



PRODUCT ADVISORY LETTER (PAL)

PRODUCT ADVISORY LETTER NO.: FT46-00003

DATE: March 10, 2000

AFFECTED PRODUCT(S): FOCUS (shipped between 3-1-99 and 3-1-00)

AFFECTED MODULE(S):

- V4W-u Channel modules (part # 1613C09G01 rev. 3 or 4, that have serial #s between UTV4Wx 9901 xxx to UTV4Wx 9952 xxx)
- V4W-a Channel modules (part # 1613C09G02 rev. 4, that have serial #s between UTV4W2 9901 xxx to UTV4W2 9952 xxx)

Only when used in telecom type applications where E & M signaling is required. (Note: If your module is affected, the top terminal block (P2) on the V4W interface board on the back of the chassis will have external wires going to customer equipment indicating that E & M signaling is being utilized. Otherwise this PAL does not apply.)

SYMPTOM(s): The E & M signaling does not work.

RECOMMENDATION: Pulsar recommends the corrective action listed below be taken for V4W Channel modules shipped and used as described above. Pulsar recommends this change be implemented during the next scheduled outage of the terminal if it is anticipated that E & M signaling will be used for this module in the future.

CORRECTIVE ACTION: Call Pulsar at phone # 800-785-7274 (ext. 211 or customer service) to obtain an RMA number and reference this PAL. The following options are available:

1. Perform a field repair that entails replacing 2 resistors with a lower value resistor. This requires Pulsar modification kit # FT56-00003.
2. Remove the V4W Channel module from your chassis and send it back with the RMA number on the outside of the box. If needed Pulsar can provide an advance replacement module to keep your unit in service.

Both of these options are covered under warranty and are available at no charge.

TECHNICAL DETAILS: Because of die shrinkage changes in the EPLD (electrically programmable logic device) chip by the chip manufacturer, the output voltage levels from the chip have been reduced. This has reduced the drive current through the level shifter, and it is no longer sufficient to operate the E & M signaling relays reliably. By reducing the resistors R6 & R7's value this increases the drive current so that further changes in the EPLD chip can cause no more problems.

Pulsar Technologies appreciates your past support and strives to provide you the best service possible. Please help us by letting us know if future notices should be sent to another individual.

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