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

## *FIELD SERVICE BULLETIN*

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FSB Number:	LVCCFSB2004-112
Authors:	Darwin Garcia
Date:	May 19, 2004
Total No. of Pages:	7
Subject:	**MPX200 Incomplete Software Upgrade**
Model Affected:	**MPX200**
Level of Repair:	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.
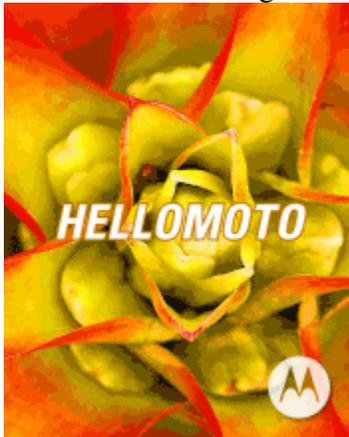
One of the causes of the problem is operator misunderstanding the fixture numbering sequence of the Upgrade Center 3.1 tool versus the physical number on the ports of the USB hub when utilizing a multi-flash station, which leads to inadvertently disconnecting the wrong phone before the software upgrade 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.
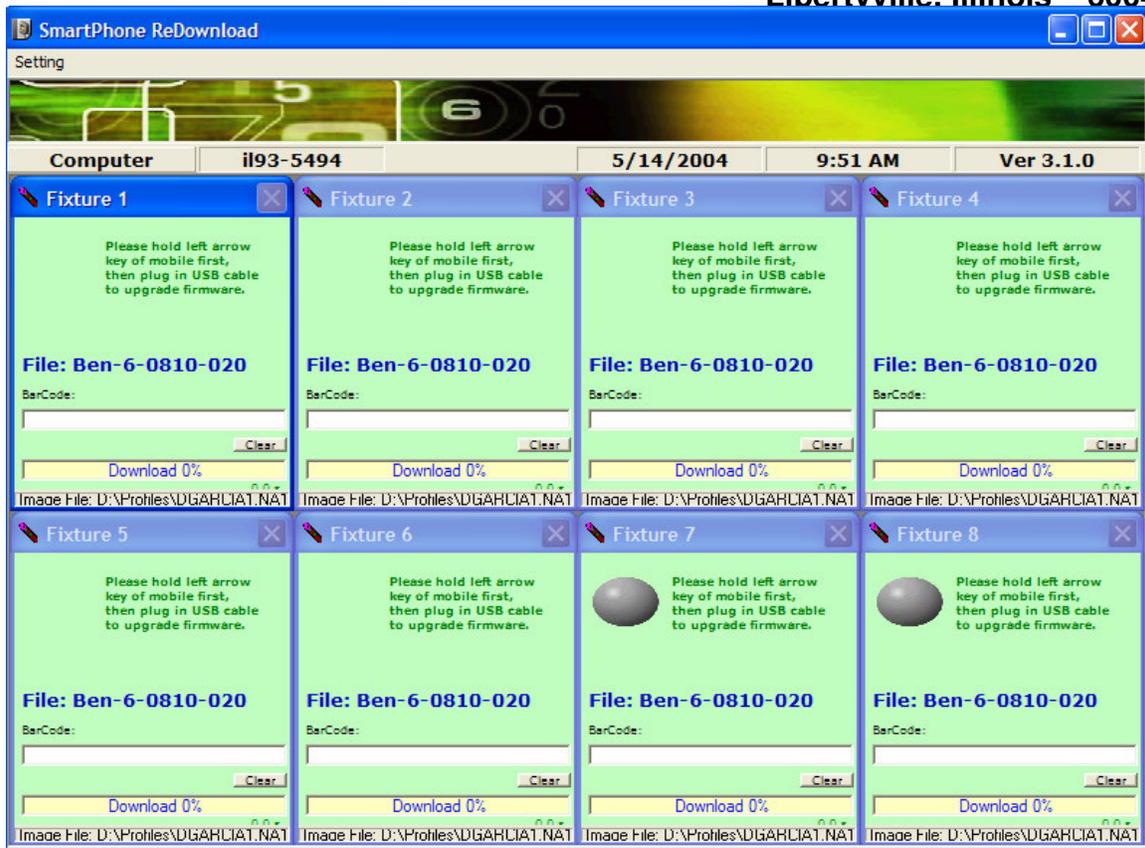
The fixture's numbers will not automatically match with physical port's labels of the hub.

