

# FIELD SERVICE BULLETIN

FSB Number: Authors: Date: Total No. of Pages: Subject: Model Affected: Level of Repair: LVCCFSB2004-112 Darwin Garcia May 19, 2004 7 MPX200 Incomplete Software Upgrade MPX200 2

#### Problem

During a 21K MPX200 reflash project, service detected a problem in MPX200 GSM units that were not completely flash when using Upgrade Center 3.1. Affected phones will not turn on completely, depending of the percentage of the flash completed, most will hang on the HELLOMOTO screen, others might turn on but will not operate and in few cases not turning on. The battery will need to be removed to turn off the phone.



One of the causes of the problem is operator misunderstanding the fixture numbering sequence of the Upgrade Center 3.1 tool versus the physical number on the ports of the USB hub when utilizing a multi-flash station, which leads to inadvertently disconnecting the wrong phone before the software upgrade finishes. The numbers on the tool's fixture will not automatically match the physical label on the ports of the USB hub because the PC determines the internal COM port allocations base on ports activated and its capabilities. The upgrade center tool will select the order base of the PC systems port allocation, which makes keeping track of the ports alignment confusing during a major reflash project. Other possibilities are low battery, damage USB cables, USB hub ports freezing, PC system software/hardware failures, and Upgrade Center 3.1 software failures.



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The fixture's numbers will not automatically match with physical port's labels of the hub.





## Solution

Customer phones that hang on the HELLOMOTO screen or does not operates will need to re-flash completely again. When utilizing Upgrade Center 3.1 with multi-flash stations operators should manually match the fixture's numbers with the port's label of the hub, label the USB cables accordingly, use fully charge batteries, and test all ports before major reflash projects.

#### **Manual Port Alignment Procedure**

- 1. Connect the multi-flash station to the PC and label the USB cables accordingly
- 2. Open Device Manager. Program>Control Panel>System>Hardware>Device Manager

B Device Manager				
File Action View Help				
III				
🕀 🔩 Batteries				
🖅 🤡 Computer				
🕀 🐳 Disk drives				
🕀 🦉 Display adapters				
🕀 🗃 Floppy disk controllers				
🗄 🧶 Floppy disk drives				
IDE ATA/ATAPI controllers				
🛨 🧼 Keyboards				
E- B Modems				
PCTEL 2304WT V.92 MDC Modem				
H-B Monitors				
Metwork adapters				
PCMCIA adapters				
Ports (COM & LPT)				
Sound, video and game controllers				
🗄 🖓 System devices				
🗄 🗬 Universal Serial Bus controllers				

3. Select Modems.

4. Connect each MPX200 (with fully charge battery) to the USB hub one by one and keep notes on the COM port numbering given by the PC to each port. Right click on each USB modem and select properties>Modem to view the COM port assigned.



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File Action View Help	
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i93-5494	
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E Modems	
CTEL 2304WT V.92 MDC Modem	
Smartphone 2002 Wireless USB Modem #3 USB Hub Port 1 COM7	
USB Hub Port 2 COM 8	
Smartphone 2002 Wireless USB Modem #5	
USB Hub Port 4 COM10	
Smartphone 2002 Wireless USB Modem #7	
Smartphone 2002 Wireless USB Modem #9	
Monitors	
Betwork adapters	~
Smartphone 2002 Wireless USB Modem #3 Properties	
Sinal tphone 2002 will eless 050 modelin #5 Properties	
General Modem Diagnostics Advanced Driver	
Port: COM7	
Speaker volume	

5. Open Upgrade Center 3.1 and select image to be flash

🕺 Settings		
Image File	Fixtures	Version Information
Firmware : ents\Mobiles\ODM	/\MPx200\Software\Version\Ben-6-081/	0-020.im <mark>b</mark> Browse



6. Select the fixtures tab to manually match each fixture to a physical USB port. Click on the blue bottom for each fixture and link it to the USB ports in the desire order, use the COM numbering for guidance.

Settings	×			
Image File Fi	xtures Version Information			
	USB Device Index :			
	INDEX			
Function : Download				
	Fixture1 0			
	Fixture2 1			
Hauffahara a	Fixture3 2			
Max Fixture: 8	Fixture4 3			
	Fixtures 4			
	Fixtureo 5			
Select USB Device Index				
Option				
[Port 2] NoDeviceConnected (1)				
Intel(R) 82801CA/CAM USB Universal Host Controller - 2484				
[Port 1] NoDeviceConnected (2)				
[Port 2] NoDeviceConnected (3)				
Intel(R) 82801CA/CAM USB Universal Host Controller - 2487				
[Port 1] NoDeviceConnected (4)				
Port 11 DeviceConnected: Smartphone 2002 Wireless USB Modem(COM7) (5)				
[Port 1] DeviceConnected: Sm	artphone 2002 Wireless USB Modem(COMP) (5)			
[Port 3] DeviceConnected: Sm	artphone 2002 Wireless USB Modem(COM9) (7)			
[Port 4] DeviceConnected: Sm	artphone 2002 Wireless USB Modem(COM10) (8)			
[Port 5] DeviceConnected: Sm	artphone 2002 Wireless USB Modem(COM11) (9)			
[Port 6] DeviceConnected: Smartphone 2002 Wireless USB Modem(COM12) (10)				
[Port 7] DeviceConnected: Sm	artphone 2002 Wireless USB Modem(COM13) (11			
<u>&lt;</u>	<u>"</u>			
Double click or	n the device to select			



7. After all the ports are linked the index number of each fixture should align to each USB ports of the hub. In this case the USB hub only supports 7 ports.

