

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

## FIELD SERVICE BULLETIN

---

**FSB #: 098-50620-012****DATE: April 14 2009****System:** Phase Noise Test Set**Product Identity:** 5125A**Product Code:** N/A**Description:** N/A**CLEI Code:** N/A**Technical Support:** Worldwide 1-408-428-7907 (1) (2) or USA toll free 1-888-367-7966 (1) (2)**Customer Relations:** Worldwide 1-408-428-7907 (2) (2) or USA toll free 1-888-367-7966 (2) (2)

---

**NOTE:** Find a copy of this FSB in the Support section on the Symmetricom website:

<http://www.symmetricom.com/support/online-support/ttm-product-support/field-service-bulletins/>

**General Behavior:**

*In rare instances, when operated at an ambient temperature of 43 °C or more, the DDS FPGS in the 5125A may be subjected to temperature in excess of the recommended temperature range. During performance testing at an ambient temperature above 43 °C, Symmetricom observed one 5125A fail. The unit displayed ADC amplitude and phase imbalance errors and would not collect data. The DDS FPGA had failed to function properly, which could have been due to operating above the recommended operating temperature for the device.*

*The design has been changed to remove the EMI cover on the DDS PCBA and install a heat sink on the DDS FPGA. This design change reduces the FPGA operating temperature to provide a 5 °C margin below the maximum recommended operating temperature. This change does not impact the measurement performance or CE compliance of the unit.*

**Recommended Actions:**

*If the 5125A will be used in an environment where the ambient temperature is more than 43 °C, it is recommended that the unit be returned to Symmetricom for upgrade at the customer's earliest convenience. Serial numbers affected are: SP00195, SP00196, SP00200, SP00201, SP00202, SP00203, 151100, and 151103.*

**Contact Information:**

Symmetricom Inc  
3750 Westwind Blvd  
Santa Rosa CA 95403

**E-mail:** [support@symmetricom.com](mailto:support@symmetricom.com)**Toll Free Calls:**

888.367.7966 option 1, then option 2

**Toll Calls:**

408.428.7907 option 1, then option 2

**International Tech Support fax number:**

707.636.1891