



MICROCHIP Frequency and Timing Systems Support Services User Guide

[Home](#) » [MICROCHIP](#) » MICROCHIP Frequency and Timing Systems Support Services User Guide 

MICROCHIP Frequency and Timing Systems Support Services



Contents

- [1 Services and Support Offerings Available Through Your my Microchip Account](#)
- [2 Some Examples of Supported FTS Products](#)
- [3 Getting Started](#)
- [4 Instructions](#)
 - [4.1 How to Access and Use FTS Resources](#)
- [5 Customers Support](#)
- [6 Documents / Resources](#)
 - [6.1 References](#)
- [7 Related Posts](#)

Services and Support Offerings Available Through Your my Microchip Account

- Returning a product for repair (RMAs)
- Requesting hardware maintenance services or spare equipment
- Submitting and tracking technical support cases
- Accessing software downloads and licenses
- Accessing technical documentation
- Viewing warranty information

Some Examples of Supported FTS Products

Use the FTS Technical Resources portal for assistance with these products:

Hardware

- 6300 series
- 5071 cesium clock
- Blue Sky™ GNSS firewall
- Precise Time Scale System
- Sync Server® time servers
- Sync Server time and frequency instruments
- Sync System 4380A
- Time Provider® PTP grandmaster clocks

Software

- Clock studio™ software
- Domain Time II and Timing Audit Server
- Time Scale Orchestrator
- Time Craft web GUI
- Time Monitor software
- TimePictra® software

Getting Started

New Users

- **Step 1:** Follow the instructions on page 3 to create a my Microchip account
- **Step 2:** Follow the instructions on page 4 to request access to the FTS Resources portal
- **Step 3:** Go to page 6 to read about how to access and review FTS Resources on my Microchip

Users With a my Microchip Account

If you already have a my Microchip account, you have two possible options:

- Adding access to FTS Resources
- If you haven't done so yet, log into my Microchip and follow the instructions on page 4 to request access to the FTS Resources portal
- Finding FTS Resources
- If you have approved access to FTS Resources, log into my Microchip and follow the instructions on page 6 to locate the FTS Resources portal

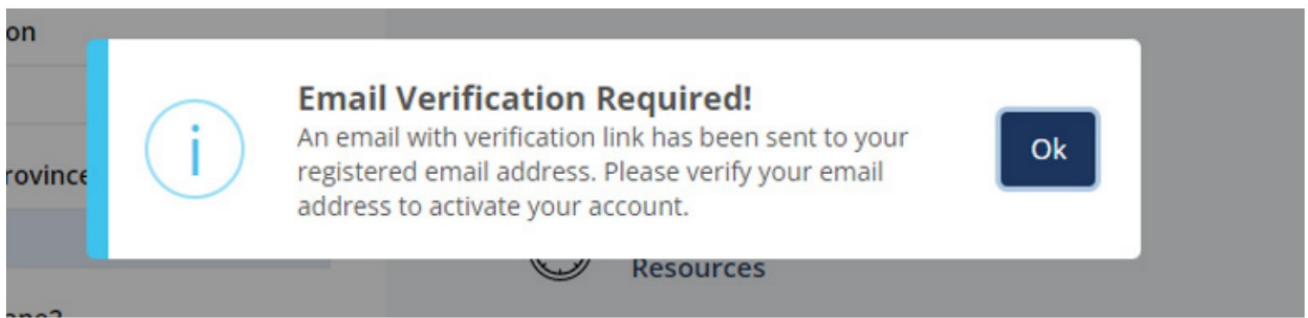
Instructions

How to Create a my Microchip Account

- **Step 1:** Go to the my Microchip new account registration page.
- **Step 2:** Complete the information under “Create Your Account” and make sure you provide the requested information in all the required fields.

The screenshot displays the myMicrochip registration interface. On the left, the 'Create Your Account' form is shown with the Microchip logo at the top. The form includes fields for First Name, Last Name, Email Address, Password, and Re-type Password, each with a red asterisk indicating it is required. Below these are fields for Company Name, Job Function, Country (a dropdown menu), State or Province (a dropdown menu), Address Lane1, Address Lane2, City, and Postal/Zip Code. A checkbox for 'Future offers or information about Microchip's products or services' is at the bottom. A blue button labeled 'Save my profile and Continue' is at the bottom right of the form, with a red arrow pointing to it. On the right, the 'Why Register for myMicrochip?' section lists benefits: Technical Support, Samples, Access to microchipDirect, Product Change Notifications, Favorite Products & Documents, New Product Updates, Easy Registration for Tools & Softwares, and Frequency and Time System Resources. A blue button labeled 'Get Design Support' is at the bottom of this section.

