



MOTOROLA

Consumer Solutions & Support
US Competency Center
600 North US Highway 45
Libertyville, Illinois 60048
Website: gs.mot.com

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-341 (Informational)
Author: Ross Karlen
Date: November 14, 2005
Total No. of Pages: 2
Subject: **3G E1070, E770V, V3x – Bluetooth Printing**
Model Affected: 3G E1070, E770V, V3x (other SW Platform 05.2 products)
GSM V360, L6, L7, V3i (other SW Platform 04.4 products)
Level of Repair: 1

Problem

This is an Informational Bulletin to inform the field that the 3G/GSM products, listed above, support and are compliant with the Bluetooth Special Interest Group Basic Printing Profile (BPP). However, not all Bluetooth Printer/Kiosks support BPP and instead rely on Object Push Protocol (OPP) or File Transfer Protocol (FTP). Motorola UI allows for transfer of images using OPP and FTP but via a different UI mechanism. The two ways to print under the different supported profiles are listed under **Solution**.

Solution

Some printers support OPP and the FTP profiles and others support BPP and the Basic Image Profile (BIP). The 3G/GSM products, listed above, when searching for a printer, from the print option, is looking for devices which support BPP and BIP (which identify them as printers.)

The method to print is different for these types of printers/profiles. Below are two examples of how to print depending on printer profile.

- BPP/ BIP profile supported by printer (HP printer for example)
 - Picture → Options → Print. Select Print → Look for devices and the HP printer (BPP/BIP supported printer) is found and you can print the image.
- OPP/FTP profile supported by printer or method does not work above (Kodak Kiosk for example)
 - Picture → Options → Manage → Copy. Select Bluetooth → Look for Devices and the printer is found (Note: More than one device may be found, user should select name associated to the printer in the devices found). The image is sent and can be printed (Note: If Move is used instead of Copy, then the image will be removed from the handset). No pairing is required.



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NOTE:

1. User will not know whether they have an OPP or BPP printer so you will not be able to ask them to help identify which selection to follow.
2. If end user sees "Service not supported" walk them through the OPP/FTP leg first as this scenario is most likely the resolution.
3. When in the OPP leg, if user cannot locate their printer device after "Look for devices" then there is a BT connection issue. This may include printer not supporting BT, dongle (BT transmitter in USB port if external) is not inserted, etc. Also, insure that BT is turned on in the phone.

Service Action

Customer Returns:

1. N/A See **Solution**

Call Center Information

If Customer complains of "Not being able to print via Bluetooth" or experiences the prompt "Service not supported" while trying to print via Bluetooth the 3G/GSM products, listed above, walk customer through the steps listed above in the **Solution** section. Inform Customer that these products support the Bluetooth Special Interest Group.

NOTE:

1. User will not know whether they have an OPP or BPP printer so you will not be able to ask them to help identify which selection to follow.
2. If end user sees "Service not supported" walk them through the OPP/FTP leg first as this scenario is most likely the resolution.
3. When in the OPP leg, if user cannot locate their printer device after "Look for devices" then there is a BT connection issue. This may include printer not supporting BT, dongle (BT transmitter in USB port if external) is not inserted, etc. Also, insure that BT is turned on in the phone.

If available, please list the Printer Manufacturer and Model # in the comments section.

Service Entry Code

Please ensure that repairs of this type are logged on the Service database as follows:

Global M-Claims Codes:

Customer Complaint Codes: N/A

Problem Found Code: N/A

REF Designator Code: N/A

Repair Code: N/A