

 Cambium Networks Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Document Number	FSB 9071
	Revision	000v002
FIELD SERVICE BULLETIN PMP 450b Mid-Gain	Application	Global
	Effective Date	06 December 2017
	Expiry Date	N/A

FIELD SERVICE BULLETIN

BULLETIN TYPE		SEVERITY RECOMMENDATION	
X	Warranty Service	X	High – Perform immediately
	Informational		Medium – Perform at next scheduled maintenance
	Customer Specific		Low – Perform when system exhibits symptoms

SUBJECT: PMP450b Field Issues

MODEL / SYSTEM AFFECTED:

Part Number: **C050045C011A – PMP 450b Mid-Gain**
(ESN range 0A003E702A7D thru 0A003E704387)

Symptom	Customers have reported the device does not perform at expected power levels at longer distances, and the device shows lower power levels than the PMP450 SM with a CLIP.
Current Status of Investigation	<p>Analysis of this issue found that the performance issues are being caused by incorrect factory calibration errors, complicated by a component issue. These issues are now understood and will be resolved in software release R15.1.2.1.</p> <p>It was also discovered that a flaw in the factory assembly process may have introduced a static event that damaged the RF switch device on the PCB which will result in loss of signal along one polarity. Significant sampling and test data has shown that this occurred on <2% of the devices in the ESN range listed above. This issue has been eliminated from production, and newly shipped units will not have this issue.</p>



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Recommendation/Resolution	<p>Customers experiencing any performance-related issues should upgrade the radio to R15.1.2.1 or later.</p> <p>If upgrading the radio does <i>not</i> resolve the issue, please open a Cambium support ticket to assist with diagnosing the problem, and if needed an RMA will be issued to replace the faulty unit.</p> <p>A ticket can be opened with Cambium support by accessing the following URL: https://support.cambiumnetworks.com</p>
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