



Consumer Solutions & Support  
US Competency Center  
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**FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2005-319  
Author: Tony Bryan  
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Total No. of Pages: 2  
Subject: GSM – SW Hang in New Message (iTAP Entry Mode)  
Phone Models: All GSM P041 and P044 Shipping Models  
Level of Repair: 2

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**Problem**

Service is aware of an issue identified in the NPI Analysis of the GSM ROKR E1 product. Some units, returned with customer complaints of "Operation – Hangs in SMS/MMS" and other related complaints, were found to have an issue entering text using the iTAP Entry Method. Customers would experience a phone software hang when creating a new message or new phonebook entry using an iTAP Entry Method. The root cause of the issue is a corrupted iTAP Library file. This issue can affect all GSM P041 and P044 handsets, currently shipping.

Steps to Confirm - If a phone has this issue

1. Menu>Messages>Create Message>New Text Msg
2. Menu>Entry Setup – Make sure iTAP is the selected entry mode
3. Enter text in message body
4. Phone hangs on first character entered

*\* Issue can be duplicated during any use case that is using the word editor to enter text and the iTAP Entry Mode.*

**Solution**

A software solution was identified and resolved in the latest version of the iTAP Library, iTAP v.5.5.4 (label iTAP\_G\_5.5.4.01R). The new version iTAP Library containing the fix was integrated into the GSM Platform software releases CAAP0441\_G\_04.1B.03 and CAAP044\_G\_01.37.01. The fix will be picked up by each affected product model on the next targeted software release. Listed below are some of the products that this fix already built into a release version.

GSM ROKR E1: R373\_G\_0E.30.45R and later  
GSM PEBL U6: R478\_G\_08.84.04R and later

**Note:** Re-Flashing a unit with a software version that does not contain the new version of iTAP Library will still re-write the corrupted iTAP Library file and will recover the failure.



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## **Field Service Action**

### **Customer Returns:**

When servicing GSM Model customer returns, with customer complaints of “Operation – Hangs in SMS/MMS” and other related complaints, then:

1. Confirm the customer complaint is related to this issue by performing the procedure detailed in the “Steps to Confirm” section above.
2. Then, per the normal Service Procedure, re-flash the unit with the latest approved software for your region equal or later than the versions listed above.
  - a. If the customer complaint is determined not to be related to this issue, then follow normal troubleshooting techniques per the customer complaint.

**Note:** Re-Flashing a unit with a software version that does not contain the new version of iTAP Library will still re-write the corrupted iTAP Library file and will recover the failure.

## **Call Center Action:**

When responding to Problem Product customer inquires on any GSM Product, where the customer reports that the handset software hangs or does not function when creating a new Text/Email Message, inform the customer of this phone software issue and provide the customer one of the following solutions.

1. Walk the customer through the steps necessary, in the phones menu, to change the Entry Mode from iTAP to any other entry mode.
2. Return the unit to an authorized service center for repair, per this FSB.

## **Service Entry Code**

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

### **Global M-Claims Codes:**

**Customer Complaint Code:** OPR11 (Operation – Hangs in SMS/MMS)

**Problem Found Code:** OPR11 (Operation – Hangs in SMS/MMS)

**Reference Designator Code:**

**Repair Code:** SWU08 (Software Upgrade/Reflash – CSB/FSB)