

FIELD SERVICE BULLETIN

FSB Number BJCCFSB2008 - 89
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Date Wednesday, March 19, 2008
Subject **GSM - W230 - No screen saver**
Model Affected w230
Level Of Repairs 1

Problem

Service is aware of an issue, some user complained that the screensaver function can't be active if the screensaver is set.

Solution

This issue isn't the phone problem.

If the auto keypad lock was set, then screensaver feature would be disable. This can save battery life.

If the auto keypad lock was off mode, the screensaver feature would be enable.

Auto keypad lock setting procedure:

Mean---Settings----Security---Auto key lock---Off

Field Service Action

W230 phone returned to service center with the complaint of 'No screensaver function'. Please educate the user how to do the settings as above procedure.

Service Inventory

N/A

Call Center Action

When a customer contacts the Motorola call center, with the complaint of ' No Screensaver Function'. Please communicate the customer that the Auto key lock feature of the phone need set to Off mode. If Auto key lock feature was set, the Screensaver function would be disable.

Service Entry Code

Global Service Codes

Complaint Code: FTR06 - Feature - MMS screensaver

Problem Found Code: FTR06 - Feature - MMS screensaver

Reference Designator:

Repair Code: RTU01 - Return Unrepaired - Tested and passed specs

Asia Service Codes

Complaint Code:

Problem Found Code:

Reference Designator

Repair Code: