

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2005-147
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Date: May 9, 2005
Total No. of Pages: 3
Subject: **3G V975, V1050 – Voice Tags**
Phone Models: 3G V975, V1050
Level of Repair: 3

Problem

Service is aware of an issue, highlighted during the 1st 200 NPI units of V975, related to Voice tag association to phone contact entries. Some units were returned with a customer complaint of “Unable to use voice tags”. Analysis revealed the handset audio microphone gain had not been properly set.

Solution

Software releases have implemented an adjusted audio microphone gain to correct the concern as listed below.

R245

R245_U_82.31.62I or Later

R245_U_82.31.63I or Later

R245_U_82.32.2AI or Later

R245_U_82.32.2BI or Later

R26

R26_U_83.38.41I or Later

R26_U_83.39.17I or Later

To duplicate:

Idle mode -> Contacts -> Select one contact (phone not SIM) -> Edit -> Voice Name -> Record

Note: Voice tags will work using the headset.

Service Action

Customer Returns:

When servicing V975, V1050 customer returns with a customer complaint related to “Unable to use voice tags”, then:

1. Verify voice tags work with headset by inserting headset with the phone in idle mode: Idle mode -> Contacts -> Select one contact (phone not SIM) -> Edit -> Voice Name -> Record
 - a. If voice tags do not work with headset, then proceed with normal troubleshooting techniques as per the customer complaint.
2. Per the normal Service Procedure, re-flash the unit with the latest approved software for you region as described below.

R245
R245_U_82.31.62I or Later
R245_U_82.31.63I or Later
R245_U_82.32.2AI or Later
R245_U_82.32.2BI or Later

R26
R26_U_83.38.41I or Later
R26_U_83.39.17I or Later

Service Inventory:

Update to latest approved software in your region.

Call Center Information

When responding to V975, V1050 Customer inquires related to “Unable to use voice tags”, please let the customer know we are aware of this software issue and once the software fix has been approved in their region, direct the customer to have their phone serviced per this FSB.

Note: Voice Tags will work using the headset.

Service Entry Code

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

Global M-Claims Codes:

Customer Complaint Codes: FTR11 (Feature – Voice recording/dialling problem)

Problem Found Code: FTR11 (Feature – Voice recording/dialling problem)

REF Designator Code: N/A



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

Repair Code: SWU08 (SW upgrade/Reflash – CSB/FSB)

Asia Codes:

Fault Code: 10 (Miscellaneous)

Repair Code: 03 (Re-Program/Re-align)

PRC E-Service Codes:

Problem Found Code: 7111 (Feature – Voice recording/dialling problem)

Repair Code: 2108 (SW upgrade/Reflash – CSB/FSB)