



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

## Field Service Bulletin

FSB #: 098-50620-001

DATE: October 30, 2008

---

System: **Phase Noise & Allan Deviation Test Sets**

Product Identity:	Product Code:
5115A	TSC 5115A
5120A	TSC 5120A
5120A-01	TSC 5120A-01

Customer Service/ Technical Support: 1-888-367-7966 (1-888-FOR-SYMM) toll-free in the USA  
1-408-428-7907 worldwide  
Enter Option 1 followed by 2 for product support.  
OR [techsupport.ttm@symmetricom.com](mailto:techsupport.ttm@symmetricom.com)

### Avoiding Memory Corruption in Symmetricom Test Sets

Recently, multiple Phase Noise and Allan Deviation Test Sets have malfunctioned due to their internal flash memory card getting corrupted during product operation. In order to prevent this from occurring, please heed the following precautions:

- 1) After having saved data or settings to the unit wait at least 1 minute to power down the test set.
- 2) Use the front panel power switch to turn off the unit, rather than disconnecting the unit from its AC outlet or via a power strip.

Following the above recommendations will help avoid memory corruption issues in Symmetricom Test Sets. If your test set shows error messages and you believe that it has become corrupted, please contact Symmetricom's technical support at the above phone numbers or e-mail address for further assistance.

Symmetricom's R&D team will continue to evaluate any technical changes that could be made to the test set product line in order to avoid future test set flash memory card corruption issues.

**End of Field Service Bulletin.**