



iDEN[®] Subscriber Bulletin

iSB: 07-119

APC: 364

Date: July 27, 2007

Expiration: XX

Memo To: MICC Operators and their Authorized Representatives

Applies To: All US Markets and International (Non-US) Markets

From: iDEN Subscriber Group

Subject: iDEN i880_i885 R6E.00.04 Upgrade Utility

Kits affected: i880 and i885

Purpose:

The purpose of this bulletin is to inform all service locations of a new upgrade utility that is now available on the Motorola support website. This utility is called **iDEN i880_i885 R6E.00.04 Upgrade Utility** and will upgrade the software version to R6E.00.04 on i880 and i885 handsets only.

Resolved in this Release:

➤ **Audio Player**

- ❖ While playing a song and the customer delete another song then goes back to the song being played, the audio player may display the wrong song's title.
- ❖ While playing a song and the customer delete several songs, when the customer goes back to the song being played, the audio player may intermittently display a dim audio player screen with no song title.

➤ **Media File Not Recognized**

While playing a song and the customer delete several songs, when the customer goes back to the song being played and skip forward/backward, the audio player may intermittently display a dim audio player screen with no song title and displayed "**Media File Not Recognized.**"

➤ **Resets while downloading Digital Items**

File lengths that are larger than 32 characters will automatically be truncated.

➤ **3rd Call does not Correctly Rejected in Radio Communication Services (RCS)**

In rare instances, when a customer initiates an outbound call then receives and accepts a second inbound call and while putting the original call on hold the customer receives a third call. The third call fails and does not forward to voicemail.

Downloading Utility from the iDEN Customer Support website:

To download the Upgrade Utility, go to the iDEN Customer Support website at:

http://idenphones.motorola.com/iden/support/software/html/firmware_utility.html

Next, click on the i880 Firmware Update Utility link to save the utility to your computer. Once you have saved the utility to your computer, simply open the application to install.

iDEN Subscriber Group

8000 W. Sunrise Blvd. Plantation, FL. 33322

1-800-453-0920

954-723-4910

www.motorola.com/iden/support



Hints and Tips for Upgrading Handsets:

- Ensure the phone has a fully charged battery.
- Ensure the data cable is securely connected before attempting to upgrade a phone.
- Do not power-cycle the phone during upgrade process.
- If a handset becomes corrupt while using this utility, use the “Recover” option to recover the phone.

The “Recover” option may also fix a phone that does not power up or displays an error message upon power up. The steps to use the “Recover” option are as follows:

1. Make sure the “Recovery” option box is checked.
2. Disconnect the phone from the cable.
3. Remove the battery from the phone.
4. Place the battery back on the phone.
5. Press and hold the two soft keys (located to the left and right of the “Up Navigation” keys) simultaneously while powering on the phone.
6. Your phone should display “FLASHStrap...” If not, repeat steps 2 to 5.
7. Connect your phone to the computer and continue.

Note: The “Recovery” option will only work on the computer that was used to perform the upgrade.

If you have any questions regarding information in this bulletin, please contact iDEN Customer Services at 1-800-453-0920 or 954-723-4910. Call Center hours of operation are Monday through Friday from 8:00 a.m. to 8:00 p.m. EST.

Information in this bulletin is subject to change without prior notice.

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