



## American Time Product Notification

**Product:** American Time SiteSync IQ System Controller

**Issue:** GPS Sync Option – Inaccurate/Incorrect Date and Time using Garmin GPS Model 18X PC/LVC

**Date:** 7/1/20

### OVERVIEW

A recent software bug was identified by the GPS manufacturer, Garmin, which may cause their GPS Model: 18X PC/LVC (GPS units manufactured before October 2019) to provide inaccurate internal rollover date information when connected to an American Time SiteSync IQ System Controller. A GPS unit that provides inaccurate information to the SiteSync IQ System Controller, will cause the System Controller to display incorrect date and time information. Garmin provides more information related to this software issue on their [website](#).

To help our customers identify and/or confirm this issue, we've provided the following information as it relates to the operation of an American Time SiteSync IQ System Controller connected to a Garmin GPS unit (Model: 18X PC/LVC). Please note - American Time does not provide customer service or support for Garmin products.

### IDENTIFY THE SYMPTOMS OF THIS ISSUE

All or some of the symptoms below may be present depending on the SiteSync IQ System Controller configuration.

- Incorrect Time/Date displayed on the System Controller screen.
- Time off – The clocks in the facility will be off time as the System Controller is sending the incorrect information to the clocks.
- Bells ringing at incorrect times – The bells or signaling circuits are operating on the wrong days. Because of the inaccurate date, the System Controller may display the wrong day and cause incorrect bell ringing times.

### CONFIRM THE ISSUE

To confirm the issue is caused by the GPS model 18X PC/LVC, follow these steps:

1. Disconnect the GPS cable from the System Controller
2. Manually set the date and time
3. Disable Quiet mode (if applicable)
4. Reset a clock and ensure it matches the System Controller display
5. Connect the GPS cable to the System Controller
6. Press "9" then "2" to force a sync from the GPS

If the date and time change on the System Controller to the incorrect time, the GPS unit is no longer providing accurate date and time information.

### SOLUTIONS TO RESOLVE THE ISSUE

#### Short Term Solution

- Disconnect the GPS cable from the System Controller and manually set the time using the System Controller. The System Controller will run on its internal time until a permanent solution is determined.

## Long Term Solutions

- **New GPS option:** Replace the older Garmin GPS model by purchasing a newer GPS model from American Time. Use the existing GPS sync cable to connect the new GPS to the System Controller.
- **Ethernet option:** Use an Ethernet cable to connect the SiteSync IQ System Controller to your Local Area Network (LAN) to sync date and time. This option gives you access to remote clock management functionality included with our Remote Connect online software. Features include scheduling all functions of the System Controller, managing and reviewing bell and circuit programs, and updating system controllers in multiple locations.

If you have any questions about the information above, please contact American Time at 800-328-8996.