

FIELD SERVICE BULLETIN

FSB# 110825-02

August 25, 2011

Affected Products:

Eventually all CDMA products operating in South Korea. This Field Service Bulletin pertains to these particular products:

Part Number:	Description:
2000-000x-00x	Praecis Ce Time & Frequency Engine
3000-000x-00x	Praecis Ct Network Time Source
3001-000x-00x	Praecis Cf Time & Frequency Standard

Note: "x" is variable.

Problem:

Our CDMA-Synchronized products acquire & decode time from CDMA cellular and PCS frequencies that are used for CDMA cell phones (voice) throughout the world. Different countries use different frequencies and in South Korea the only carrier providing these frequencies is SK Telecom. SK Telecom is now beginning to implement LTE throughout the country and as part of the LTE roll-out, it is shifting the CDMA cellular frequencies. This is happening gradually throughout Korea, starting in Seoul in July 2011.

Symptoms:

Since the LTE roll-out is gradual, depending on where your Praecis is installed, you may or may not see a problem yet. Symptoms are that your Praecis will not be decoding time. If your Praecis has been running for long, it may look like it has the correct time but the red LED will be on (Praecis Cf/Ct) or the ALARM OC output will be high impedance (Praecis Ce). If you turn the power off and on, it will not be able to decode correct time, even after many hours. It will continue to say that the year is 1980.

Required Action:

We recommend that you upgrade your Praecis with new software, even if you do not yet see a problem. This software combines both the old and new CDMA frequencies so that as SK Telecom continues its LTE roll-out through Korea, your Praecis will operate properly anywhere in Korea that it is installed.



2270 Northpoint Parkway, Santa Rosa, CA 95407

Instructions for how to perform the upgrade are in Appendix B of your User Manual:

Praecis Ce: <http://www.endruntechnologies.com/pdf/cmanual.pdf>

Praecis Cf: <http://www.endruntechnologies.com/pdf/cfmanual.pdf>

Praecis Ct: <http://www.endruntechnologies.com/pdf/ctmanual.pdf>

To download the latest software version so that you can upgrade your Praecis go to one of these links:

Praecis Ce: <http://www.endruntechnologies.com/upgradece.htm>

Praecis Cf: <http://www.endruntechnologies.com/upgradecf.htm>

Praecis Ct: <http://www.endruntechnologies.com/upgradect.htm>

After the upgrade is complete make sure your Praecis is set to operate in Korea by typing this command:

channelset

Your Praecis should respond:

NORTH AMERICA + KOREA

If it does not, then type this command:

channelset=K

Now make sure your antenna is connected and wait for the Praecis to acquire and decode time.

Permanent Solution:

These products are older models and are no longer in production. Please upgrade software at your earliest convenience. Corrected software is:

Praecis Ce: 6010-0001-002 v2.21

Praecis Cf: 6010-0001-001 v2.21

Praecis Ct: 6010-0001-000 v2.21

Contact Information:

Feel free to contact us if you have any questions or need help:

EndRun Technologies

2270 Northpoint Parkway

Santa Rosa, CA 95407

1-877-749-3878 (toll-free)

support@endruntechnologies.com