



Consumer Solutions & Support  
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**Informational FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2006-25  
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Subject: GSM PEBL U6 – Digital to Analog Clock Settings  
Phone Models: GSM PEBL U6 -- w/ HSA (Home Screen Active) or DI (Dynamic Idle)  
Level of Repair: 1

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**Problem**

Service has been made aware of a possible customer perception issue on certain models of the GSM PEBL U6 product. Some users may be confused, during product personalization, when trying to change the clock settings from digital to analog. This feature is supported on the majority of PEBL U6 models but is not supported on models which have HSA (Home Screen Active) / DI (Dynamic Idle) active. The reason is that in HSA Mode the main screen clock can be only be digital. Thus, for HSA it is not possible to change the clock to analog, which is by design, caused by the fact that the setting is common for main screen and external screen.

Note: On models which do support this, the feature can be found in the phone's menu under: Menu>Settings>Personalize>Home Screen>Clock.

**Solution**

Inform the user that the ability to change the clock settings from digital to analog is a non-supported feature on PEBL U6 models with HSA (Home Screen Active)/DI (Dynamic Idle) active.

**Field Service Action**

**Customer Returns:**

No action is required when servicing any GSM PEBL U6 customer return with the described issue. Unit should be returned to customer with a note explaining the correct functionality.

**Call Center Action:**

When responding to customer inquires on the GSM PEBL U6 product, where the customer reports a problem trying to change the clock settings from digital to analog, inform the user that the ability to change the clock settings from digital to analog is a non-supported feature on PEBL U6 models with HSA (Home Screen Active)/DI (Dynamic Idle) active.