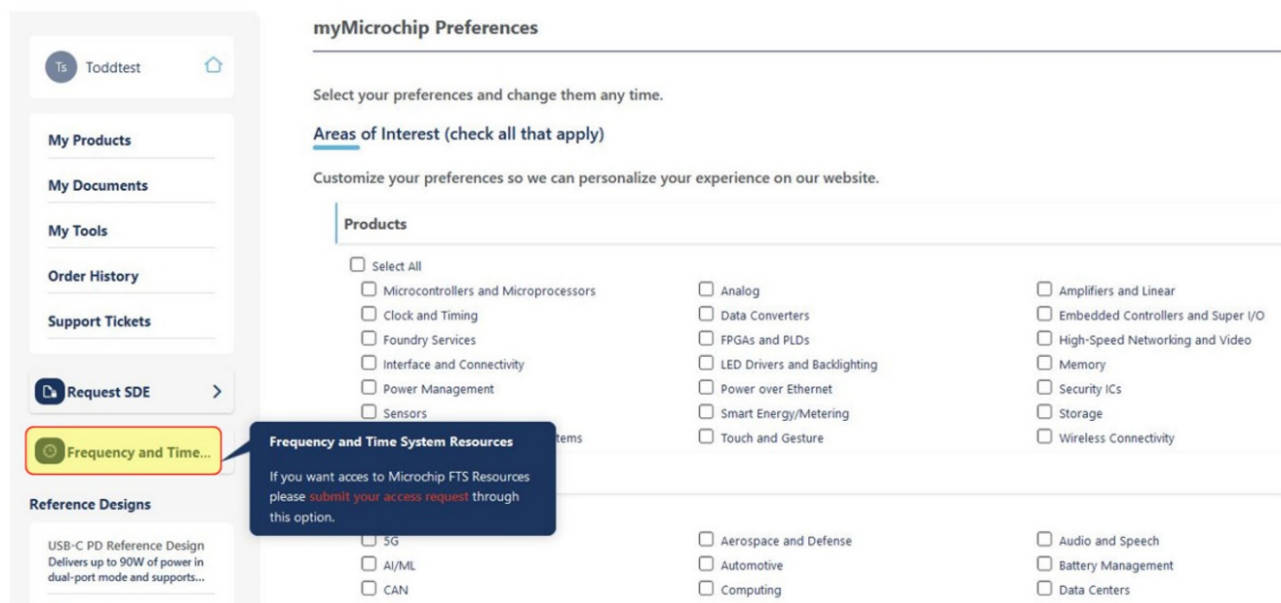
- **Step 3:** Click on “Save My Profile and Continue.” This will trigger a confirmation email that will be sent to the email address you entered in your registration form.



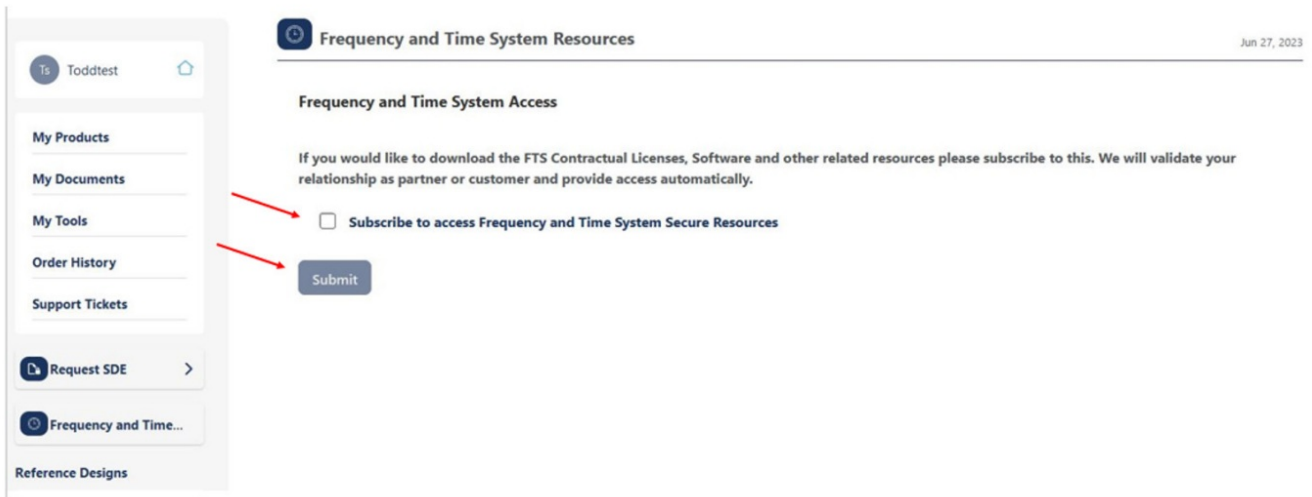
- **Step 4:** Check your email inbox for the confirmation email and click on the link provided in the email to verify your email address and to activate your account.
- **Step 5:** After you get the message that your account has been verified, you can log into your my Microchip account.

