



**MOTOROLA**  
*intelligence everywhere™*

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

### **FIELD SERVICE BULLETIN**

FSB Number: LVCCFSB2005-62  
Author: Tony Bryan  
Date: March 15, 2005  
Total No. of Pages: 2  
Subject: GSM Triplets Refresh – Phonebook Settings  
Phone Models: GSM E550/V535, V550/V545, V620/V600i  
Level of Repair: 2

---

#### **Problem**

Service is aware of an issue, highlighted by the field, on the GSM Triplets Refresh products. Some units, returned with customer complaints in the category of “SW/Feature/Operation” where complaint pointed to improper operation of the phonebook/agenda settings, were found to have a bug in the phone’s software. Units with this phone software issue will not accept changes to the set-up of the phonebook to sort entries by “Speed Dial No.,” “Voice Name”, or “Email”. Settings will always remain set to sort entries by “Name”.

#### **Steps to Duplicate:**

1. Phonebook/Agenda > Menu > Setup
2. Sort By > Select “Speed Dial No.,” “Voice Name”, or “Email”
3. Select “Done”
4. Entries remain set to sort by “Name”

This problem was introduced in software release R376\_G\_0E.66.xxR and will only be seen when software is matched with certain carrier flex versions. The reason being, the issue is present in a portion of code that is executed only if flex bit 815 DL\_DB\_FEATURE\_ID\_PICTURE\_PHONEBOOK\_LIST\_AVAILABLE is Enabled.

#### **Solution**

The issue has been corrected with a SW change to the phones and is contained in software release R376\_G\_0E.66.0FR and all later releases.



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

## **Field Service Action**

### **Customer Returns:**

When servicing affected GSM Triplets Refresh customer returns, with customer complaints of "SW/Feature/Operation, where complaint points to improper operation of the phonebook/agenda settings, then:

1. Confirm the customer complaint is related to this issue by using steps shown above.
  - a. If complaint is confirmed then, per the normal Service Procedure, re-flash the unit with the latest approved software for your region equal or later than R376\_G\_0E.66.0FR.
  - b. If the customer complaint is determined not to be related to this issue, then follow normal troubleshooting techniques per the customer complaint.

Note: If a software release equal or later than R376\_G\_0E.66.0FR has not been carrier approved for your region, the issue can also be resolved by downgrading to a previously carrier approved software release prior to R376\_G\_0E.66.xxR.

## **Call Center Action:**

When responding to Problem Product customer inquires on the GSM Triplets Refresh products, were the customer complains of improper operation of the phonebook/agenda settings, please inform the customer of this phone software issue and direct the customer to have their phone serviced per this FSB.

## **Service Entry Code**

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

### **Global M-Claims Codes:**

#### **Customer Complaint Code:**

FTR09 (Feature – Phone book not memorized)

FTR03 (Feature – Not matching with user)

**Problem Found Code:** FTR09 (Feature – Phone book not memorized)

#### **Reference Designator Code:**

**Repair Code:** SWU08 (Software Upgrade/Reflash – CSB/FSB)