

FIELD SERVICE BULLETIN

FSB Number: LVCCFSB2004-221
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Total No. of Pages: 2
Subject: **3G A1000 – Touchscreen Calibration**
Model Affected: 3G A1000
Level of Repair: 1

Problem

Service is aware of an issue, identified during an OOB on A1000. Units were returned with a complaint of “Bad Calibration Display / Touchscreen does not work”. Analysis revealed the problem to be linked to an issue with the unit having been poorly calibrated. Once the unit has been poorly calibrated, the user is unable to navigate using the touchscreen.

Solution

On A1000, simply press the Browser key (shown in Fig. 1 below) and hold for 15 seconds. The calibration screen will appear allowing the user to recalibrate the touchscreen.



Fig. 1:

Press and hold for 15 seconds



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

Note: Here are the other options for this button

Press – 0 to 3 Sec – Browser Key

Press – 3 to 5 Sec – User Configurable Shortcut

Press – 15 Sec – Screen Calibration

Service Action

Customer Returns:

When servicing **A1000** customer returns with a customer complaint related to “Bad Calibration Display / Touchscreen does not work”, then:

1. Verify calibration is correct
 - a. If not, recalibrate by pressing down and holding Browser Key for 15 seconds and recalibrate.
2. If calibration is correct, troubleshoot as normal.

Service Inventory:

No action required

Call Center:

Please inform Call Center representatives of proper way to recalibrate the A1000 touchscreen. Upon receiving calls for “Bad calibrated Display / Touchscreen does not work” inform the customer of proper procedure to calibrate touchscreen by holding down the Browser Key for 15 seconds. This will enable the calibration screen.

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: MKP07 (Main Keypad – Touch screen no function)

Problem Found Code: MKP07 (Main Keypad – Touch screen no function)

REF Designator Code: N/A

Repair Code: RPR06 (Phone feature (Function) setting)

Asia Codes:

Fault Code: 08 (No Keypad op.)

Repair Code: 03 (Re-Program/Re-Align.)