

FIELD SERVICE BULLETIN

FSB Number	BJCCFSB2008 - 122
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Date	Friday, April 18, 2008
Subject	GSM - MOTOROKR E8 - "Low/insufficient memory" error message
Model Affected	E8
Level Of Repairs	1

Problem

Service is aware of "Memory Low or insufficient memory" error message during usage of applications like camera, browser and Play Music. The phone informs the user to close other applications to increase the performance in this case.

The root cause of this issue is due to RAM reduction. Some applications don't release memory quick enough after closure.

Furthermore it's also possible that the camera application cannot be started any more and the phone operation is in general very slow because the free RAM size is too low.

The issue can appear when the user has several applications running at once (e.g. Music, BT, Java, Camera etc.) and/or the phone wasn't turned off for some days.

Solution

Short term: Power cycle the phone to refresh RAM and stability. Try to avoid running multiple applications at the same time.

Long term: This FSB will be revised with the SW version which fixes the Low memory issue when it is available.

Field Service Action

When servicing E8 returns with customer complaints related to "Low/insufficient memory" error messages, inform the customer to power cycle the phone in this situation as short term solution.

Service Inventory

No action required.

Call Center Action

When responding to customer inquiries, where the customer reports a "Low/insufficient memory" error message on E8, inform the customer to power cycle the phone and try to avoid running multiple applications at the same time in this situation as short term solution.

Service Entry Code

Global Service Codes

Complaint Code:
Problem Found Code:

Reference Designator:

Repair Code:

Asia Service Codes

Complaint Code:
Problem Found Code:

Reference Designator

Repair Code: