

Middle East & North Africa Personal Communication Sector

Field Service Information

MPX200 Incomplete Software Upgrade

Our Reference:	SI32_5_2004
Date:	May 30, 2004
Pages (including this page):	8

Prepared by:

Mohamed Morsy Customer Services Manager, Middle East & North Africa



MOTOROLA

Middle East & North Africa

Date: May 30, 2004

Our Reference: SI32_5_2004

Product/System: MPX200

Subject: MPX200 Incomplete Software Upgrade

FIELD SERVICE INFORMATION

Problem:

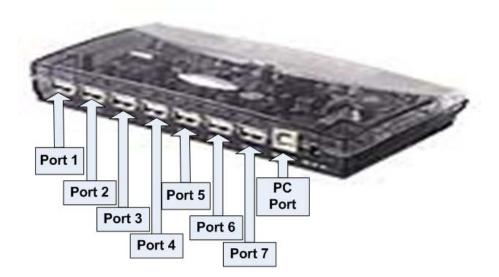
During an MPX200 reflash project, service detected a problem in MPX200 GSM units that were not completely flashed when using Upgrade Center 3.1. Affected phones will not turn on completely, depending of the percentage of the flash completed, most will hang on the HELLOMOTO screen, others might turn on 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 multiflash 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.

SmartPhone ReDownload					
Computer il93-	il93-5494 5/14/2004 9:51 AM Ver 3.1.0				
🐴 Fixture 1 🛛 🕅	🔪 Fixture 2 🛛 🗙	Y Fixture 3	🗙 📏 Fixtu	re 4 🛛 🗙	
Please hold left arrow key of mobile first, then plug in USB cable to upgrade firmware.	Please hold left arrow key of mobile first, then plug in USB cable to upgrade firmware.	Please hold left arrow key of mobile first, then plug in USB cable to upgrade firmware.		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: Be	File: Ben-6-0810-020	
BarCode:	BarCode:	BarCode:	BarCode:		
Clear	Clear	1	ar.il	Clear.	
Download 0%	Download 0%	Download 0%		Download 0%	
Image File: D:\Prohles\DGAHCIA1.NA1	Image File: D:\Prohles\DGARCIA1.NA1	Image File: D:\Profiles\DGARCIA1.	NA1 Image File:	D:\Prohles\DGARCIAT.NAT	
Fixture 5	Fixture 6	Fixture 7	🗙 📏 Fixtu	re 8 🗙	
Please hold left arrow key of mobile first, then plug in USB cable to upgrade firmware.	Please hold left arrow key of mobile first, then plug in USB cable to upgrade firmware.	Please hold left arrow key of mobile first, then plug in USB cable to upgrade firmware.		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: Be	en-6-0810-020	
BarCode:	BerCode:	BarCode:	BarCode:		
				1224/2011	
Clear	 Download 0%	 Download 0%	····	 Download 0%	
0.0+	Image File: D:\Prohiles\DGARCIAT.NA1		NAT Image File:	0.0.*	

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



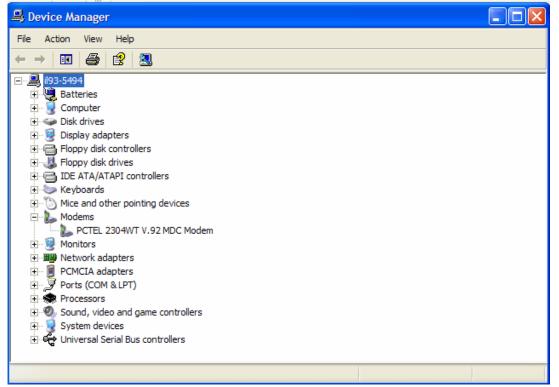
Solution:

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.

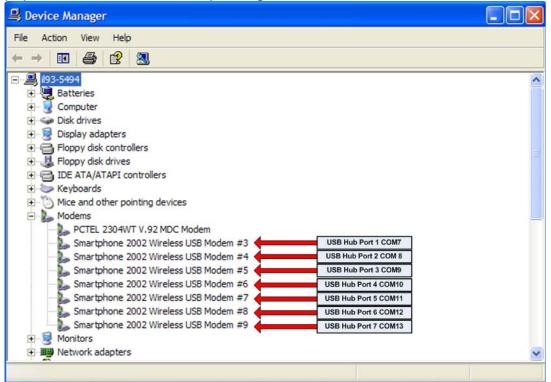
Classification: Motorola Internal Information Strictly released for Motorola Authorized Service Center Use only.

