



Consumer Solutions & Support
US Competency Center
600 North US Highway 45
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Informational FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-301
Authors: Tony Bryan
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Total No. of Pages: 2
Subject: GSM ROKR E1 - USB Charging
Model Affected: GSM ROKR E1
Level of Repair: 1

Problem

Service has been made aware of a possible GSM E1 ROKR USB charging customer perception issue. Customers may mistakenly think that the USB Data Cable shipped with the ROKR product has the capability of charging the battery when connected to a powered USB port on their PC/Apple Computer. This is true of products utilizing the Enhanced Mini-USB (EMU) Bus. USB charging is not support on most CE Bus products. Therefore, if the GSM ROKR E1 is connected to your PC/Apple Computer USB port, you may discharge your battery if left overnight. It is recommended that users have a fully charged battery, while transferring content from iTunes to their ROKR phone.

If the battery does not have a full charge, a (SKN6311B) USB Data Cable, which supports the use of an external charger, can be used while transferring content from iTunes to their ROKR phone.



AAKN4015A – No External Charger Support



SKN6311B – W/External Charger Support



MOTOROLA

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Solution

A fully charged battery should be used while transferring content from iTunes to their GSM ROKR phone.

An external charger can be connected to the (SKN6311B) USB Data Cable to charge a GSM ROKR E1 phone during data transfer.

Field Service Action

Customer Returns:

No action is required when servicing any GSM ROKR E1 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 Problem Accessory customer inquires on the GSM ROKR E1 product, related to charging capabilities of the USB Data Cable, please advise callers that USB charging is not support on most CE Bus product and a fully charged battery should be used while transferring content from iTunes to their GSM ROKR phone.

An external charger can be connected to the (SKN6311B) USB Data Cable to charge a GSM ROKR E1 phone during data transfer.