



FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2003-123
Author: Rajesh Verma
Date: Nov.21, 2003
Total No. of Pages: 2
Subject: Triplets GSM V300 – Unable to make outgoing calls
Model Affected: Triplets V300
Level of Repair: 2, 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 “Can’t Make a Call”.

Note: The Phone is able to receive incoming calls but is unable to make outgoing calls. When making outgoing calls phone displays “Calling – xxxx”, but will not establish a connection.

The root cause of this issue is that the unit’s “Talk and Fax” option is set to “On “ This feature is unsupported in the SE6503AXXF3098 Flex Release that was paired with OB.08.76R SW. Networks, which support the “Talk and Fax” option, offer a fax call in this case, which is rejected by our phone.

Solution

Short Term

The short term solution is that customer set “Talk and Fax” option to “off”.

Long Term

The problem has been corrected in all Flex Releases .0AF and later. This flex will no longer allow the user to enable the “Talk and Fax” option.

This flex is available with SW version TRIPLETS_G_08.89R and later.

Field Service Action

Customer Returns:

All V300 Triplet units returned to Service Center with the Customer Complaint of not able to make outgoing call please perform the following procedure:

1. Verify the failure symptom.
2. If failure is confirmed, check the setting of the “Talk and Fax” option by using following sequence:
 - a) Press “ Menu” - “setting” –“in call set”- “talk and fax”- “all calls” , make sure set to “Off” for this option.
 - b) Re-flash/ Reflex to software version Triplets_G_0B.08.89R or latest approved software version for region.
 - c) Make sure the customer is made aware of that you have turned “off “ this option to resolve this issue.
3. If above option is already set to “off “, then do the standard troubleshooting procedure



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

Call Center Action

When responding to calls with a Customer Complaint of “Can’t Make a Call”, walk the customer through the steps necessary to verify if this feature is set to “On” and instruct them to turn this feature “Off”.

Service Inventory:

Re-flash / Reflex all V300 units from inventory to software version TRIPLETS_G_0B.08.89R or latest approved software version for region..

Service Entry Code

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

Global M-Claims:

Customer Complaint:	CPR01	Voice Call – Can’t make
Problem Found:	CPR01	Voice Call – Can’t make
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