How to Submit a Request to Access FTS Resources

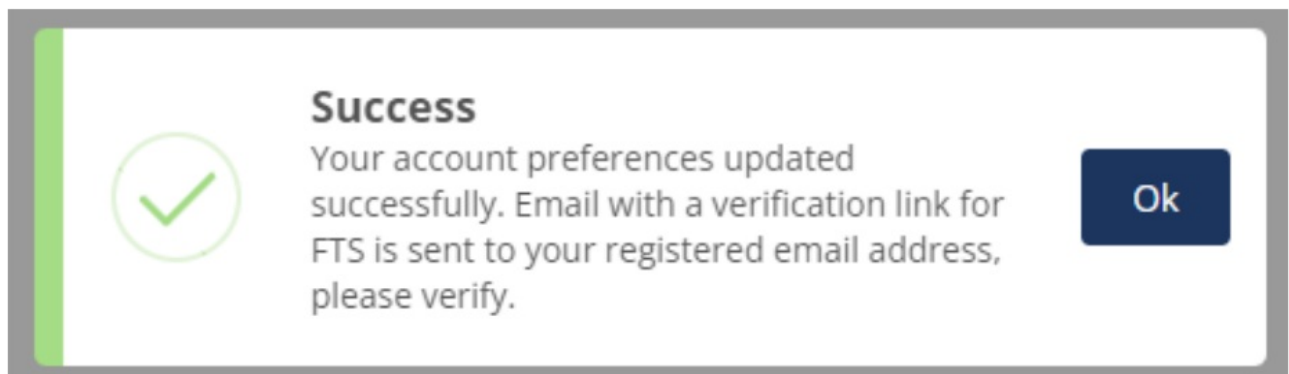
- **Step 1:** Log into your myMicrochip account, and you will be taken to the “myMicrochip Preferences” page.
- **Step 2:** Look for the “Frequency and Time...” submenu in the Toolbar on the left side of the page and hover over it to open the pop-up message.



- **Step 3:** Click on the “submit your access request” link, which will take you to the Request Access page.
- **Step 4:** Click on the “Subscribe to access Frequency and Time Systems Resources” checkbox and then click on the “Submit” button.



- **Step 5:** Click “OK” in the “Success” pop-up message that will appear.



Approval Process

Your request will be reviewed, and you will only be granted access if it is approved. Although most requests are approved quickly, the process may take up to 48 hours. Look for these emails:

