

## FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-45  
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Subject: **3G Paragon A920 - POG1.1 IC**  
Model Affected: 3G Paragon A920's  
Level of Repair: 3

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### Problem

Service is aware of an issue, identified during the 1<sup>st</sup> 200 NPI Analysis on A920. Some units, returned with customer complaints of “Drops Calls” or “Power Down in a Call”, were found to exhibit instances of Resets or Conflicts during calls. Analysis revealed the problem to be linked to an issue with the POG1.1 IC related to the speed of DSP Memory. POG1.1 IC can be identified as follows: POG 1.1 have a 294**11**VFR2 number. Other POG IC's will have a 294**12**VFR2 or 294**13**VFR2 number on them.

### Solution

Development has worked with SPS to implement a screen to catch the POG1.1 IC's that exhibiting this failure mode. Further analysis by SPS is still needed to determine the true root cause of the failure and implement a long-term corrective action. In addition to the screen at SPS, software improvements have been to eliminate panics associated with this failure. These improvements were incorporated into the FS2 software release and subsequent software releases.

#### Approximate Exposure:

*Approx. 35 to 55 units exhibiting this symptom in the field.*

### Service Action

#### **Customer Returns:**

When servicing A920 customer returns with a customer complaints relating to “Call Performance”, then:

1. Test POG1.1 IC for this issue by performing the following steps.

#### Setup:

1. Radiocomm Version: 6.4.1 (or later)
2. Connection: USB to CE bus

#### Procedure:

1. Open the Radiocomm application
2. Select the 3G application (the user may need to select this at the toolbar, under the “MAIN” , then “MA” settings)



3. Select the “3G4” Tab
4. Insert a stereo headset into the phone under test. Plug the CE/bus USB cable into the phone’s CE bus and into the USB port of the pc running Radiocomm.
5. Power the phone on. Wait for the phone to fully power-up (phone should power-up to main menu).
6. Execute the following test commands (by selecting them from the screen)...
  - a. SUSPEND
  - b. Set up the Audio Level: Select AUD\_LVL: 7, and then select the AUD\_LVL SET button.
  - c. Set up the Audio Loopback Type: Find the Drop-Down Box in the AUD\_LPB section. Select 0x08 for Full Rate. Select the VOCODER button
  - d. Set up the Audio Path: Select AUD\_PATH Input: 4 – Boom Mic, AUD\_PATH Output: 6 – Boom Spkr Right, and then select the AUD\_PATH SET button.
  - e. Verify loopback performance by talking into the boom mic and monitor the headset audio. The monitored audio should be present, and should be clean.
  - f. Select the Vocoder Disable button (monitored audio should stop)
  - g. Set up the Audio Loopback Type: Find the Drop-Down Box in the AUD\_LPB section. Select 0x16 for Enhanced Full Rate. Select the VOCODER button
  - h. Select the AUD\_PATH SET button
  - i. Verify loopback performance by talking into the boom mic and monitor the headset audio. The monitored audio should be present, and should be clean.
  - j. Select the Vocoder Disable button (monitored audio should stop)
  - k. Set up the Audio Loopback Type: Find the Drop-Down Box in the AUD\_LPB section. Select 0x32 for Half Rate. Select the VOCODER button
  - l. Select the AUD\_PATH SET button
  - m. Verify loopback performance by talking into the boom mic and monitor the headset audio. The monitored audio should be present, and should be clean.
  - n. Select the Vocoder Disable button (monitored audio should stop)
2. If the monitored audio in steps (e,i, or m) is not present or is not clear, then the POG1.1 IC is affected by this issue and the board should be swapped.
3. If the monitored audio in steps (e, i, or m) is present and clear, then re-flash the phone with the FS2 software release or the lasted approved software release for your region.  
**Note: Phone model should be upgraded to A925 following the re-flash.**
4. Perform all necessary Call Performance testing to verify that the phone was repaired successfully.
5. If continues to exhibit the original symptoms, then proceed with normal troubleshooting techniques as per the customer’s complaint.

**Service Inventory:**

No action required



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## **Service Entry Code**

Please ensure that repairs of this type are logged on the Service database as follows:

### **Global M-Claims Codes:**

#### **Customer Complaint Codes:**

CPR05 (Voice Call - Drops Calls)

TON04 (Turn On/Off – Auto Power Down in a Call)

#### **Problem Found Code:**

CPR05 (Voice Call - Drops Calls)

TON02 (Turn On/Off – Auto Power Down in a Call)

**REF Designator Code:** U (Integrated Circuit/Module)

**Repair Code:** RPC11 (Replace PCB – CSB/FSB)

### **Asia Codes:**

#### **Fault Code:**

02 (Drops Calls)

17 (Power Down)

**Repair Code:** 09 (PCB Replaced)