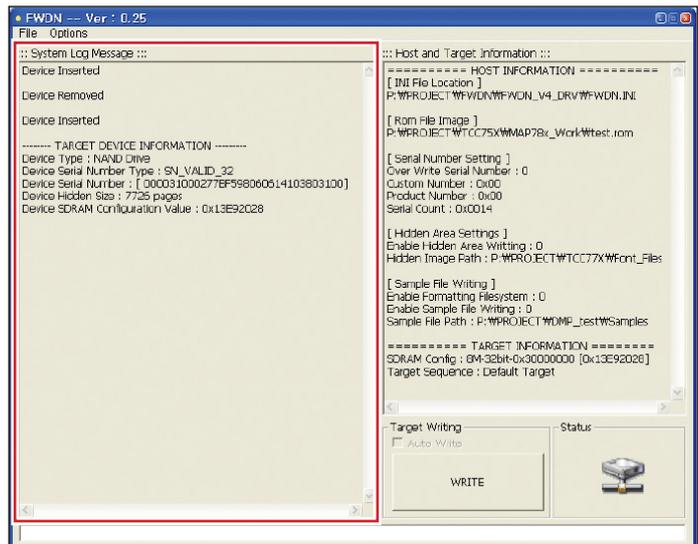
- 1) Select the ROM file to be restored.



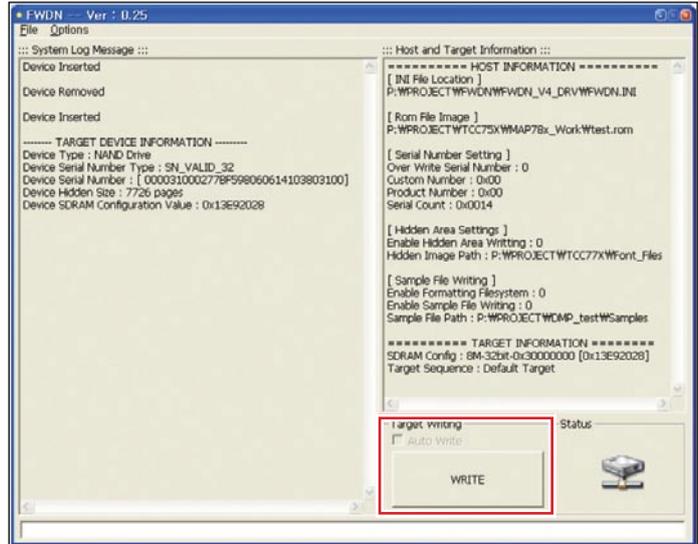
Connect the device to the USB port.



- 2) Finish uploading to SDRAM.



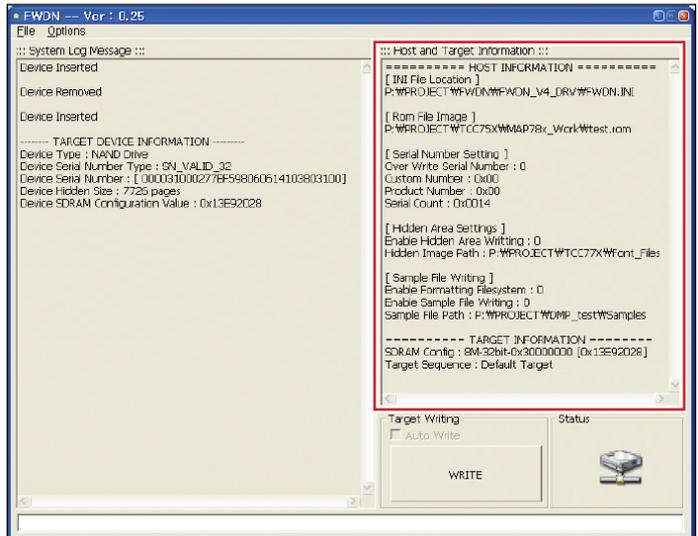
3) Click on the WRITE button.



ROM File WRITING



4) Confirm the Writing Complete message.



4-2-3 How to Set MAC Address

- **Environment for setting MAC address:** Windows XP
- **When do you perform this procedure?:** When NAND data is corrupted and after the DFU Update
- **How to download a MAC address**

1. Disassemble the YP-P2 case and check the MAC Address sticker inside.
2. Enter the following MAC Address in a blank text file and save it with the name shown below.



3. Establish the USB connection and copy and paste the file to the System Folder.
4. Disconnect the USB connection and Power On the YP-P2.
5. Go to "Menu" → "Bluetooth" → "Bluetooth Settings" → "My Device Info" and check the MAC Address.
6. If an error occurs, the address at which the error occurred will be saved to a text file named "ErrorMac.txt".