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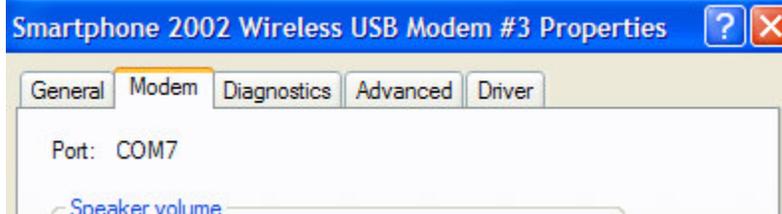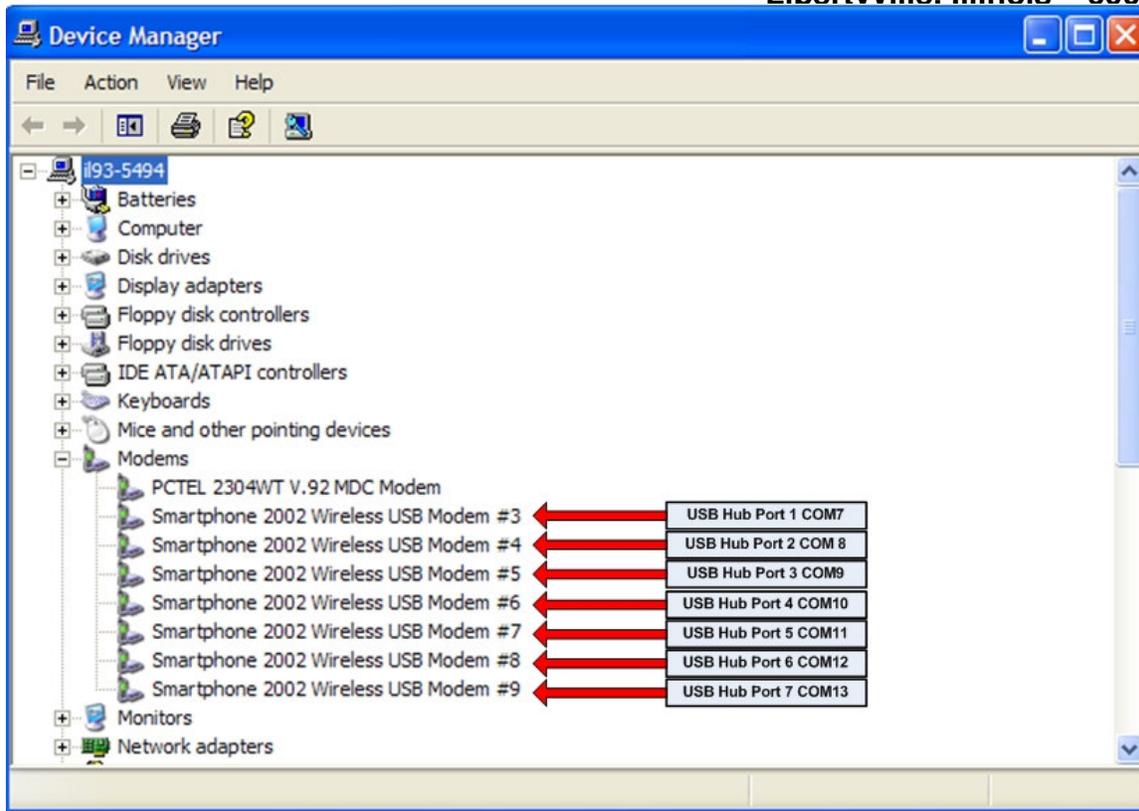*intelligence everywhere*™
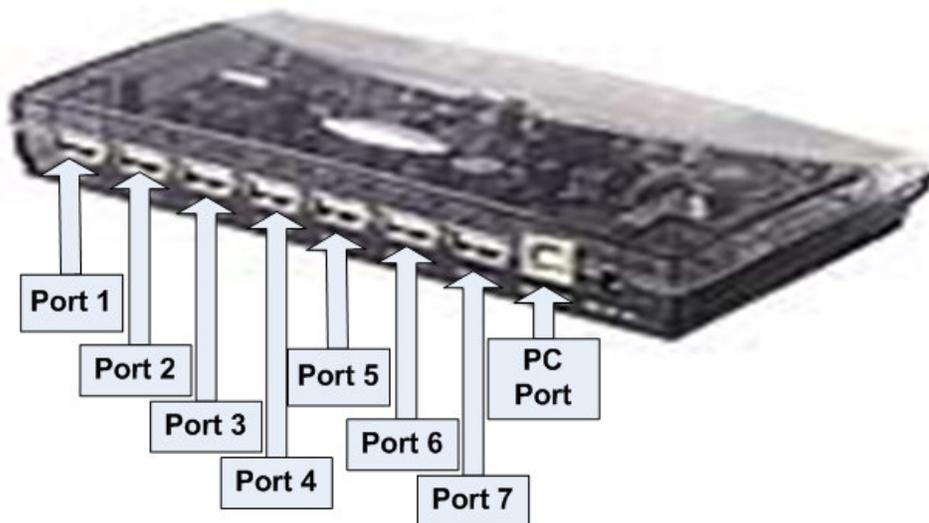
<u>Solution</u>

