



FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-79
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Subject: **3G Paragon A920 / A925 – No Power Up: Black Screen**
Model Affected: 3G Paragon A920's / A925's
Level of Repair: 2

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 “Can’t switch phone on”, “Turn Off – Auto power down in standby”, or “Black Screen”. Analysis revealed the problem to be an issue with a user-defined setting. If this setting is not selected, the display will not wake up by touch screen activation, necessitating a key press. The setting is located (Control Panel (Handset Tab), Power, Display on () at screen tap).

Solution

Go to Control Panel (Handset Tab)/ Power and select Display on () at screen tap. This will allow the end user to tap the touch screen to wake up the unit’s display.

Service Action

Customer Returns:

When servicing A920 / A925 customer returns with a customer complaint related to “Can’t switch phone on”, “Turn Off – Auto power down in standby”, or “Black Screen”, then:

1. Power up unit and determine if the setting in Control Panel (Handset Tab) / Power / Display on () at screen tap has been selected.
 - a. If unit does not power up, proceed with normal testing and troubleshooting procedures for these types of returns.
2. If box is selected, proceed with normal testing and troubleshooting procedures for these types of returns.
3. If box is not selected, select box and perform all necessary testing to confirm unit has been successfully repaired.
4. Inform customer of setting and function.



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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: MKP07 (Main Keypad – Touch screen no function)

Problem Found Code: MKP07 (Main Keypad – Touch screen no function)

REF Designator Code: N/A

Repair Code: RPR06 (Phone feature (Function) setting)

Asia Codes:

Fault Code: 04 (Can't Power up.)

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