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

FIELD SERVICE BULLETIN

FSB #: 098-50620-009

DATE: January 13, 2009

System: XLi IEEE 1588 Grandmaster Clock, User guide

Product Identity:

Product Codes: 997-01510-03

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 the Support section on the Symmetricom website:

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

Behavior:

A typo in the current product manual page 20 requires you to set the IP address to a value which will cause the card to fail.

Recommendation:

Here is the proper IP address # DEFAULT GATEWAY (STATIC) - 010.048.000.001 to use please update your manual accordingly. Symmetricom is in process to update the manual. This change will be reflected in the next revision release of the manual

The Quick Start guide has the correct addresses. Here is the link to the online copy.

http://www.symmetricom.com/media/files/support/ttm/product-manual/XLi-IEEE1588-QS_Quick_Start_Guide.pdf