

PRODUCT DISCONTINUANCE BULLETIN



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Product

Symmetricom TymServe 2100 Network Time Server, also known as the TS2100



Discontinued TymServe 2100 (TS2100)



Replacement SyncServer S250

Overview

Symmetricom is announcing the discontinuance of the TymServe TS2100 Network Time Server. The TS2100 has reached the end of its technology product lifecycle and the manufacturing of this product is being discontinued.

Product Obsolescence Timeline

Milestone	Date
Last Day to Order	September 30 th , 2006
Extended Warranty Contracts (maximum expiration date)	September 30 th , 2010
Repair End Date (Out-of-warranty repairs will not be available for this product beyond this date)	September 30 th , 2010
Customer Support Contracts (non-repair services)	Product support services (telephone technical support, on-site maintenance, training, spares support, etc.) are available from Symmetricom Global Services (SGS) on a contract or case-by-case basis. Customers can contact SGS for service availability and terms.

Affected Models and Replacement Product Summary

Current Model	Current Part #s	Replacement Model	Replacement Part #
TS2100-IRIG	TS2100-IRIG	SyncServer S250i	1520-S250i
TS2100-IRIG/-48	TS2100-IRIG-48VDC	SyncServer S250i	1520-S250i-DC
TS2100-IRIG/Rb	TS2100-IRIG-RUB	SyncServer S250i	1520-S250i-RB
TS2100-GPS	TS2100-GPS	SyncServer S250	1520-S250
TS2100-GPS/-48	TS2100-GPS-48VDC	SyncServer S250	1520-S250-DC
TS2100-GPS/Rb	TS2100-GPS-RUB	SyncServer S250	1520-S250-RB

Support Policy

Repair services and maintenance contracts are expected to be available for 4 years from the product's discontinuance date. In the event of parts or component obsolescence, repairs will be made on a best efforts basis. All other service options (spares support, telephone technical support, on-site maintenance, training, etc.) are available from Symmetricom Global Services (SGS) on a contract or case-by-case basis. Interested customers should contact SGS to check a product's eligibility for services and any applicable terms.

Contact Information

Symmetricom Global Services 1-888-367-7966 (1-888-FOR-SYMM) toll-free in the USA
1-408-428-7907 worldwide

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