

INSPECTION

1. PROGRAMMING CHECK – BY PROBLEMS

2. Related to NOT BEING ABLE TO PLACE OR RECEIVE CALL

- (a) Check E.S.N. given to system provider (place portable in test mode: press # 38 # and use "*" to scroll). This ESN also can be seen on the back of the portable when the battery is removed.
- (b) Phone must be programmed in portable mode. If the phone is programmed in mobile mode, the phone will not be able to place calls.
- (c) Check NAM programming in portable mode. Check programming parameters as provided by programming guide and system provider(s). Check for proper two phone number programming if applicable. Note that the NAM programming in mobile mode is only used as a method to program the lock and security codes in mobile mode.
- (d) Check Selectable System Scan for improper setting. Setting to SCAN A, SCAN B, Home, or ROAM can cause "No Service" or "ROAM" conditions. Remember portable and mobile modes each have separate Selectable System Scans.
- (e) Check service level, and call restrictions. (Set to service level 4 for full use)

<u>Service level</u>	<u>Command Module</u>	<u>Voice Recognition</u>
1	only locations 1, 2, 3 function	access denied
2	fully functional	fully functional
3	disabled	access denied
4	fully functional	fully functional
5	only allows use with numbers 7 digits or less	only allows use with numbers 7 digits or less
6	fully functional	fully functional

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- (f) If 2 phone number operations have been programmed (Step 10, 2nd phone number. bit 1 = on, 0 = off), ensure that currently active number is correct and registered for service (Rcl # to check).

3. Related to NOT BEING ABLE TO UNLOCK PHONE

- (a) The phone in portable and mobile modes has separate unlock and security codes. They are not downloaded upon power-up. Check unlock codes in both portable and mobile modes. Attempt to unlock phone with unlock code corresponding to its mode.

4. Related to FEATURES NOT BEING ACCESSIBLE

- (a) The security code is needed to access some features. Confirm security codes in both portable and mobile modes, and attempt feature access with correct code.

CELLULAR SYSTEM PERFORMANCE INFORMATION

Most complaints relating to the performance of the cellular telephone are not due to a malfunction of the Lexus Telephone System or the Cellular Network itself. It is more likely that the cause lies in the characteristics inherent to wireless communications.

Radio signals both transmitted and received by the cellular telephone work best when there is an unobstructed path between the vehicle's antenna and the network's "base site" antennas.

Because of the reflecting characteristics of the cellular phone radio signal, directed and reflected signals may reach the antenna at the same time. ("multipath"). They cancel each other out creating small "islands" where audio "nulls" occur. As the car moves through these spots, the caller will hear a momentary flutter. This same characteristics cause "ghost" images in television when an airplane flies over.

Multipath can also cause a "cross-talk" phenomenon, where the driver may temporarily hear another cellular conversation.

Other common symptoms which may occur in a cellular conversation are:

Symptom**Cause**

Static

Lack of coverage or "Multi-path" condition.

Crosstalk
(co-channel or adjacent channel
interference or receiver
intermodulation.)

The cellular telephone has captured a "voice channel" from another base site due to weak coverage or multi-path condition.
This is a landline or system coverage problem.