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.
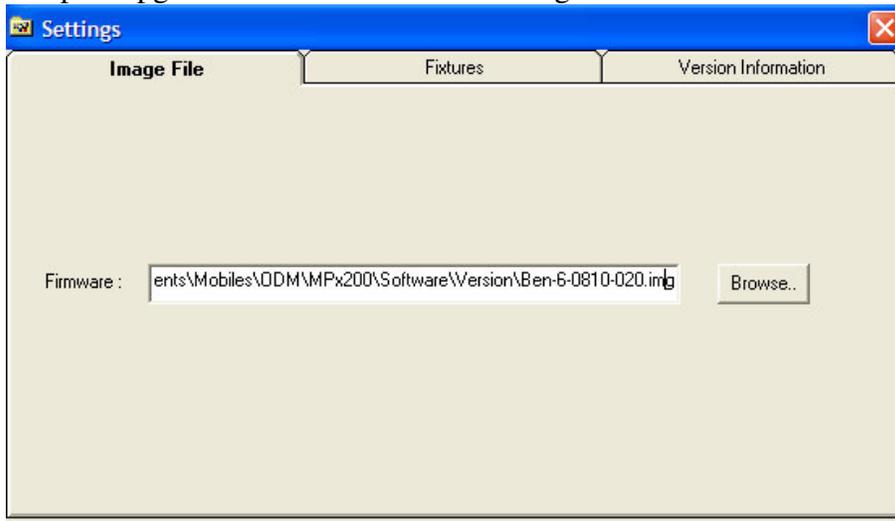
Manual Port Alignment Procedure

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

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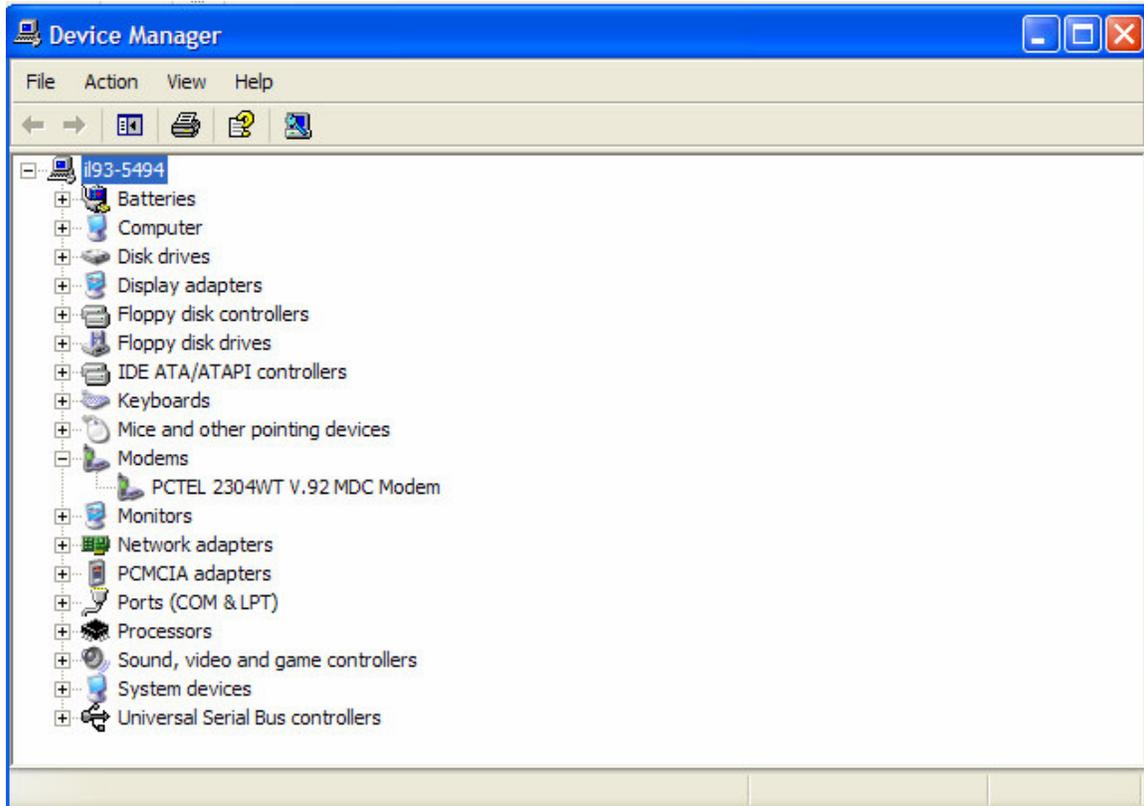
4. Connect each MPX200 (with fully charge battery) to the USB hub one by one and keep notes on the COM port numbering given by the PC to each port. Right click on each USB modem and select properties>Modem to view the COM port assigned.

