
Author: Jonas Markén, Technical Support
Date: 2004-01-28
Subject: No CLI backlight
Rating: Level 1&2 Authorized

Products: V300, V500, V525

Problem: Service is aware of an issue identified during the EMEA 1st 200 NPI analysis of V300 and V500/V525. Some units have been returned with customer complaint of "No CLI Backlights". The problem found being, when the "Brightness" setting is set to "5", the CLI Backlight will be inoperative. It does not affect the Main Display Backlight. The root cause has been traced to software.

Solution: **Primary:**
The problem was first addressed in software version TRIPLETS_G_0B.08.83R and all later versions. These changes corrected the problem with the exception of if the user saved the brightness setting at "5", powered down the unit, and then powered the unit back on. Under this one circumstance the CLI Backlights would not function upon power up.

Final:
Issue has been permanently corrected in software version TRIPLETS_G_0B.08.9FR and later.

Action: All V300 Triplet units returned to Service Center with the Customer Complaint of "CLI Backlights not working", please perform the following procedure:

1. Verify the failure symptom
2. If failure is confirmed, check the setting of the "Brightness" option by using following sequence:
 - a. Press " Menu" - "Setting" -"Initial set up" - "Brightness"- "press change" to check the brightness setting.
 - b. If "Brightness" is set to "5", re-flash/reflex to software version TRIPLETS_G_0B.08.9FR or latest approved software version for region.
3. Retest the unit by setting brightness to "5" to make sure new software fixed the problem.
4. If the "Brightness" option is not on set to "5", then perform normal troubleshooting procedures.

Classification: Standard warranty repair. Use following codes:

Problem Found Code: DIS07 – Display Secondary, No backlight
Repair Code: SWU07 – SW upgrade/Re-flash, corrupt

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