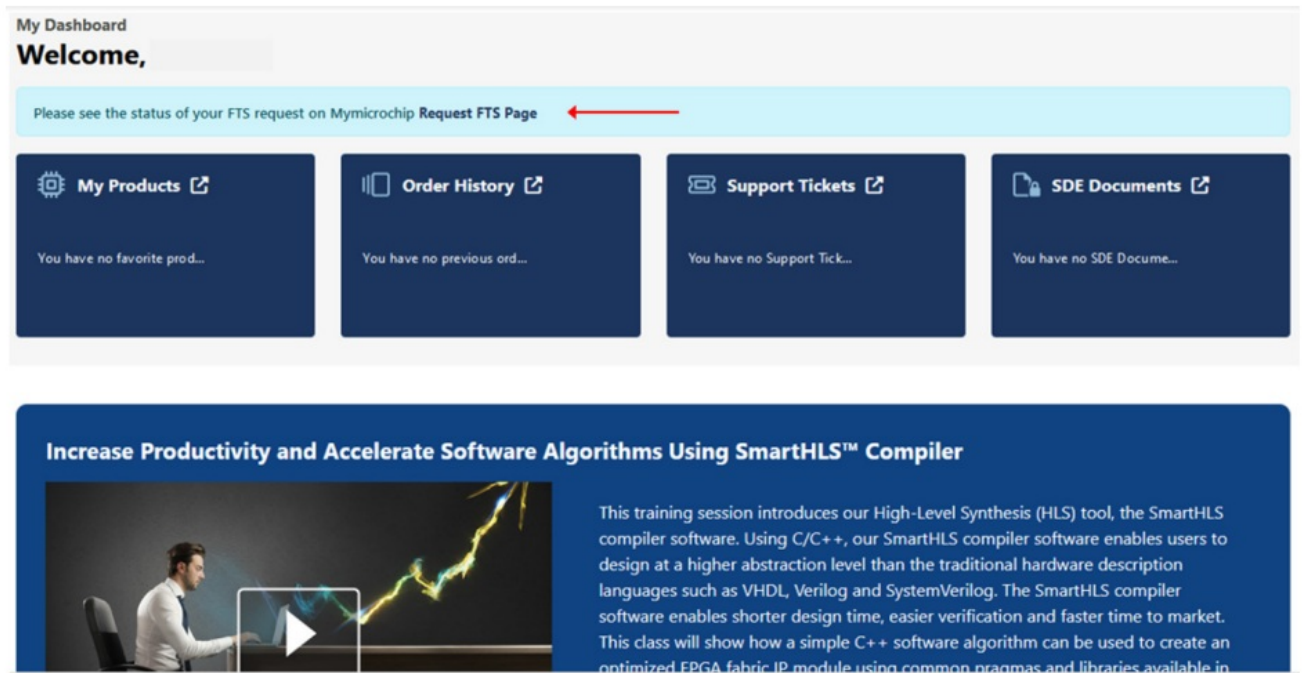
- “Frequency and Time Systems Resources Access Confirmation” email – click on the link in the email to confirm your request.



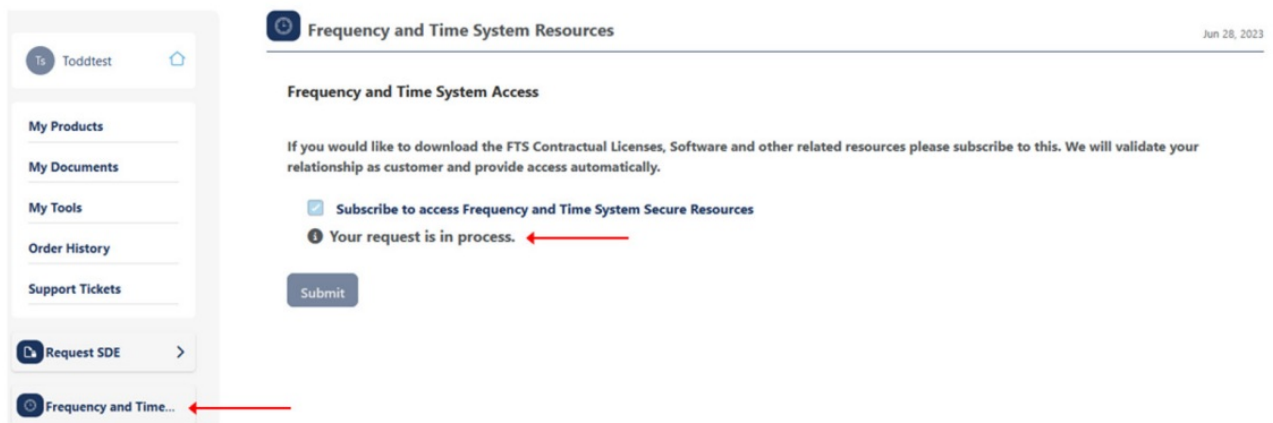
- A follow-up email with a status update to confirm that your request has been approved or to provide an explanation if it is denied.

If you want to review your verification status, you can find it in two different locations:

- On the home screen of the my Microchip dashboard (shown below)



- On the Frequency and Time System Access page (shown below)

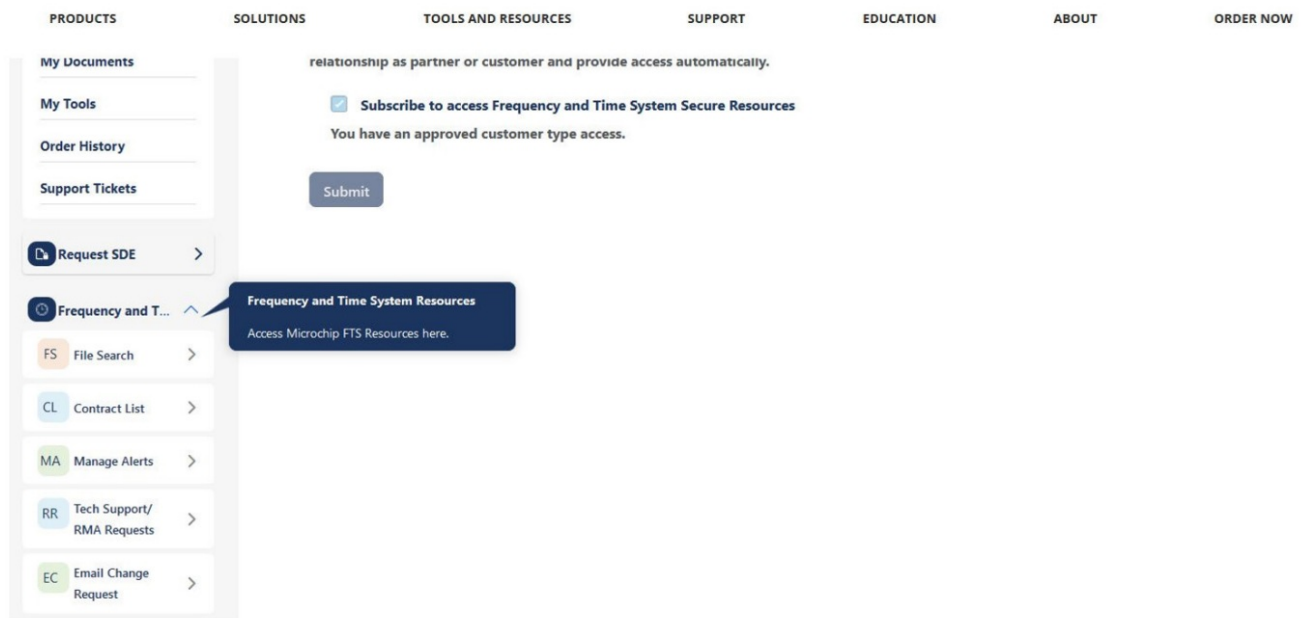


If your request is approved, you can log into your my Microchip account, and you will see the “Frequency and Time...” sub menu has been updated to provide you with these options:

- File Search
- FTS Contract List
- Manage Alerts
- Tech Support/RMA Requests
- Email Change Request

How to Access and Use FTS Resources

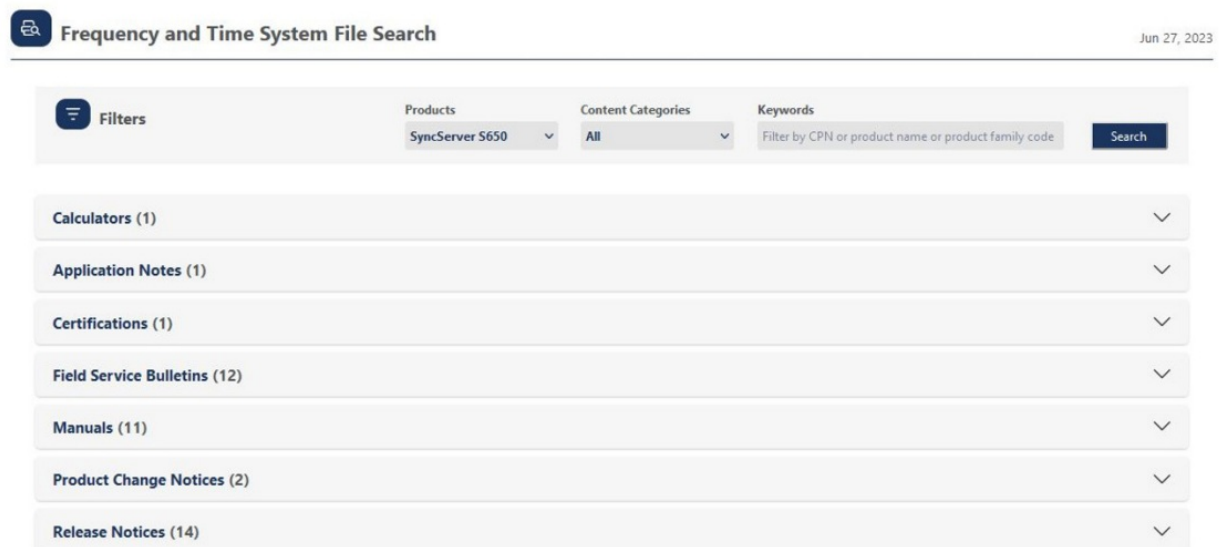
Log into your my Microchip account and you will see the following features and options in the “Frequency and Time...” submenu in the toolbar on the my Microchip Preferences page when you click on the dropdown arrow:



