



MOTOROLA

Consumer Solutions & Support
Beijing Competency Center
No.39A Zi Zhu Yuan Road
Beijing, P.R.China 100089
Website: gs.mot.com

FIELD SERVICE BULLETIN

FSB Number: BJCCFSB2006-208
Author: Bill Lee
Date: May 11, 2006
Total No. of Pages: 2
Subject: **GSM L7 stored picture blurry issue**
Model Affected: All GSM L7
Level of Repair: 1

Problem

Service is aware that some GSM L7 phones end user complaints that stored pictures is blurry compare with captured picture in camera mode.

This is due to user accidentally shaking the phone during picture taking. (Or after picture been captured)

Detail problems Refer below description:



End user captured a clear picture in camera mode before store the picture into the phone. Refer Picture file: 11-05-06_1029



MOTOROLA

Consumer Solutions & Support
Beijing Competency Center
No.39A Zi Zhu Yuan Road
Beijing, P.R.China 100089
Website: gs.mot.com

After stored, end user complaint a blurry picture when review / browse the picture.
Refer Picture file: 11-05-06_1029



Solution

To avoid such problem happen, train the user not making a shake when taking a picture in camera mode. Hold the camera still for at least two seconds after the click sound was heard.

Service Action

Customer Returns:

Please educate end user on this feature

Service Inventory:

NA

Call Center Action

NA

Service Entry Code

NA