



FIELD SERVICE BULLETIN

2300 Orchard Parkway
San Jose, CA 95131-1017
Customer Assistance Center: 1-408-428-7907

FSB #: 098-40621-43

DATE: June 15, 2009

System: Timewatch Probes

Product Identity: N/A

Product Code: 090-463-xx-0x

CLEI Code: N/A

Technical Support: Worldwide 1-408-428-7907 (1)(1) or USA toll free 1-888-367-7966 (1)(1)
Customer Relations: Worldwide 1-408-428-7907 (2)(1) or USA toll free 1-888-367-7966 (2)(1)

NOTE: Find a copy of this FSB in Support section of our website at <http://www.symmetricom.com>

Issue:

The GPS module fitted within Timewatch provides a 5V DC supply to the active GPS antenna module via the GPS antenna connectors and cable. Care should be taken when connecting and disconnecting the antenna cabling as a short circuit on this connector will irreversibly damage part of the DC supply and render the GPS module inoperative, requiring return and repair of the probe. Similarly any trauma and/or damage to the antenna coax cable could cause a short within the cable, similarly damaging the GPS module. Care should be taken when positioning, routing or moving the GPS coax cable.

Resolution:

The Timewatch Reference probe should not be powered up via its -48 VDC input whilst any work is being done on the antenna cabling system. Also, extreme care should be taken with both connection/disconnection of antenna connectors as well as cable routing, handling and terminating.

Technical Support:

Contact Information:

Obtaining Technical Assistance

If you have technical questions, call Symmetricom Global Services (SGS) at 888-367-7966 (toll-free in USA only), 408-428-7907, or +49 700 3288 6435 in Europe, Middle East, or Africa. You can also E-mail your technical questions to support@symmetricom.com or emeasupport@symmetricom.com.