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CSB-1065-1
Country : UK
Date : 11/1/2006
APC : F77
Repair Level : 1

Title W220 - GSM - W220 Secondary Display No display indicator
Model Effected W220

PROBLEM

During the 1st NPI analysis on the W220, some units were returned with a complaint of 'No Secondary Display Indicator'. The symptoms are:

No secondary display indicator when charging or having an incoming call.

SOLUTION

This isn't the phone's problem. It is due to settings. The Status Indicator was set in off mode.

FIELD SERVICE ACTION

When W220 (Sicily) handsets are returned to a Service Center with the Customer Complaint of 'No Secondary Display Indicator', please check the settings if the status indicator is off.

The process is:

Main menu > Settings > Initial Setup > Status Indicator > Off (On)

If the setting of indicator is on, please perform normal troubleshooting procedure.

CALL CENTER ACTION

When a customer contacts the Motorola Call Center, with the complaints of 'No Secondary Display Indicator' on W220 (Sicily), Communicate with the customer to check their initial setting if the status indicator is off.

SERVICE ENTRY CODE

Global Service Codes

Complaint Code: DIS01 - Display Secondary - No display

Problem Found Code: DIS01 - Display Secondary - No display

Reference Designator:

Repair Code:

If applicable, note this bulletin number on warranty claim forms and make necessary changes to service manuals.2006-414
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