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.



Classification: Motorola Internal Information Strictly released for Motorola Authorized Service Center Use only.

Smartphone 2002 Wireless USB Modem #3 Properties		
General Modem Diagnostics Advanced Driver		
Port: COM7		
Speaker volume		

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

Settings		<u> </u>
Image File	Fixtures	Version Information
Firmware : ents\Mobiles\0DM	\MPx200\Software\Version\Ben-6-081	0-020.img 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	Fixtures	Version Information		
Function : Download	USB Device Index : INDEX			
[Permission	Fixture Fixture Fixture	2 1 🖸		
Max Fixture : 8 🗨	Fixture Fixture Fixture Fixture	5 4 5 6 5 6		
	Fixture Fixture			
3 Select USB Device Index				
)ption				
[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 2] DeviceConnected: Generic USB Hub				
 [Port 1] DeviceConnected: Smartphone 2002 Wireless USB Modem(COM7) (5) [Port 2] DeviceConnected: Smartphone 2002 Wireless USB Modem(COM8) (6) [Port 3] DeviceConnected: Smartphone 2002 Wireless USB Modem(COM9) (7) 				
 [Port 4] DeviceConnected: Smartphone 2002 Wireless USB Modem(COM10) (8) [Port 5] DeviceConnected: Smartphone 2002 Wireless USB Modem(COM11) (9) [Port 6] DeviceConnected: Smartphone 2002 Wireless USB Modem(COM12) (10) [Port 7] DeviceConnected: Smartphone 2002 Wireless USB Modem(COM13) (11) 				
<		>		
Double click on 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.

🕺 Settings			
Image File	Fixtures	Version Inform	ation
Function : Download	USB Device I	ndex : INDEX	
Download	Fixture Fixture	2 6 🙍	
Max Fixture : 8 💌	Fixture Fixture	4 8 🗖 5 9 🗖	
	Fixture Fixture		

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

SmartPhone ReDownload				
Setting				
	600			
Computer	5494	5/14/2004 11:3	5 AM Ver 3.1.0	
Computer il93-			5 AM Ver 3.1.0	
🔪 Fixture 1 🛛 🛛 🛛	🔨 Fixture 2	Sixture 3	Sixture 4	
Data upgrading This may take a few minutes. Please wait!				
File: Ben-6-0810-020	File: Ben-6-0810-020	File: Ben-6-0810-020	File: Ben-6-0810-020	
BarCode:	BarCode:	BarCode:	BarCode:	
Clear	Clear	Clear	Clear	
Download 0%	Download 8%	Download 7%	Download 7%	
65.1 s Downloading Image Ben-6-0810-020.img	65.1 s File size = 31456504 Bytes	65.1 s File size = 31456504 Bytes	65.1 s File size = 31456504 Butes	
	Y			
Fixture 5	Fixture 6	Fixture 7	Y 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:	
Clear	Clear	l Clear	J Clear (
Download 1%	Download 2%	Download 1%	Download 0%	
65.1 s File size = 31456504 Bytes	65.1 s File size = 31456504 Bytes	39.0 s File size = 31456504 Butes	0.0 s Image File: D:\Profiles\DGARCIA1.NA1\Mv [
1 lie 3/2e - 31430304 DV(es	T IIC SIZE - 31430304 DVICS	11 IIC 5/2C - 31430304 DV(CS	made hie. D. YFIOIles (DUANCIAT, NAT MOT	

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". Reflash any unit that failed the upgrade. When the flash process is finished the external LCD will display the battery charging icon.

Classification: Motorola Internal Information Strictly released for Motorola Authorized Service Center Use only.

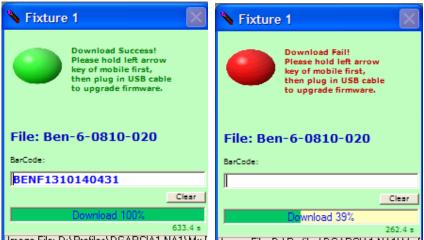


Image File: D:\Profiles\DGARCIA1.NA1\Mv I Image File: D:\Profiles\DGARCIA1.NA1\Mv I

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 Centre's fixtures.

Warranty claim entry codes:

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