File Search

Use the File Search to access to manuals, SRNs, FSBs and other documents.

- Search and filter content by products, content categories or keywords
- These categories can be used independently to implement a search
- Examples:
 - Select “Sync Server 650” under “Product” and click “Search” to find all content related to the Sync Server 650



- You can also combine categories to filter your search results.
 - Example:
 - Select “Sync Server S600” under “Product” and “Manuals” under “Content Categories” to show only the manuals for the Sync Server® S600 device.

Filters			
Products		Content Categories	Keywords
SyncServer 5600		Manuals	Filter by CPN or product name or product family code
Search			

Manuals (11)			
TITLE	DESCRIPTION	VERSION	ISSUE DATE
DS00003865E - [14.19 MB]	User's Guide for release 5.1.2.	E	Feb 28, 2023
DS-00003865C - [14523 KB]	User's Guide for release 5.0.4.	C	May 23, 2022
DS-00003865B - [14135 KB]	User's Guide for release 4.1.3.	B	May 27, 2021
DS-00003865A - [12153 KB]	User's Guide	A	Feb 25, 2021
098-00720-000 - [11664 KB]	User's Guide	E	Apr 23, 2019
098-00720-000 - [8977 KB]	User's Guide	D1	Feb 26, 2018
098-00720-000 - [8606 KB]	User's Guide	D	Dec 15, 2017
098-00720-000 - [6787 KB]	User's Guide	C	Mar 01, 2017

Contract List

Use the Contract List option to view information on your support contracts.

Frequency and Time System Contract List

Jun 28, 202

Contract List


Filters						
Search						Filter by ID/Company

CONTRACT ID	PURCHASING COMPANY	START DATE	END DATE	END CUSTOMER NAME	STATUS	LOCATION
10000000R01	John Doe Company 1	Dec 05, 2022	Dec 04, 2025	Jane Doe Company 1	Active	United States
10000002R01	John Doe Company 2	Jul 10, 2018	Jul 09, 2023	Jane Doe Company 1	Active	United States
10000030R01	John Doe Company 3	Feb 19, 2021	Feb 18, 2023	Jane Doe Company 1	Expired	United States
10000040R01	John Doe Company 4	Nov 14, 2019	Nov 13, 2023	Jane Doe Company 1	Active	United States
10005000R01	John Doe Company 5	Nov 13, 2019	Nov 12, 2023	Jane Doe Company 1	Active	United States
10006000R01	John Doe Company 6	Apr 11, 2022	Apr 10, 2026	Jane Doe Company 1	Active	United States

rows per page: 15 1-6 of 6

- Click on a contract ID number to view a list of the serial numbers of the devices covered under each contract.

