

Consumer Solutions & Support US Competency Center 600 North US Highway 45 Libertyville, Illinois 60048 Website: gs.mot.com

# FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2003-112 Author: Rajesh Verma Date: Nov.11, 2003

Total No. of Pages: 2

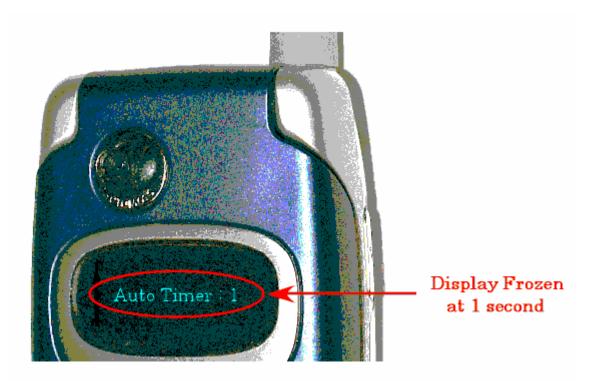
Subject: Camera Automated Time Capture Failure

Model Affected: Triplets V300

Level of Repair: 3, 4

### Problem

It has been brought to the attention of the Service Organization during the 1<sup>st</sup> NPI analysis of EMEA V300 with software version OB.08.76R. Some units have been returned with customer complaint of Phone freezes during Automated Time Capture. This is an issue with the camera feature when attempting to use the Automated Time Capture option. When selecting this option, the unit will begin to count down, but will occasionally freeze and "Auto-Timer: 1" will be shown on the CLI display and the Main display will go blank. The root cause has been traced to software-whenever the capture is completed, the ATI stops for the capture and waits for the status of the hardware to become idle but sometimes the hardware state never becomes idle and thus the phone will be in one loop indefinitely.





Consumer Solutions & Support US Competency Center 600 North US Highway 45 Libertyville, Illinois 60048

Website: gs.mot.com

# Solution

The problem has been corrected in software version TRIPLETS G 0B.08.8F5R and later.

### Field Service Action

### **Customer Returns:**

All V300 Triplet units returned to Service Center with the Customer Complaint of "Unit freezes in Auto-Time Capture", please perform the following procedure:

- 1. Please verify failure symptom.
- 2. Re-flash/Reflex to software version TRIPLETS\_G\_0B.08.8F5R or latest approved software version for region.
- 3. Verify unit does not display failure symptom.

# Service Inventory:

Re-flash/Reflex all V300 units from inventory to software version TRIPLETS G 0B.08.8F5R.

# **Service Entry Code**

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

#### Global M-Claims:

Customer Complaint: ACC09 Accessory-Camera, No Operation
Problem Found: OPR07 Operation - Hangs/ Freezes/ Locks up

Reference Designator: N/A N/A

Repair: SWU07 SW Upgrade/ Reflash-Corrupt

# **EPPRS Service Entry Code**

Complaint Code: 97-Other Root Cause Code: 97-Other

Repair: 03-Reprogram/Realign