

## **FIELD SERVICE BULLETIN**

FSB Number: EIFSB2003 - 23  
Author: Paul Convery  
Date: 1<sup>st</sup> April 2003  
Total No. Of Pages: 1  
Subject: **GSM C350 No Alarm Clock feature -Information Bulletin**  
Model Affected: C350  
Level of Repair: 1

---

### **Problem**

It has been highlighted that there is a discrepancy in a number of C350 user manuals. The affected manuals document that an alarm clock function is available as part of the 'office tools' section, however the alarm clock is not a feature of the C350 product.

### **Field Service Action**

#### **Customer Returns:**

When a unit is returned with the complaint no alarm function in the menu, it should be communicated to the customer that this feature is not available on C350.

#### **Service Inventory:**

N/A

#### **Call Centre Action:**

When a customer calls with the complaint of no alarm function in the menu, it should be communicated to the customer that this feature is not available on C350.