

Middle East & North Africa
Personal Communication Sector

Field Service Information

MPX200 Hang on HELLOMOTO Screen

Our Reference: SI15_3_2004

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Product/System: MPX200

Subject: **MPX200 Hang on HELLOMOTO Screen**

FIELD SERVICE INFORMATION

Problem:

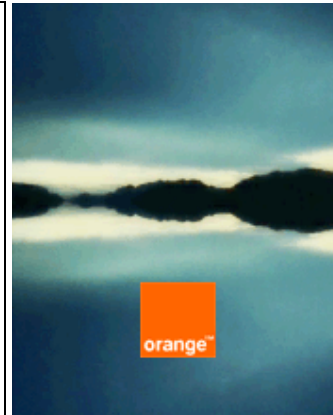
During the NPI analysis, service detected a problem in the MPX200 GSM units with Smartphone 2002 and with IPSM 3.46 & 3.62. Affected phones will not turn on completely, it hang on the HELLOMOTO screen (Picture 1) or on the operator's screen (Pictures 2 & 3), so the battery need to be removed to turn off the phone. The cause of the problem is random memory corruption on the IPSM (Intel Persistent Storage Management) which is the flash file system with the user's data (Contacts, SMS/email, schedules). One possibility scenario for corruption is when IPSM is nearly full which generates a warning message (Picture 4), the user ignores it and continue receiving SMS or emails. Also the IPSM will try to search for more free space, a process called "Reclaim". Reclaim is very a computing-intensive process and if user turns off phone or even pull-out battery the IPSM does not completes the process and the IPSM could crash. The flaw in the operating system and the way it use that might cause random memory corruptions.



Picture 1 HELLOMOTO



Picture 2 AT&T



Picture 3 Orange



Alert

Your phone is running low on free storage space. Delete old or unused items to create more space.



OK

Picture 4 Alert

Classification:

Motorola Internal Information

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Solution:

Customer phones that hang on the HELLOMOTO screen or on the operator's screen will need to re-flash with software the listed version which includes IPSM 3.7.

EMEA markets uses BEN-6-0820-0XX or later.

Field Service Action:

Customer Returns:

When servicing any MPX200 customer's phones with described issue, it must be re-flashed with describe software version. Service recommends that all MPX200 in stock or repair be re-flashed with describe software version, Please refer to the PCS-Service site (Product Software) module for the latest SW version for the MPX200.

Global Code:

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

Classification:

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