

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-54
Author: Ross Karlen
Date: March 11, 2004
Total No. of Pages: 2
Subject: **3G Paragon A925 / A920 - Software**
Model Affected: 3G Paragon A925's / A920's
Level of Repair: 3

Problem

Service is aware of an issue, identified during the 1st 200 NPI Analysis on A925. Some units were returned with a customer complaint of "No Power On". During the power up sequence a box appears. This has only been seen on Italian units so far so the language is in Italian. In the box, it reads the following:

*Programma start-up
Codice motivo KERN-EXEC
Numero motivo 3*

The box has a "Continua" button. Once the Continua button is pushed the phone seems to continue in the power on sequence, but never goes beyond the flashing MOTOROLA.

Analysis revealed the problem to be linked to an issue with the unit having had a SIS file installed into a specific directory of the LFFS. Paragon phone owners try to install application packages (SIS) that are certified for the Sony Ericsson P800/900. The P800 and P900 are PDA type phones that run the Symbian operating system, as Paragon does. If you try to install some of those applications on a virgin Paragon phone, the installation will stop, saying that the Hardware is not supported. The file actually comes from the Sony Ericsson Unit and is called: SonyEricssonP80XPlatform.sis. This file is not an installable package, just a file that you need to drop into the Paragon C:\system\install folder and then reboot the unit. Once this Hack file is in place, Paragon users will install all the applications that are certified for the Sony Ericsson P800/900, but not certified to be used on A925 / A920. However, in some of the installs an autostart application at boot is installed (startup.app). Once the installation completes, the phone will never boot again because the program detects an incompatibility with the hardware.

Solution

Short Term Field Action solution: Reflash the phone to the latest approved software available in your region. Presently there is no method for service to read out these files.



Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

Service Action

Customer Returns:

When servicing A925 / A920 customer return with a customer complaint relating to “No Power On”, then:

1. Reflash the phone to the latest approved software available in your region.
2. If phone still does not power up, troubleshoot as normal No Power On failure.

Service Inventory:

No action required

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: TON01 (Can't switch phone on)

Problem Found Code: USA00 (User Abuse – No Detail Provided)

REF Designator Code: N/A

Repair Code: SWU07 (SW Upgrade/Reflash-Corrupt)

Asia Codes:

Fault Code: 04 (Cant Power up)

Repair Code: 03 (Re-Program/Re-Align)