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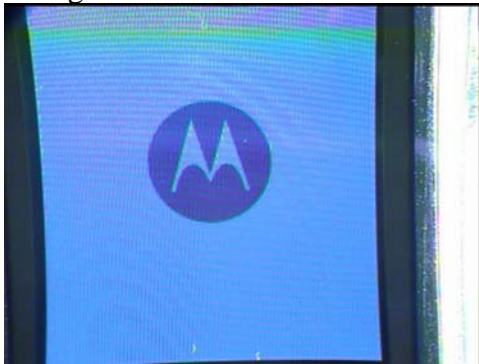
Consumer Solutions & Support
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FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-118
Authors: Darwin Garcia
Date: April 26, 2005
Total No. of Pages: 2
Subject: **MPX220 Incomplete SW Download**
Model Affected: **MPX220**
Level of Repair: 2

Problem

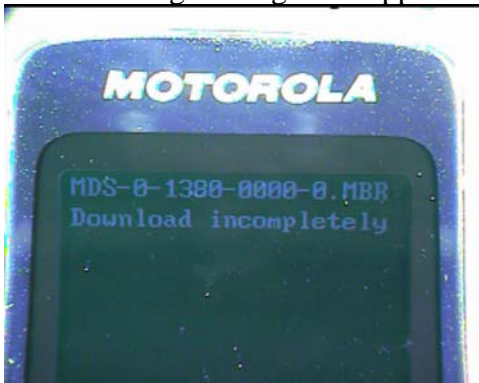
Service has detected an incomplete SW download issue during MPX220 NPI process. Phones are being return for “Hang/Freeze” complaints. ODM's analysis determined that the software was not fully downloaded to the phone during reflash at the DC or field software upgrade. When the software is not fully downloaded the phone will hang on the M-logo screen when first turn on.



M-Logo Screen

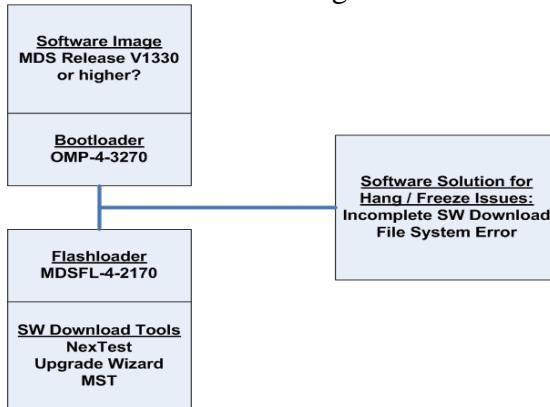
Solution

The new boot loader (OMP_Loader 3.270) and flash loader (2.170) in combination have a checking mechanism that if the device was not downloaded successfully, it won't boot and a warning message will appear on the screen.



Warning Message

The new boot loader (OMP_Loader 3.270) is compatible with SW version 1.33 or higher and it can be combined into a one flash file pending local SW approval. Implementing the new flash loader on the DC tool (Nextest) is dependent of the local SW approval. However the new flash loader was implemented on service download tool Upgrade Wizard 1.8.10 and if using MST select the correct flash loader on the download option.



Software Solution

Field Service Action

Customer Returns:

When servicing any MPX220 customer phones with this issue, the units must be reflash with latest approved SW and fully turn on the unit after download which could take 2-3 minutes.

Call Center Action:

If the customer calls with the above mentioned symptoms, please direct customer to have their phone serviced per this FSB.

Service Inventory

N/A

Global M-Claims Codes:

Customer Complaint Codes: OPR07 (Operation - Hangs/ Freezes/ Locks up)

Problem Found Code: OPR07 (Operation - Hangs/ Freezes/ Locks up)

REF Designator Code:

Repair Code: SWU08 (SW Upgrade/ Reflash - CSB/ FSB)