

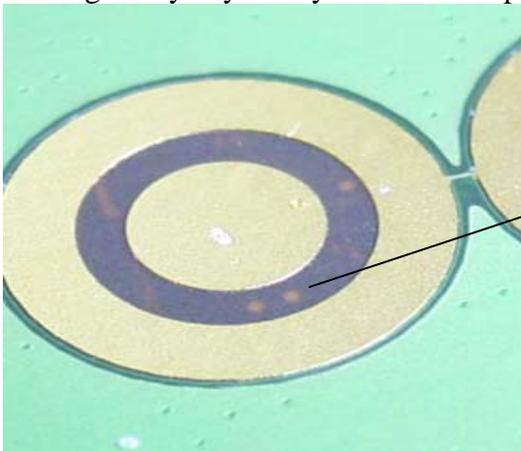


**FIELD SERVICE BULLETIN**

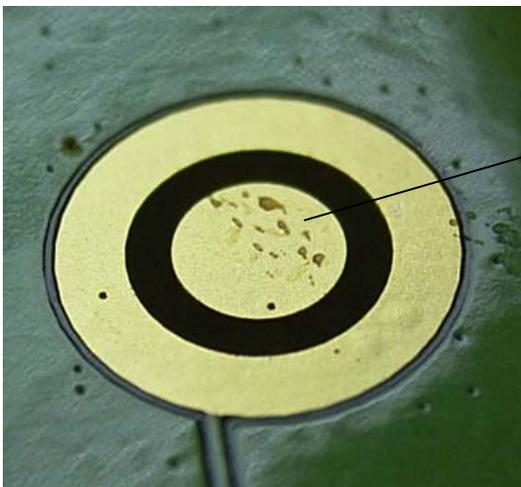
FSB Number: LVCCFSB2005-41  
Authors: Darwin Garcia  
Date: February 24, 2005  
Total No. of Pages: 3  
Subject: **MPX220 No Keypad Function**  
Model Affected: **MPX220**  
Level of Repair: 3

**Problem**

Service has detected a “No Keypad Function” issue during MPX220 NPI process. One or more button(s) on the main keypad will not work when pressed at any time. After further root cause analysis foreign material was found under the metal dome, which affected the connection when pressing key(s). The environmental control requirement at the supplier was not stipulated, due to this particles could adhere to the contact area causing heavy key or key not sensitive problem.



Particle inside the metal dome



Particle inside the metal dome

**Solution**

The factory modified the assembly process by adding air gun cleaning station at the vendor, visual inspection before paste-on dome, and alcohol cleaning before metal dome assembly at the factory.

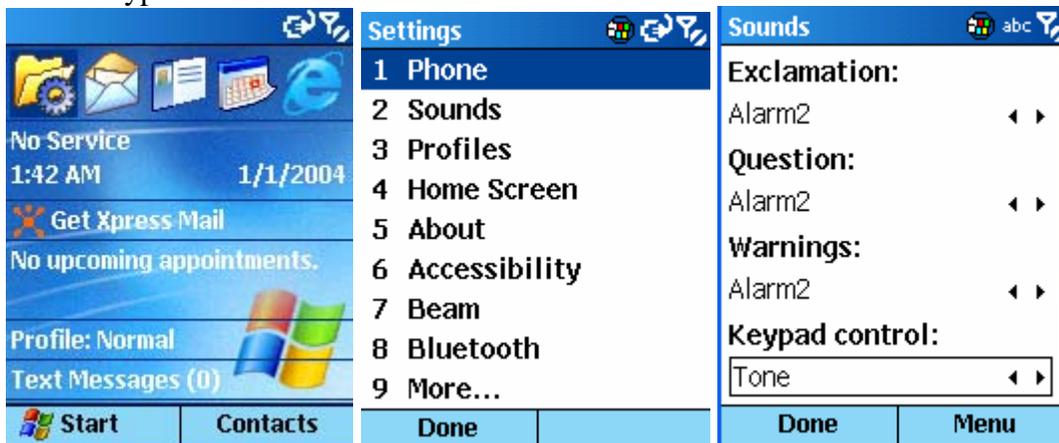
Also the internal quality team will monitor vendor process.

**Field Service Action**

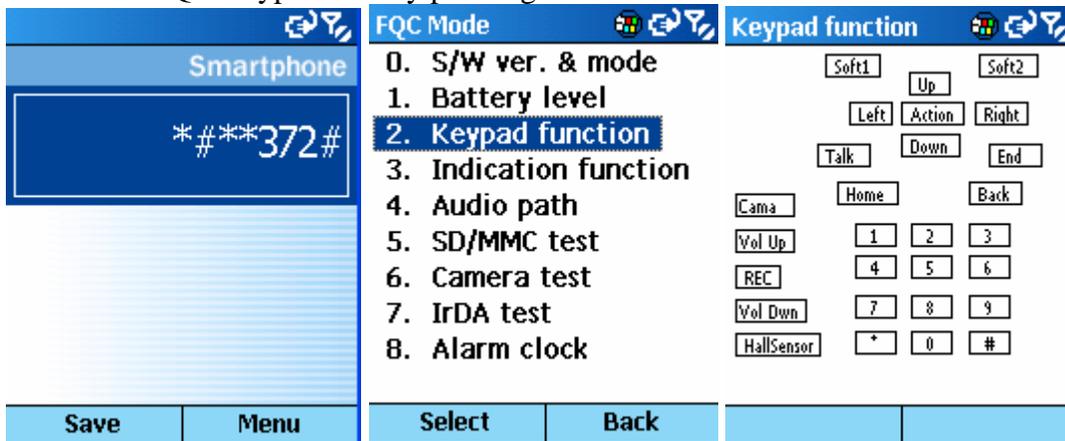
**Customer Returns:**

When servicing any MPX220 customer phones with this issue, first perform following keypad testing procedure:

1. Set Keypad Control to: Tone



2. Perform FQC Keypad Test by pressing `*#*#372#send`



Pressing the key(s) will clear the screen when each key is pressed (except REC) if not this indicates a failure. Failed key(s) should be tested under normal phone operation and if the tone is not heard and the phone does not react it's most likely a hardware problem. Remove the keypad from the phone and repeat the test by pressing directly on mylar domes to ensure it is a keypad hardware issue.



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Perform standard mylar replacement procedure, which is to include cleaning the keyboard contacts and retest the failure.

**Call Center Action:**

Call center should advise callers with this issue to send their phones in for repair.

**Service Inventory**

N/A

**Global Codes**

Complaint Code: MKP01 – Main Keypad– No Function/hangs

Problem Found Code: MKP01 – Main Keypad– Totally Inoperative

Repair Code: RMP10 – Replace Mechanical Part-CSB/FSB