



Consumer Solutions & Support
US Competency Center
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INFORMATIONAL FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2006-66
Authors: Darwin Garcia
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Subject: **GSM Voice Dial Feature**
Model Affected: **V3i, U6**
Level of Repair: 1

Problem

Service has been made aware of a V3i customer perception issue with the voice dial feature that could cause “Feature - Voice recording/dialing problem” complaints.

When changing the user interface (UI) language setting from the original one set by the software package, the voice dial (VR) will not work if the appropriate VR language pack was not part it. For the voice dial feature to worked, the selected UI language must match with the VR language(s) pack installed.

Functioning Voice Dial:



Non-Functioning Voice Dial:

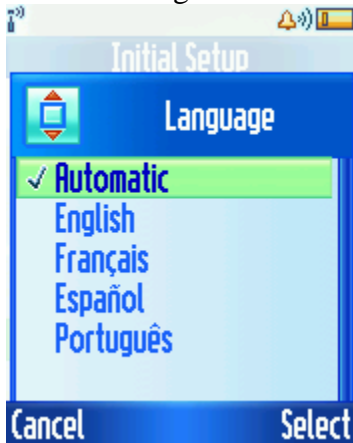


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(No voice names are store in the phonebook)

Check current UI language setting:
Menu>Settings>Initial Setup>Language



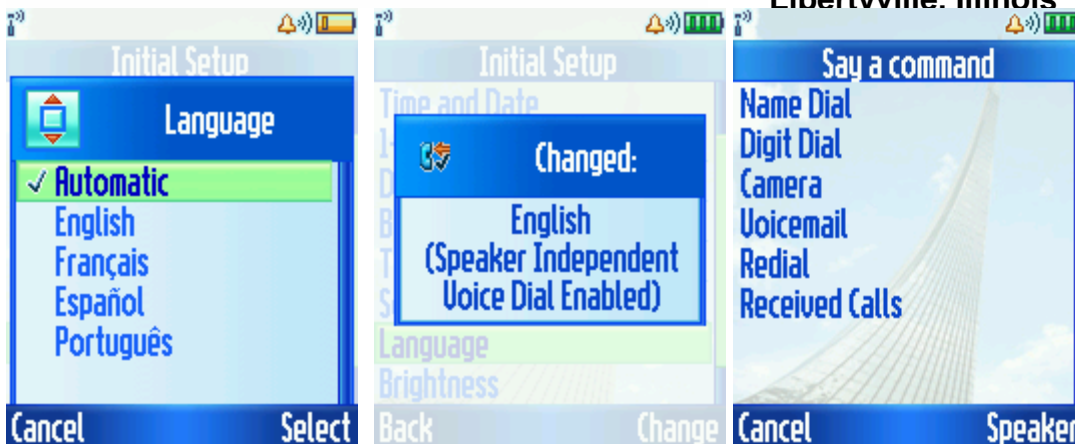
Check installed VR language(s):
Menu>Settings>Phone Status>Voice Dial Languages



Select the correct UI language to work with installed VR language(s)



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This is work as design, due to large size of the VR language pack(s), some regions only have one language VR pack installed. .

Solution

Customer education

Field Service Action

Customer Returns:

N/A

Call Center Action:

Call center should advise callers of the differences in UI and VR languages along with guide them in selecting the appropriate language.

Service Inventory

N/A

Global Codes

M Claims:

Customer Complaint Codes:

Problem Found Code:

Repair Code: