



FIELD SERVICE BULLETIN

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Subject: GSM Triplets – Customer Perception Issues
Model Affected: GSM V300, V303, V400, V500, V525, V600
Level of Repair: 1

Problem

This is an informational bulletin detailing the some customer perception issues that have been identified during the 1st 200 NPI Analysis of the GSM Triplets products. See below:

Power Key

Customer Complaint(s): “Can’t switch the phone on”

- Customer must depress the Power Key (Red Key) for a minimum of 2 seconds and then release to Power On the handset; it may take 4 seconds for the Display to illuminate.

Display Timeout

Customer Complaint(s): “Display Intermittent”, “Display Flashes”, “Bad Display”, “Auto Power Down/Power Up”

- The New Technology in this Product, TFT, requires it to be illuminated with light to be visible. There are two types of TFT display modules used on Triplets products. The Transmissive Reflective (TMR) displays, used on V303, V400, V500, and V525, have a brighter richer color when illuminated but are more almost completely unreadable with out backlighting or in direct sunlight. The Transflective (TF) displays, used on V300 and V600, have a less brilliant color when illuminated but are more easily viewable backlighting or in direct sunlight.
- In order to extend battery life, the illumination or backlighting is powered off after a *User Programmable Timeout. The display itself powers off after a *User defined Setting. Any key activation or flip cycling will re-illuminate the display.

* User Defined Setting: Menu<Settings<Initial Setup<Backlight (20, 40, 60 Seconds)

* User Programmable Timeout: Menu<Settings<Initial Setup<Display Timeout (Off, 1, 2 Minutes)

- The Screen Saver application, when activated, may contribute to the perception issue. After the Backlights Turn Off (20, 40, 60 Seconds) and prior to the Display Timeout (Off, 1, 2 Minutes) the Screen Saver will initialize causing the display to illuminate for approximately 2 Seconds. After the 2 Seconds, the Backlights will Turn Off again and the Screen Saver will continue to run until the Display Timeout.

* Screen Saver Setting: Menu<Settings<Personalize<Screen Saver<Delay (Off, 1, 2 Minutes)

Battery Door Not Latching

Customer Complaint(s): “Battery Door – Poor Fit”

- Triplets Products currently ship with a clear protective tape over the chrome battery latch. Failure to remove this tape prior to inserting the battery door will cause the battery door to not fit properly and potentially break the tabs on the battery door.



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Charge Indication (Sign of Life)

Customer Complaint(s): "Battery will not Charge", "No Charging Indication"

- There is a time delay after insertion of the Charger Plug before the handset will respond with an indication that the battery is charging (Battery Icon Flashing and/or Battery Indication Tone). This delay can be up to as much as 10 Seconds and is highlighted by the current charge state of the battery.
- Charger Plug may not fully engage if inserted off-center. Due to the CE Accessory Connector being recessed in relationship with the housing, Charger can appear to be connected with only one connector hook engaged.

Solution

Customer Education:

There will be a section added to the user's manual for these models. The section will be described as "Additional User Information". The section will encompass the information listed above to increase the customers' knowledge of the handsets' operation.

Service Action

Customer Returns:

When servicing any GSM Triplet customer return with a similar customer complaint to the ones listed above, then:

1. Attempt to duplicate the complaint through normal testing procedures.
 - a. If able to duplicate the complaint, follow normal troubleshooting and repair techniques to repair the customer's phone.
 - b. If unable to duplicate the complaint and a customer perception issue is suspect, then educate the customer utilizing the information above.

Service Inventory:

Call Center Action

When fielding problem product inquiries with similar customer complaints to the ones listed above, use the information provided to educate the customer.