

**Subject:** Tech Note

**Update Tech Note on RXT-1000 base chassis**

*Last Updated Dec 12, 2011*



Recently we have been alerted that customers have experienced or noticed “hanging/freezing “of the base chassis (RXT-1000), leaving it in a suspended state where the Sunrise Logo remains displayed on the screen. We have identified that a certain type/brand of micro SD card can instigate the symptom and result in improper system functionality.

As a confirmed resolution to this issue, Sunrise Telecom has qualified the San Disk micro brand SD card as the standard for the RXT platform. Effective as of September 19, 2011 Sunrise has purged the inventory of the identified faulty micro SD cards. Units shipped prior to September 19, 2011 may have either shipped with the faulty micro SD or the San Disk micro SD card as they were both previously approved for use.

If the customer encounters the above stated symptoms, please contact technical support to log the appropriate case as well as further diagnose the reported issue. The replacement of the Micro SD card for a San Disk micro SD card can be done in the field, however Support or Manufacturing (SRS/SRT) will need to generate the proper Linux files on the Micro SD card and send it to the customer.

Should you have any questions or concerns, please contact Customer Services.

#### Customer Service Contact Information

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