



FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-173
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Date: May 25, 2005
Total No. of Pages: 2
Subject: GSM E398-Poor Uplink Audio
Phone Models: GSM E398
Level of Repair: 2

Problem

Service is aware of a TX (Uplink) audio issue on the GSM E398 when a call is made from the mobile to a landline phone. Audio resembling the sounds of "ocean waves" are heard on the landline after approx 5-10 minutes into the call. These abnormal sounds can last for approx 1-2 minutes. During this time, the voice audio is overcome, so the landline user will not be able to hear the mobile. Normal audio operation is restored afterwards. The root cause is determined to be the WAV UI feature. The fault is introduced when the "enhanced tone" feature is activated, thus corrupting the phone's memory. This issue is being reported from the PRC & Thailand regions, and can be difficult to reproduce.

Solution

A fix has been implemented into software version R372_G_0E.20.9AR and later.

Field Service Action

Customer Returns:

Perform the following service procedure when servicing GSM E398 customer returns with customer complaints related to:

- Poor Audio
 - Voice Call
 - No or Intermittent Mic Audio
1. Check the software version of the unit.
 2. If the software version is pre- R372_G_0E.20.9AR, re-flash the unit with the latest approved software for your region equal to or later than R372_G_0E.20.9AR.
 3. Verify that the unit is now functional.

If it is determined that software is not the cause of the failure, proceed to troubleshoot the unit per standard servicing procedures.



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Call Center Action:

When responding to E398 GSM customer inquires of complaints regarding poor audio, inform the customer of this phone software issue and direct the customer to have their phone serviced per this FSB.

Service Entry Code

Please ensure that repairs of this type are logged on the Service Link database as follows:

Global Service Codes-

Customer Complaint:	AUD12	Audio-Mic Noisy At Unknown Cond
Problem Found:	AUD12	Audio-Mic Noisy At Unknown Cond
Reference Designator:	N/A	N/A
Repair:	SWU08	SW upgrade/Reflash-CSB/FSB

PRC Service Codes-

Customer Complaint:	1112	Audio-Mic Noisy At Unknown Cond
Repair:	2108	SW upgrade/Reflash-CSB/FSB