Function : Download   USB Device Index :  INDEX  Max Fixture : 8  Fixture : 8  Fixture 5  Fixture 5  Fixture 6  Fixture 6  Fixture 7  I  Fixture 8  Fixture 8  USB Device Index :  INDEX  Fixture 1  Fixture 1  Fixture 2  Fixture 2  Fixture 3  Fixture 3  Fixture 4  Fixture 4  Fixture 5  F	Image File	Fixtures	Version	Information
Function : Download     Max Fixture : 8     8     8     8     9   6   7   6   7   7   7   8     7   8     7   8     8     7   8     7   8     7   8     7   9   9   9   9   10   7   11   7   8     11     11     11     11     11     11     11     11     11     11     11     11     11     11     11     11     11     11     10     11     11     11     11     11     12     13     14     15     16     17     18     11     11 </th <th></th> <th colspan="3">USB Device Index :</th>		USB Device Index :		
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Max Fixture : 8  Fixture 4 8 Fixture 5 9 Fixture 6 10 Fixture 7 11 Fixture 8 2 Fixture 8 8		🖌 🖌 Fixtur	e3 7	<u></u>
Fixture5 9 Fixture6 10 Fixture7 11 Fixture8 2	1ax Fixture : 8 👻	🖌 💕 Fixtur	e4 8	<b>S</b>
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Fixture7       11         Fixture8       2		🖌 🖌 Fixtur	e6 10	<u>C</u>
Fixture8 2		🖌 Fixtur	e7 11	0
		🖌 🖌 Fixtur	e8 2	

8. Exit setting to begin the flash process. Do not disconnect the phone(s).

🔋 SmartPhone ReDownload			
Setting			
	(6))0		Contract of the second
Computer il93	-5494	5/14/2004 11:3	5 AM Ver 3.1.0
💊 Fixture 1 🛛 🕅	🔪 Fixture 2	🍾 Fixture 3 🛛 🔀	🔪 Fixture 4
Data upgrading This may take a few minutes. Please wait!			
File: Ben-0-0810-020	File: Ben-0-0810-020	File: Ben-0-0810-020	File: Ben-6-0810-020
BarCode:	BarCode:	BarCode:	BarCode:
1			
Ckara	Clear	Clear	Glears
Download 0%	Download 8%	Download 7%	Download 7%
Downloading Image Ben-6-0810-020.img	File size = 31456504 Bytes	File size = 31456504 Bytes	File size = 31456504 Bytes
🔨 Fixture 5 🛛 🗙	💊 Fixture 6 🛛 🔀	🔪 Fixture 7 🛛 🔀	🔪 Fixture 8 🛛 🔀
Data upgrading This may take a few minutes. Please wait!	Data upgrading This may take a few minutes. Please wait!	Data upgrading This may take a few minutes. Please wait!	Please hold left arrow key of mobile first, then plug in USB cable to upgrade firmware.
File: Ben-6-0810-020	File: Ben-6-0810-020	File: Ben-6-0810-020	File: Ben-6-0810-020
BarCode:	BarCode:	BarCode:	BarCode:
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Download 1%	Download 2%	Download 1%	Download 0%
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F 10 000 - 01 100001 0403	1 10 010 - 01400004 DV(03	1 10 0120 - 01 400004 DV(03	Indeer the particular concentration (INAT MAL



9. During the flash process the external LCD backlight will be blinking

10. Once the flash process is complete verify that each fixture's windows show "Download Success". Re-flash any unit that failed the upgrade. When the flash process is finished the external LCD will display the battery charging icon.

🔪 Fixture 1 🛛 🔣	📏 Fixture 1
Download Success! Please hold left arrow key of mobile first, then plug in USB cable to upgrade firmware.	Download Fail! Please hold left arrow key of mobile first, then plug in USB cable to upgrade firmware.
File: Ben-6-0810-020	File: Ben-6-0810-020
BarCode:	BarCode:
BENF1310140431	I
Clear	Clear
Download 100%	Download 39%
633.4 s	262.4 s

Image File: D:\Profiles\DGARCIA1.NA1\Mv1 Image File: D:\Profiles\DGARCIA1.NA1\Mv1

11. Verify completed flash by checking the appropriate fixture window and the external LCD behavior before removing the phone from the multi-flash station.

# Field Service Action

## **Customer Returns:**

When servicing any MPX200 phones with described issue, it must be re-flashed. Service recommends that all MPX200 multi-flash stations align their USB hub's ports with Upgrade Center's fixtures.

### Call Center Action

N/A.

<u>Service Inventory</u> N/A.

### **Global Codes**

Complaint Code: OPR07 – Operation – Hangs/Freezes/Locks up Problem Code: OPR07 – Operation – Hangs/Freezes/Locks up Repair Action Code: SWU08 – SW Upgrade/Reflash – CSB/FSB