



2300 Orchard Parkway
San Jose, CA 95131-1017
Tel: (408) 433-0910

FIELD SERVICE BULLETIN

FSB #:098-50620-051

DATE: November 18th, 2011

System: 9611

Product Identity: 9611

Product Code: Description: CLEI Code: N/A

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

Behavior: The 9611 will not boot up after a power cycle when AC input is set to operate at the 200 + voltage range.

Description: This failure mode does not affect a unit this is already operating, it only occurs when the power is cycled off and then on.

Recommended Actions: To recover from the failure, the 9611 must either be cooled down OR operate the unit at 120 VAC.

- **Permanent Solution:** Units operation at 200+ VAC and shipped after January 1st 2011 may be returned to Symmetricom and will be upgraded at no charge. To request an upgrade click link and reference FSB 098-50620-051. [Request Upgrade](#)

Contact Information:

Symmetricom Inc
2300 Orchard Blvd
San Jose CA 95131

Toll Free Calls
888-367-7966 (1) (2)
Toll Calls
408-428-7907 (1) (2)