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Consumer Solutions & Support
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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-218 (Rev B)
Author: Rajesh Verma / Max Dekirmanjian
Date: November 12, 2004
Total No. of Pages: 2
Subject: GSM C115 – Customer Perception Issue
Model Affected: GSM C115
Level of Repair: N/A

Problem

This is an informational bulletin detailing the some customer perception issues that have been identified during the 1st 200 NPI Analysis of the GSM C115 product. See below:

Power on/off

Customer Complaint(s): “Power off in Standby or Auto Turn On”

- This is a design feature where the customer can program when to automatically turn on & off the phone. The default setting is set to disable when the unit is shipped. Here is the procedure to set up this feature, Go to Menu>Setting>Other Settings>Initial Setup>Power On/Off. Then enter on/off time.

Screen Saver

Customer Complaint: “Screen Saver does not come on”

- The screen saver application, when activated, may contribute to the customer perception issue. Screen Saver will not come on if Power Saver feature is set to ON. Also Backlight will default to 5 seconds regardless of setting when Power Saver is set to ON.

Customer Complaint: “Battery Life Short”

- When the Power Saver feature is turned OFF, the phone will draw more current in Standby mode due to the Screen Saver being enabled. This will cause short battery life (~46hrs).



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Copy Entry

Customer Complaint: "Cannot store phone numbers into phone memory"

- This phone does not have any memory allocated for saving any data in the phone. Customer cannot save any phonebook data in the phone. Since this is the case, the Copy Entry feature is non-functional.

Solution

Customer Education:

There will be revision to the user's manual to address these perception issues. The revised manual will include a section titled "Additional User Information".

Service Action

Customer Returns:

When servicing any C115 return with customer complaints listed:

- 1) Verify phone settings as mentioned above in this FSB
 - a. If able to duplicate the complaint, follow normal troubleshooting and repair techniques to repair the customer's phone.
 - b. If unable to duplicate the complaint and a customer issue is suspect, then educate the customer utilizing the information above.

Call Center Action

When fielding problem product inquiries with similar customer complaints to the ones listed above, use the information provided in this FSB to educate the customer.



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