PRINT

MOTOROLA UK
REDWOOD
CROCKFORD LANE
CHINEHAM BUSINESS P/
CHINEHAM
BASINGSTOKE
UNITED KINGDOM RG24

CSB-1026-1
Country : UK
Date : 11/1/2006
APC : ALL
Repair Level : 1

Title

E815E816L6L6 i-modePEBL U6RAZR V3iSLVR L7SLVR L7 / SLVR(RED)SLVR L7 i-modeV3
CDMAGSM - Headset Bluetooth H500 and H700 identification

Model Effected   H500 and H700

PROBLEM

Service is aware that not approved Motorola Bluetooth headsets have been returned within Motorola warranty.

SOLUTION

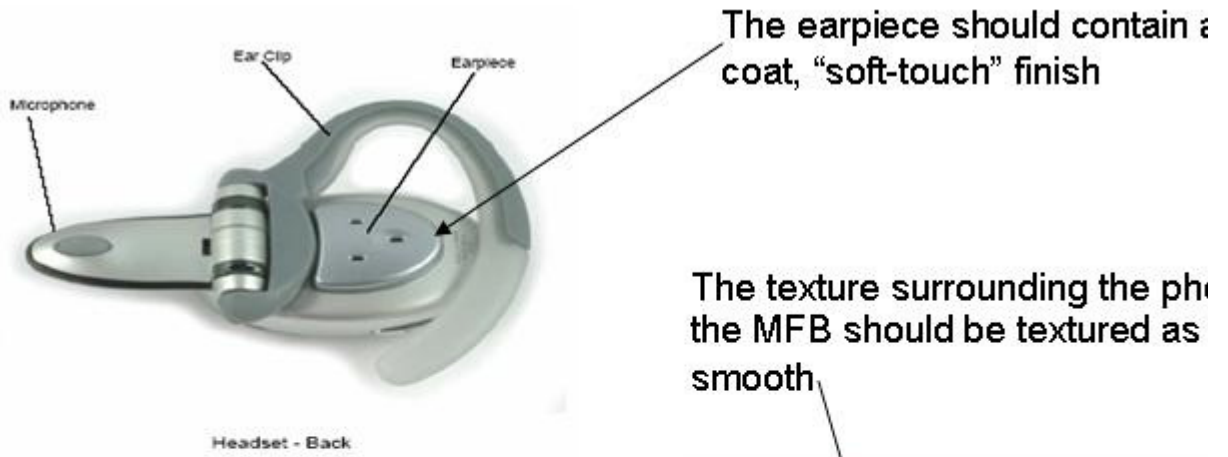To identify if the Bluetooth headset is an approved Motorola headset please follow the steps:

A) Using a pc adaptor (PC850)

1. Plug in USB dongle
2. Open "My Bluetooth Neighborhood"
3. Put headset in pairing mode
4. When you discover the headset in question, right click and read "properties"
5. "Properties" will read out the BDA. The BDA is a 16 digit identifier.
6. Write down the BDA for identification

Mail BDA to Dave Lukasik who will be able to confirm if it is a legitimate product or not.
B) Do the visual inspection as below:

H700

Microphone

Ear Clip   Earpiece

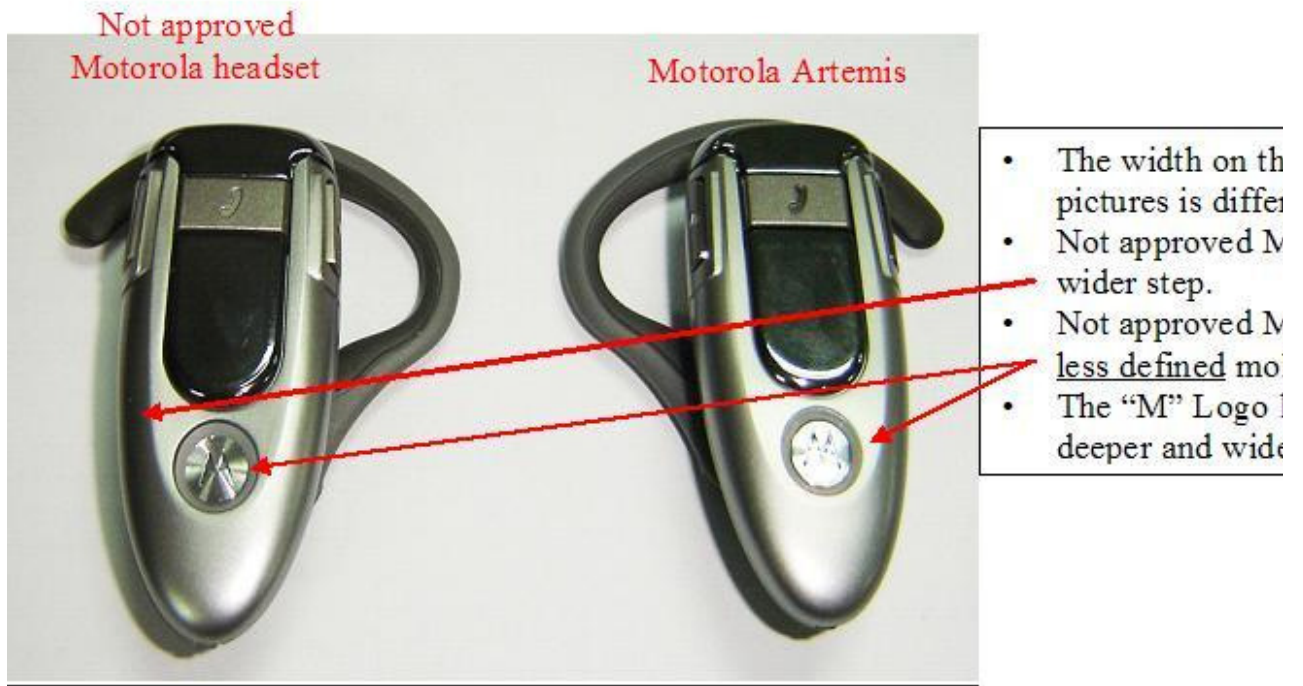The earpiece should contain a
coat, "soft-touch" finish

Headset - Back

The texture surrounding the ph
the MFB should be textured as
smooth

The texture surrounding the arrows on
the volume buttons should be textured as
opposed to smooth

H500

Not approved Motorola headset   Motorola Artemis

- The width on th pictures is differ
- Not approved M wider step.
- Not approved M less defined mo
- The "M" Logo deeper and wide

H500 back housing differences

Sharp surface edge

Smooth edge on Artemis

Not approved Motorola headset

Motorola Artemis

No texture on non-Motorola headset

- **<u>The width of cosmetic line is wider on counterfeit headset.</u>**

FIELD SERVICE ACTION

Customer Returns:
Provide to Customer a report showing that the Bluetooth headset is not an approved Motorola Bluetooth headset. Then direct the Customer to the store where he bought the Bluetooth headset.

CALL CENTER ACTION

No action.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: ACC05 - Accessory - Blue tooth module, no opera

Problem Found Code: ACC05 - Accessory - Blue tooth module, no Operation

Reference Designator:ACC - Accessory

Repair Code: RTU06 - Return Unrepaired - Non-Motorola Product

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-375
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