FIELD SERVICE BULLETIN

FSB Number	LVCCFSB2006 - 423/Rev1
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Date	Tuesday, October 10, 2006
Subject	**GSM - SLVR L7 - GSM – Drop Calls/Voice Calls/Poor Performance**
Model Affected	L7
Level Of Repairs	3

Problem

Service is aware of an issue, identified from the field in the GSM L7 Analysis, some units returned with customer complaints such as Drop Call, Voice Call or Poor performance. The root cause of the issue is traced to software. The new approved software will boost TX power on FACCH and SACCH, which will reduce Drop Call issue. This issue may be mostly reported from tough coverage area.

Solution

A software solution has been identified and integrated into below software versions,
- R4513_G_08.B7.AER_RB (L7 No iTunes)
- R4517_G_08.C4.1FR (L7 with iTunes)

Field Service Action

When servicing GSM L7 returns with customer complaints related to Drop Call, Voice Call or Poor performance, where the customer complaint cannot be duplicated during normal testing, then:

      1. 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.

Service Inventory:

Re-flash all L7 units in inventory with the latest approved software for your region equal or later to the versions listed above in a solution section.

Call Center Action

When responding to problem product customer inquires on the GSM L7, where the customer reports that the handset Drop Call, Voice Call or Poor performance, direct the customer to have their phone serviced per this FSB.

Service Entry Code
Global Service Codes

Complaint Code: CPR05 - Voice Call - Drops Call, Poor Recep Unkown Cond

Problem Found Code: CPR05 - Voice call - drop call, poor reception Unknown Cond

Reference Designator:

Repair Code: SWU08 - SW upgrade/ Reflash - CSB/ FSB