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Middle East & North Africa
Personal Communication Sector

Field Service Information

GSM E398- Unable to check ring tone details

Our Reference: SI40_8_2004

Date: Oct 24, 2004

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Middle East & North Africa
Date: Oct 24, 2004
Our Reference: SI40_8_2004
Product/System: GSM E398- unable to check ring tones details

Subject: **GSM E398_ unable to set ring tone details**

FIELD SERVICE INFORMATION

Problem
During NPI analysis of E398 with customer complaint of "Unable to set ring tone detail and alarm after downloading MP3 tones with the Mobile Phone Tools". Root cause has been determined to be an issue with software version R372_G_0E.20.34R.

Solution
The problem has been corrected in software version R372_OE.20.39R for Asia and all approved versions above R372_OE.20.8CR for EMEA.

Field Service Action
Customer Returns:
Check the software version on all E398 units returned to Service Center.

EMEA: If the software is earlier than R372_OE.20.8CR, re-flash / reflex to a latest approved software version above R372_OE.20.8CR.

Service Inventory:
Re-flash / Reflex all E398 units from inventory to latest approved software version for your region as described above.

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Call Center Action
If the customer calls with "Unable to set ring tone detail and alarm after downloading MP3 tones with the Mobile Phone Tools" complaint, then have the customer return the unit to an authorized service center for repair.

Service Entry Codes
Please ensure that repairs of this type are logged in the service database as follows:
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M-Claim Codes:
Customer Complaint Code: ALT06 – Ring Tone, download.
FTR01 – Feature – Alarm / Date book

Problem Found Code: ALT06 – Ring Tone, download.
FTR01 – Feature – Alarm / Date book

Ref. Des. Code: N/A
Repair Code: SUW08 – SW upgrade / Reflash – CSB/ FSB.