Contract List

 Filters

Search

Filter by ID/Company


CONTRACT ID ▲	PURCHASING COMPANY ▲	START DATE ▲	END DATE ▲	END CUSTOMER NAME	STATUS	LOCATION
1000000R01	John Doe Company 1	Dec 05, 2022	Dec 04, 2025	Jane Doe Company 1	Active	United States
1000002R01	John Doe Company 2	Jul 10, 2018	Jul 09, 2023	Jane Doe Company 1	Active	United States
1000003R01	John Doe Company 3	Feb 19, 2021	Feb 18, 2023	Jane Doe Company 1	Expired	United States
1000004R01	John Doe Company 4	Nov 14, 2019	Nov 13, 2023	Jane Doe Company 1	Active	United States
1000500R01	John Doe Company 5	Nov 13, 2019	Nov 12, 2023	Jane Doe Company 1	Active	United States
1000600R01	John Doe Company 6	Apr 11, 2022	Apr 10, 2026	Jane Doe Company 1	Active	United States

rows per page: 151-6 of 6<1>

Frequency and Time System Contract List

Contract List Detail

Back To Contract List

 Filters

Search

Filter by Asset/PartNumber

ASSET NAME ▲	COVERED PART NUMBER ▲	PRODUCT DESCRIPTION	COVERAGE DESCRIPTION	START DATE ▲	END DATE ▲	STATUS
SCA1234511	090-15200-604	SYNCSEVER S600+DU...	SYNCSEVER S600 3-YR...	Dec 05, 2022	Dec 04, 2025	Active
SCA1234512	090-15200-604	SYNCSEVER S600+DU...	RAPID REPLACEMENT	Dec 05, 2022	Dec 04, 2025	Active

<rows per page: 151-2 of 2<1>

Manage Alerts

Use Manage Alerts to subscribe to notifications when new content is released on specific products.

- Add or remove products from your alerts list.
- You will receive notifications at your registered email address.

If you want to be alerted of document updates to a particular device, select the product number you wish to be alerted to (e.g. TimePictra)

All Products

Filter by product name

SyncServerS200
SyncServerS250
SyncServerS250i
SyncServerS300
SyncServerS350
SyncServerS350i
SyncServerS600
SyncServerS650
SyncServerS650SAAS
SyncServerS80

