



MOTOROLA

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

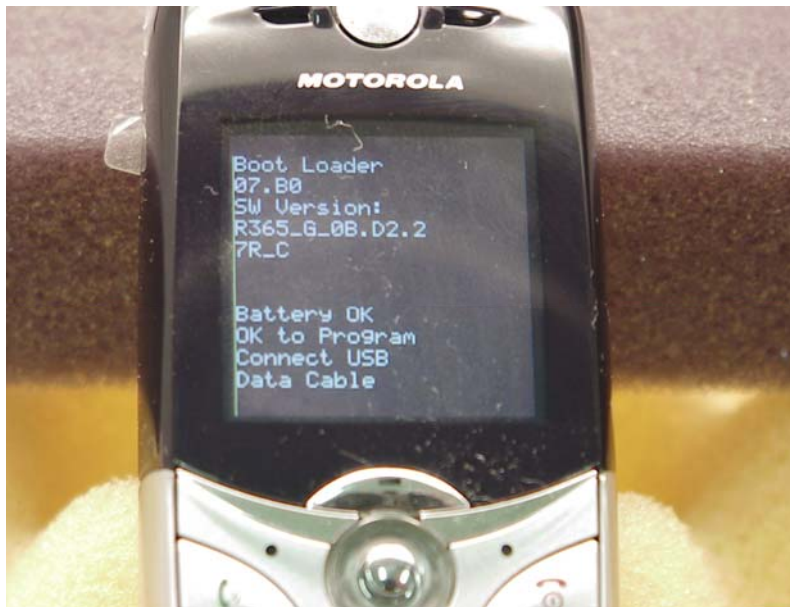
FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-297
Author: Max Dekirmandjian
Date: September 15, 2005
Total No. of Pages: 2
Subject: C65x GSM Turn On In Flash Mode Informational Bulletin
Model Affected: C650, C651 GSM
Level of Repair: 1

Problem

This is an informational bulletin to notify Service of a turn on condition which can occur with C650 & C651 units. If the <Power>, <#3>, and <Right Soft Key> are pressed simultaneously while attempting turn on, the unit may power up in flash mode. If this happens, the phone's battery must be removed in order to restart the unit. The photo below shows what appears on the phone's display when in flash mode:

C650 In Flash Mode



Solution

Educate the consumer and service shops to depress only the <Power> key when attempting unit turn on.



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Service Action

Customer Returns:

N/A

Service Inventory:

N/A

Call Center Action

When responding to inquiries related to C65x Turn On, determine if the customer's unit is powering up in flash mode. If yes, inform customer that this condition can occur if the <Power>, <#3>, and <Right Soft Key> are pressed simultaneously. Instruct customer to attempt turn on by removing and reinstalling the phone's battery, and then depressing the <Power> key only.

Service Entry Codes

Global Service Codes-

N/A