Dropped calls

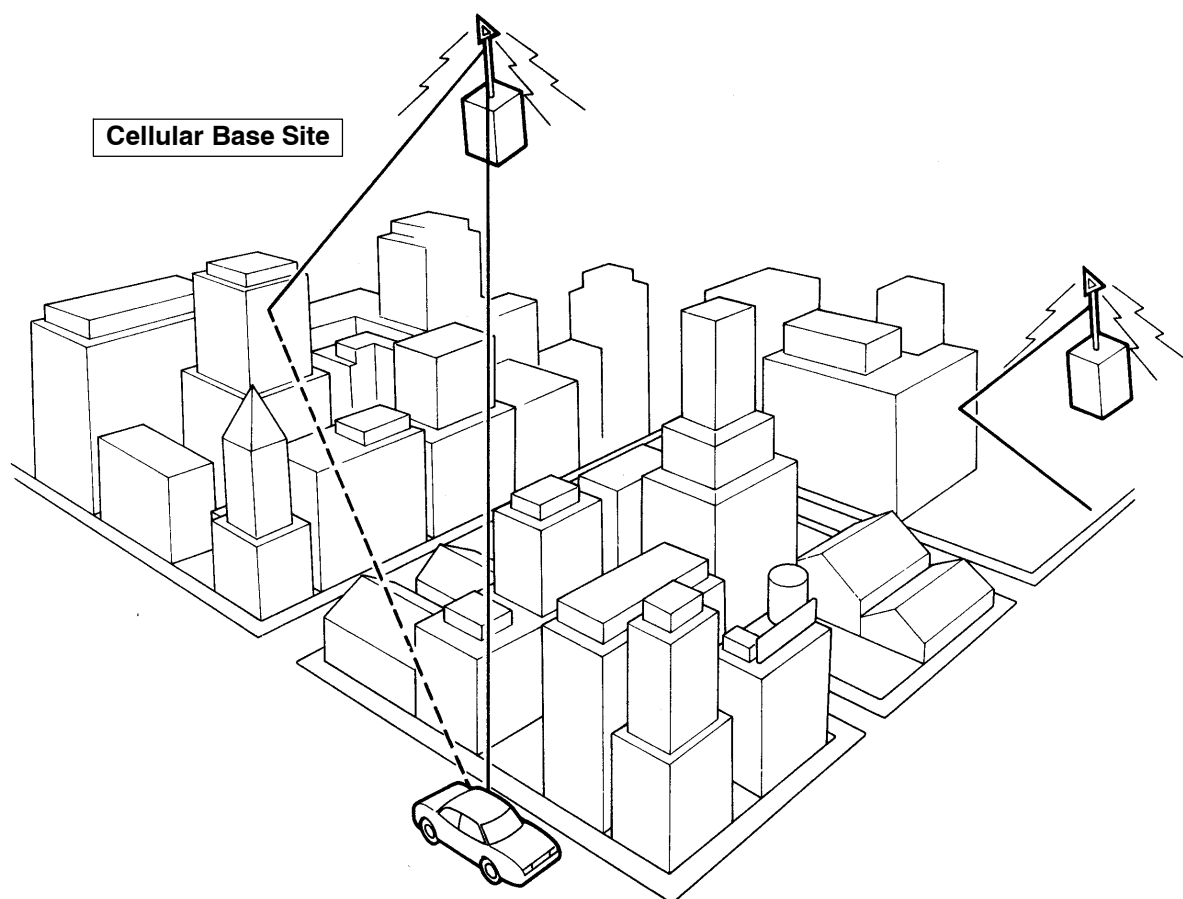
Weak coverage area, multi-path condition, or "system" drop.

Clicks/occasional chopped word.

System handoff another base site.

Increased/ decreased volume at
either landline or vehicle Echo or
feedback.

The current "Voice channel" that the system has assigned to the cellular telephone has a higher or lower gain, or more or less "sidetone" compared to a previous channel.



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5. ADDITIONAL SYSTEM COVERAGE TIPS

- (a) Each cellular system provides unique geographical coverage patterns which have weak signal areas within its boundaries due to topography, man-made structures, etc. Thus, sometimes switching a customer over to the other cellular system provider can make sense in providing better coverage for a customer's particular phone use area.
- (b) Enlist the customer's help in providing cellular system coverage troubleshooting information. Use of the signal strength meter can help provide the information regarding strength of the system coverage where problematic conditions occur.

6. SPECIFIC PORTABLE COVERAGE TIPS

The portable is more likely to be affected by the strength of the cellular system coverage since it can be carried into more problematic locations (i.e. buildings) and since its output power is lower than the mobile. The antenna is designed for optional performance with the antenna extended. The customer should extend the antenna especially if the following occurs:

- (1) Signal strength meter shows low signal strength.
- (2) NS (no service) lights flashes or lights steadily.
- (3) Weak signal alert is indicated. (series of beeps, "call" appears in display)