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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-224
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Total No. of Pages: 2
Subject: **3G E1000 / V980 – Music Playlist Hangs**
Model Affected: 3G E1000 / V980
Level of Repair: 3

Problem
Service is aware of an issue, highlighted by the Carrier on E1000 / V980. After downloading files from FTMD (Full Track Music Download – Access from VF Live Site, which contain DRM (Digital Right Management – Encryption in audio file) or other files containing DRM, the unit will pause and the Fast Forward / Fast Backward options no longer work. This issue occurs when you start a playlist made up of or with tracks containing DRM encryption and exit the Media Player with 'Hide" option to activate background mode. Once the current song ends the media player will not commence playback of the next song and the playlist is paused. The Fast Forward / Fast Backward options no longer allow you to skip songs as intended. Analysis revealed the problem to be linked to a new DRM architecture. The Play State Table and the Background State Table are set up to handle any asynchronous events that come back to the audio player while it is in either the play or background state. The Handler Code was only implemented in the Play State Table and not the Background State Table.

Solution
This issue has been resolved in software versions: (**X=3 (Tyax IC) for E1000 , X=2 (Microns IC) for V980**)
UK V980+E1000   80.xE.27.01 or Later
DE V980+E1000   80.xE.29.01 or Later
IT   V980+E1000   80.xE.29.01 or Later
FR V980+E1000   80.xE.29.01 or Later
ES V980+E1000   80.xE.27.01 or Later
NL V980   80.xE.29.01 or Later
IE   V980   80.xE.29.01 or Later
SE V980+E1000   80.xE.27.01 or Later
GR V980   80.xE.27.01 or Later
PT V980+E1000   80.xE.2A.01 or Later
CH V980   80.xE.27.01 or Later
BE V980   80.xE.29.01 or Later

Service Action

Customer Returns:

When servicing E1000 / V980 customer returns with a customer complaint related to "Playback of audio through Media Player / Operation hangs / Freezes / Locks up", then:

1. Verify software is after the fix
    a. If not, flash to latest approved software in your region containing fix. View list above under **Solution**
2. Trouble shoot as normal return for these complaints

Service Inventory:

Flash to latest approved software for your region.

Call Center Information

If Customer complains of phone not continuously playing playlist after exiting Media Player with the 'Hide' option or calls related to playback issue in Media Player, have customer request software upgrade.

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: OPR07 (Operation – Hangs / Freezes / Locks up)
Problem Found Code: (Operation – Hangs / Freezes / Locks up)
REF Designator Code: N/A
Repair Code: SWU08 (SW upgrade/Reflash – CSB/FSB)

Asia Codes:
Fault Code: 35 (Set Hanged)
Repair Code: 03 (Re-program / Re-align)