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

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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.

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.
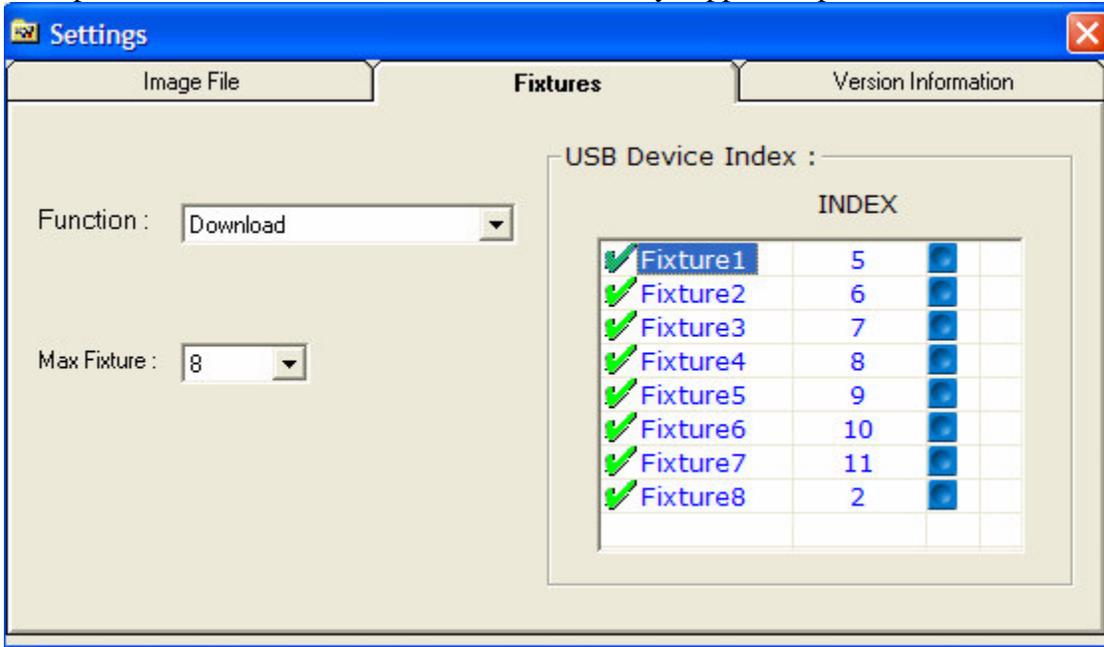