>>
>
<
<<

Your Product Alerts

Filter by product name

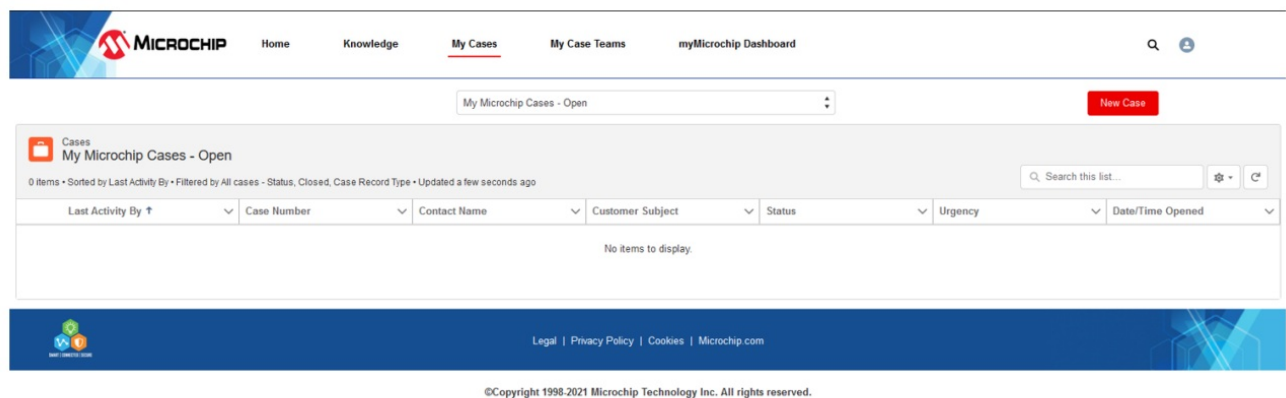
SyncServerS600
SyncServerS650

Save Preferences

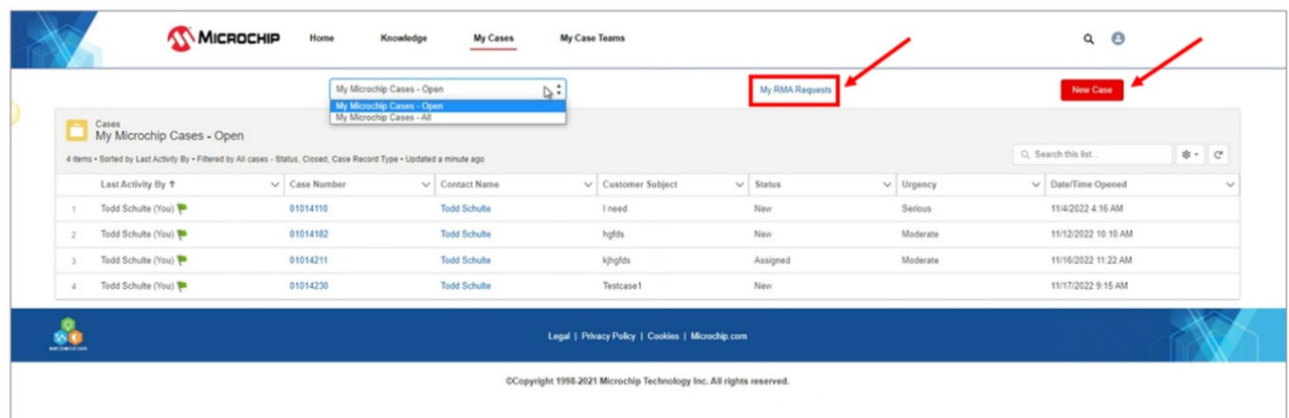
Tech Support/RMA Requests

Use Tech Support/RMA Requests to create or view the status of your technical support cases and RMA service requests.

- Clicking on this option will open a new web browser tab that will take you to the Microchip Technical Support Portal.



- Use the “New Case” button to create a new case or RMA request.



- Choose either “Technical Support Issue – FTS” or “FTS RMA Service Request” and then click on “Proceed” and then follow the instructions to complete your request.

The screenshot shows the Microchip myMicrochip Dashboard. At the top, there is a navigation bar with links: Home, Knowledge, My Cases, My Case Teams, and myMicrochip Dashboard. Below the navigation bar, a message states: "Our record shows you are approved to conduct business in Frequency and Time Systems (FTS) BU. If you are contacting us regarding FTS product support, please select 'FTS RMA Service Request' or 'Technical Support Issue - FTS'; otherwise, select 'Technical Support Issue - All Products except FTS'." There are three radio button options: "Technical Support Issue - All Products except FTS", "Technical Support Issue - FTS" (which is selected and highlighted with a red box and a red arrow), and "FTS RMA Service Request" (also highlighted with a red box). Below the options are "Proceed" and "Cancel" buttons. At the bottom of the dashboard, there is a footer with links: Legal, Privacy Policy, Cookies, and Microchip.com.

Email Change Request

Use Email Change Request to request that a different email address be used for your existing portal account.

- This is typically used if your company has been acquired or its domain name has changed.
- Please do not use this option if you have changed companies. You will need to register for a new my Microchip account and request access to FTS Resources again.

Frequency and Time System Email Change Request

Jun 27, 2023

The screenshot shows the "Frequency and Time System Email Change Request" form. It has two columns. The left column contains: "Current Email ID" with a text input field containing "newuitest@yopmail.com"; "Reason For Change *" with a dropdown menu showing "Company Email Domain has changed"; and a "Submit" button. The right column contains: "New Email ID *" with a text input field containing "newuitest@yoppymail.com"; and "Additional Comment *" with a text area containing "Our company changed their domain to yoppymail.com".

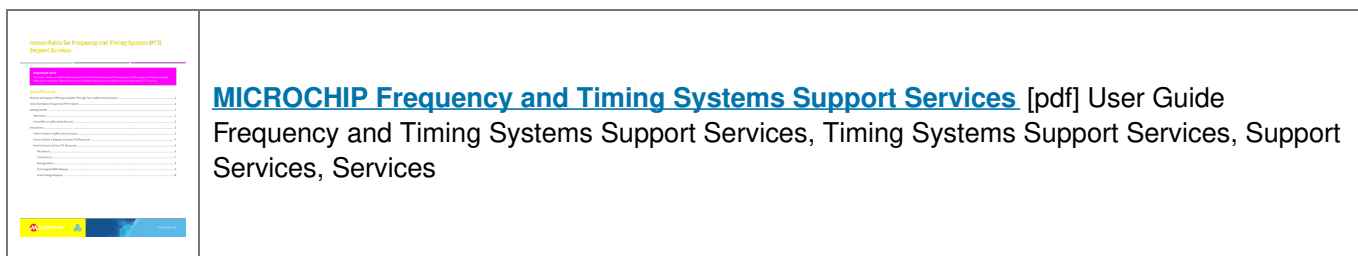
Customers Support

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Services, Services

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