

FIELD SERVICE BULLETIN

FSB #: 098-50620-021

DATE: July 29, 2009

System: XLi Time and Frequency System with the Frequency and Time Deviation Monitor (FTM) Option Module

Issue: Potential time deviation measurement error

Product Code:	Description
1510-602	XLi Time and Frequency System with FTM 87-8023
1510-652	XLi Time and Frequency System with FTM 87-8023
87-8023	Frequency and Time Deviation Monitor (FTM)

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:

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

General Behavior:

The Frequency and Time Deviation Monitor (FTM) performs time deviation measurements of line frequency relative to the XLi clock which is typically referenced to GPS. Some FTM modules can experience intermittent time jumps of 8 to 16 milliseconds which impacts the accuracy of the time deviation measurement. Multiple occurrences of the time jump may occur during the measurement period.

Cause: Root cause analysis has identified a noise element within the line frequency input and sampling circuit.

Recommended Actions

Long Term Solution: 87-8023 modules covered under warranty will be replaced at no charge; some fees apply to out of warranty units. Contact technical support to determine warranty status and request a replacement.

Contact Information: E-mail technical support at support@symmetricom.com

Symmetricom Inc
3750 Westwind Blvd
Santa Rosa CA 95403

Toll Free Calls: 888.367.7966 option 1, then option 2

Toll Calls: 408.428.7907 option 1, then option 2

<http://www.symmetricom.com>