8. Exit setting to begin the flash process. Do not disconnect the phone(s).
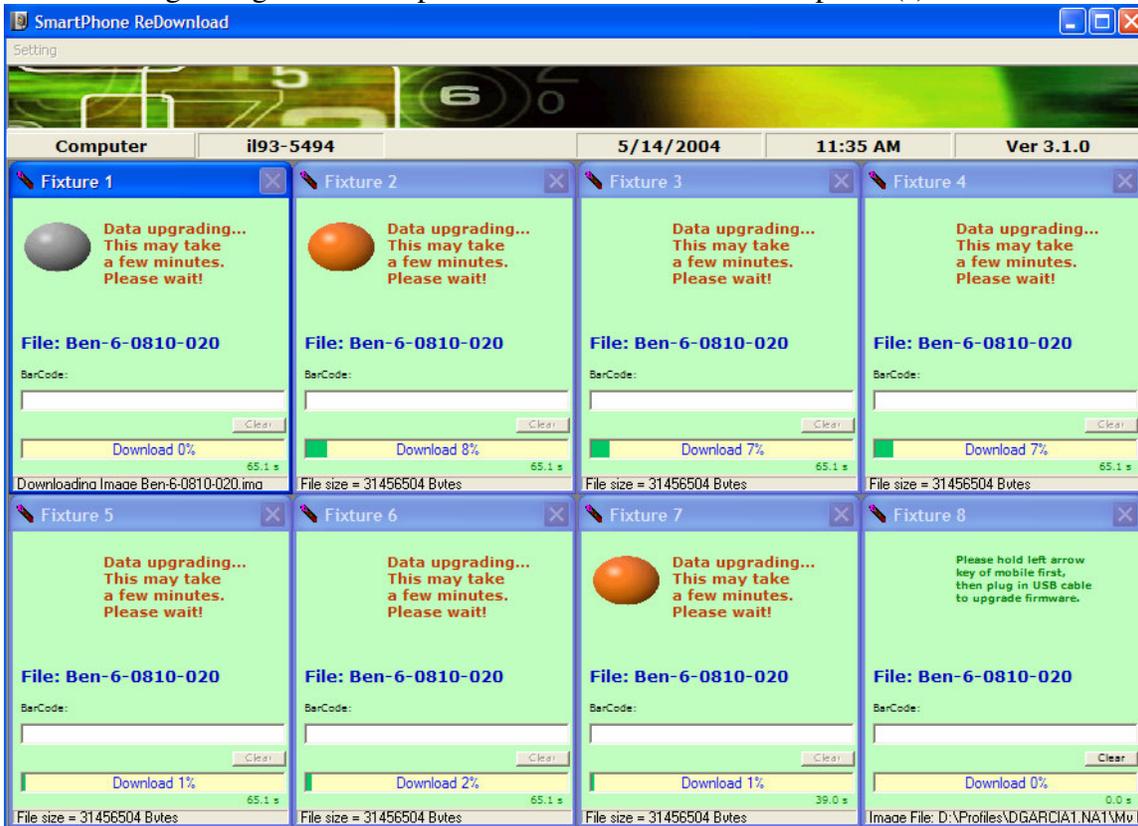
9. During the flash process the external LCD backlight will be blinking

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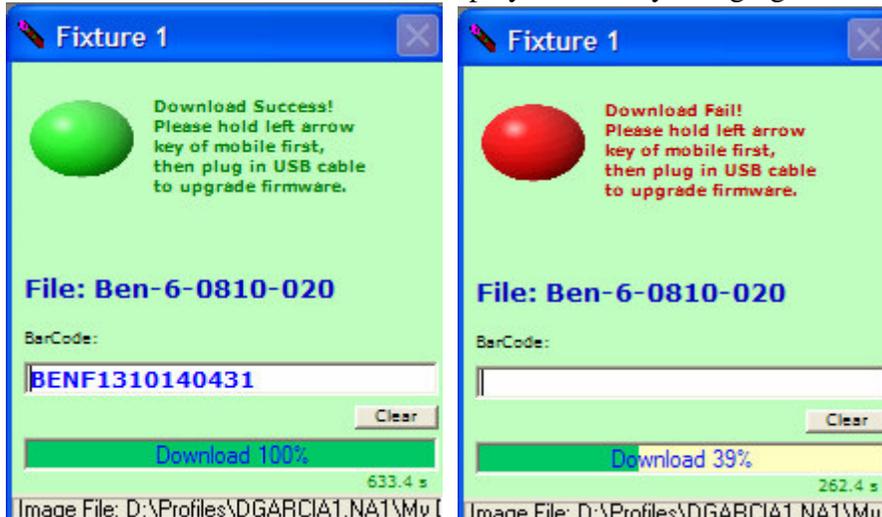
11. Verify completed flash by checking the appropriate fixture window and the external LCD behavior before removing the phone from the multi-flash station.

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.

Service Inventory
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