

## PRODUCT ADVISORY LETTER (PAL)

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### PRODUCT ADVISORY LETTER NO.: CU46-19005 (UPLC/UPLC-II Transmitter-only mode setting issue)

**DATE:** November 11, 2019

**AFFECTED PRODUCT(S):** All UPLC/UPLC-II Transceivers with version 5.02 or lower (PPC) firmware

**AFFECTED SETTING MODE:** Only affected when set as a Transmitter-only unit (Receiver disabled) and the unused receive (RX) frequency is set the same as the transmit (TX) frequency. For example, when the unit is set as the transmit end of a uni-directional Direct Transfer Trip (DTT) system.

**SYMPTOM(s):** After power cycling, the unit will start rebooting immediately or within a few minutes of having been rebooted.

**RECOMMENDATION:** Ametek recommends that any units in service with Transmit-only settings be checked to verify that the RX frequency is different than the TX frequency. If not, then take the corrective action below.

**NERC CIP CYBER SECURITY NOTICE:** No changes were made in this firmware that affect cyber security.

**CORRECTIVE ACTION:** There is an easy work-around for this issue where you simply set the unused RX frequency to 2 kHz or more from the TX frequency instead of making it the same as the RX frequency. This can be done through the front keypad (SET button) or by logging in with a computer. Call Ametek at phone # 800-785-7274 (customer service) and reference this PAL if you have any questions on how to do this.

**TECHNICAL DETAILS:** Typically, customers do not set the unused RX frequency the same as the TX frequency by either leaving it as the default frequency it had or setting it to some frequency they would never use just so it is obvious it's not in use. This issue only occurs when the TX and RX are set to the same frequency. This issue will be resolved in a future firmware release so that it won't matter or be impossible to be changed to be the same frequency.

AMETEK appreciates your past support and we want to continue 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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