



Re: Babyboom problem : on/off bouncing

Winter Fang to: Chris Owens, Randy Buswell, Diane Lee, Ena Bi

10/20/2009 03:14 AM

Cc: Chris Owens, Jean-Claude Etter, Jim VanPatten, Matt Cuson, Rabbit Zhou, Sevy Gao, Walt Sun, Justin Zhang, Stanley Chen

Hi Chris,

We did some test with ORT samples, we were able to duplicate the problem, kind of pervasion situation but the repeat rate is low (unlike JC's unit with high repeat rate), please see below data.

There must be something wrong with HW or FW, but since this is not a "always pass" or "always fail" situation, manufacturing is unable to develop an effective screening method. **I was thinking to raise a stop build immediately** but would like to get you comment first.

Meanwhile, I had requested manufacturing engineering team to investigate the following with BU engineering team:

- 1.the contact resistance while pressing
- 2.the FW design of mode switching (working mode <-> screen saver mode)



Squeezebox on-off.wmv (video from JC)

SNo. (with production FW)	Test result at different interval of pressing		
	1 s	3 s	5 s
1	0/10 fail	0/10 fail	1/10 fail
2	0/10 fail	1/10 fail	0/10 fail
3	0/10 fail	0/10 fail	0/10 fail
4	1/10 fail	0/10 fail	1/10 fail
5	0/10 fail	0/10 fail	0/10 fail
6	1/10 fail	0/10 fail	0/10 fail
7	0/10 fail	1/10 fail	0/10 fail
8	0/10 fail	0/10 fail	0/10 fail
9	1/10 fail	1/10 fail	0/10 fail
10	0/10 fail	0/10 fail	0/10 fail

SNo. (with end-user FW)	Test result at different interval of pressing		
	1 s	3 s	5 s
1	0/10 fail	0/10 fail	0/10 fail
2	0/10 fail	1/10 fail	0/10 fail
3	0/10 fail	0/10 fail	0/10 fail
4	1/10 fail	0/10 fail	0/10 fail
5	0/10 fail	0/10 fail	0/10 fail

Regards,
 Winter Fang
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 Winter Fang/TW/AP/LOGITECH



Winter Fang/TW/AP/LOGITECH

2009/10/14 03:10

To Jean-Claude Etter/CH/EU/LOGITECH
cc Chris Owens/CA/US/LOGITECH@LOGITECH, Jim VanPatten/CA/US/LOGITECH@LOGITECH, Matt Cuson/CA/US/LOGITECH@LOGITECH, Sevy Gao/CN/AP/LOGITECH@LOGITECH, Rabbit Zhou/CN/AP/LOGITECH@LOGITECH
Subject Re: Babyboom problem: on/off bouncing

Hi JC,

Thank you very much for the video, that is very much helpful before we get the unit back. As a short-term action, we had requested FQC/OOB and ORT to add 10 times of power on/off to see if this is, at certain trickling rates or highly pervasion situation . We will provide next update in next Monday since our production of babyboom had just been postponed to this Sat. Meanwhile, MEC team will check with BU FW team for the condition of triggering the on/off at each FW mode (production FW and application FW) to understand if any difference, currently all our manufacturing QA/QC check this item by using production FW .

Regards,
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Jean-Claude Etter/CH/EU/LOGITECH



Jean-Claude Etter/CH/EU/LOGITECH

2009/10/14 02:14

To Chris Owens/CA/US/LOGITECH@LOGITECH
cc Jim VanPatten/CA/US/LOGITECH@LOGITECH, Matt Cuson/CA/US/LOGITECH@LOGITECH, Winter Fang/TW/AP/LOGITECH@LOGITECH
Subject Re: Babyboom problem: on/off bouncing

Perhaps, but if it did happen and slipped straight through our MP mfg test coverage, there is no reason why it would not happen again, whether at small trickling rates or on an epidemic basis . We have to be realistic.

Chris Owens	Hi Jean-Claude, We've had a couple hundred units i...	10/13/2009 09:05:52
From:	Chris Owens/CA/US/LOGITECH	
To:	Jean-Claude Etter/CH/EU/LOGITECH@LOGITECH	
Cc:	Jim VanPatten/CA/US/LOGITECH@LOGITECH, Matt Cuson/CA/US/LOGITECH@LOGITECH, Winter Fang/TW/AP/LOGITECH@LOGITECH	
Date:	10/13/2009 09:05	
Subject:	Re: Babyboom problem: on/off bouncing	

Hi Jean-Claude,

We've had a couple hundred units in the hands of testers and developers now for several months and none of them have reported this problem. I will certainly alert support and engineering to be on the

lookout for this issue.

Best regards,

--

Christopher Owens
QA Manager
Slim Devices,
a Logitech company
chris_owens@logitech.com
650-210-9400 x5717

Jean-Claude Etter/CH/EU/LOGITECH



Jean-Claude Etter/CH/EU/LOGITECH

To Winter Fang/TW/AP/LOGITECH@LOGITECH

cc Chris Owens/CA/US/LOGITECH@LOGITECH, Jim
VanPatten/CA/US/LOGITECH@LOGITECH, Matt
Cuson/CA/US/LOGITECH@LOGITECH

Subject Re: Babyboom problem: on/off bouncing 📎

10/13/2009 06:23 AM

Hi Winter,

I asked my wife to take a video of the problem, as you can see it is pretty obvious ...

You can't hear the tunk-tunk audio feedback, but you see the screen flicker when the unit turns on & off.

I don't know whether it is a design or mfg issue, but I think you should consider a stopship until you find out.

Rgrds, JC

[attachment "Squeezebox on-off.wmv" deleted by Chris Owens/CA/US/LOGITECH]

Jean-Claude Etter Hi Winter, Yes, I can arrange to send you my unit, b...
Winter Fang

10/11/2009 20:10:19

----- Original Message -----

From: Winter Fang

Sent: 10/12/2009 10:31 AM ZE8

To: Jean-Claude Etter

Cc: Chris Owens; Jim VanPatten; Matt Cuson

Subject: Re: Babyboom problem: on/off bouncing

Hi JC,

Currently I have one MP sample on-hand, I did try by myself to power on/off repeatedly at different interval, but I was unable to duplicate the problem you described. Our next ORT will be conducted in this Wed., I am arranging more samples to see the result.

Can you send me the unit you have so that we can understand if that is the problem with that unit? I will arrange a replacement unit back to you.

Regards,

Winter Fang

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Jean-Claude Etter/CH/EU/LOGITECH



Jean-Claude Etter/CH/EU/LOGITECH

To Chris Owens/CA/US/LOGITECH@LOGITECH, Winter Fang/TW/AP/LOGITECH@LOGITECH

cc Matt Cuson/CA/US/LOGITECH@LOGITECH, Jim VanPatten/CA/US/LOGITECH@LOGITECH

Subject Babyboom problem: on/off bouncing

2009/10/10 01:34

Hi Chris,

I finally received the Babyboom I had ordered, very happy with it except that it definitely has a problem with the on/off button.

Sometimes it bounces: I hear two tonk-tonk at close to a 1s interval instead of one and the unit stays on.

Sometimes it turns on and off as well. It's repeatable in about one out of five to eight tries.

I don't know whether it is a FW problem with switch debouncing or a HW problem specific to this unit, but I am 100% positive that there is something wrong.

Winter - do you have units in ORT that you can take a look at and determine whether they turn on & off properly all the time? You just need to cycle the unit on and off 10 times by pressing normally on the button to see whether it happens or not.

Thanks, JC

Attachment modification date
10/13/2009 04:42:34 AM

Attachment name
ATTR86AM.wmv