FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-124
Author: Tony Bryan
Date: April 25, 2005
Total No. of Pages: 2
Subject: GSM Fiji – Can't Access Wallpaper/Screen Saver
Phone Models: GSM V635
Level of Repair: 2

Problem

Service is aware of an issue, identified in the NPI Analysis of the GSM V635 Fiji
product. Some units, returned with SW/Feature/Operation complaints of "Menu
Navigation" and/or "Feature – MMS Screensaver", were confirmed to be a linked
to a software problem. The problem occurs if the very first time the user
attempted to access these menus, the Transflash Card was inserted.
In this case, the phone may show the following symptom:

1. Menu>Settings>Personalize, Select "Wallpaper" or "Screen Saver" and
   the phone will go back to the Settings menu

The root cause of this issue is that the default memory settings for the Transflash
Card were set to a null value. This issue is not seen in carrier flexes were the
SEEM_MMC_LAST_STORAGE_DEFAULT is not defined.

Work Around:

1. Remove the Transflash Card
2. Go to Menu>Settings>Personalize>Wallpaper (you will now be able to
   access)
3. Go to Menu>Settings>Personalize>Screen Saver (you will now be able to
   access)
4. Re-Insert the Transflash Card. Full functionality is restored.

*Note: For this reason, some customer returns for this issue may not exhibit the
failure symptom above when received.*
If a Master Reset or Master Clear is performed the phone will revert to failure
operation.

Solution

This issue is resolved with a flex change to correct the default memory settings
for the Transflash Card. Flex change has been implemented in V635 flex
versions .**0C5** and later. Example: SE5138AXXB4**0C5**

Field Service Action

Customer Returns:

When servicing GSM V635 customer returns, with SW/Feature/Operation complaints of "Menu Navigation" and/or "Feature – MMS Screensaver", then:

1. Confirm the customer complaint is related to this issue by verifying that the end-user has not deleted the pre-loaded Themes.
    a. If the end-user has deleted the pre-loaded themes, then the failure is related to a different identified issue, detailed in LVCCFSB2005-112.
2. Per the normal Service Procedure, re-flash the unit with the latest approved software and flex for your region equal or later than .0C5. Example: SE5138AXXB4**0C5**

Note: If latest approved software and flex for your region does not contain this fix, please use Work Around listed above to provide the customer an immediate resolution.

Service teams should also be informed that when re-flashing V635 customer returns, using a 1FF file, to a software/flex version that does not contain this fix, then:

1. After performing a Master Reset or Master Clear, you <u>must</u> perform the Work Around detailed above before phone is returned to the customer.

Call Center Action:

When responding to Problem Product customer inquires on the GSM V635 product, where the customer reports a problem of "Menu Navigation" and/or "Feature – MMS Screensaver", please educate the customer of this issue and provide the customer an immediate resolution via the Work Around listed above.

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:
OPR04 (Operation – Menu Navigation)
FTR12 (Feature – Animation)
Problem Found Code:
OPR04 (Operation – Menu Navigation)
FTR12 (Feature – Animation)
Reference Designator Code:
Repair Code: SWU08 (Software Upgrade/Reflash – CSB/FSB)