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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 1st 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.



**Display Frozen
at 1 second**



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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