Product News

21 September 2006

Product Name: **ProMark3**

Product Family: **Survey / GIS**

PROBLEM / ANOMALY

Magellan has received reports of ProMark 3 (PM3) receivers malfunctioning in North, Central and South America since August 23. We have no reports of these problems occurring with PM3 in other parts of the world. Odd behavior has been evident both in receivers that have performed well in the past and in newly shipped equipment.

We have isolated the problem's cause to the recent addition of two WAAS (Wide Area Augmentation System) satellites (SV48 and SV51) to the WAAS almanac, even though the satellites are not yet fully operational. The symptoms may include any of the following:

- After switching off the PM3, it may switch on again automatically
- The unit may not detect the external antenna
- The receiver may report incorrect time
- The receiver may show a connection to an external power supply even though it is working with the internal battery
- When the user launches the Mobile Mapping application, the hour glass indicating that the system is "busy" may be displayed continuously without the application launching.

SOLUTION

Magellan has created a solution for these issues that requires only the reprogramming of the PM3 receivers with new GPS firmware and Surveying and Mobile Mapping software. **The receivers do not need to be returned for repair. These new versions of firmware and software also correct the file dating issue.**

To obtain the firmware/software and instructions to reprogram the receiver, please use an Internet browser to go to ftp.magellangps.com and browse to the \Land Survey\PM3\Firmware\N & S America\ folder. Download and read the document called "Updating PM3 Receiver Software – NCSA ONLY.pdf." Once the new firmware and software are loaded, you can use the PM3 for surveying and mobile mapping and get the same great results you received previously.

The problems experienced by the PM3 were triggered by events of external origin that were beyond the reasonable control or influence of Magellan. We have mobilized our worldwide engineering team to work with our users on this problem around the clock, and we are pleased that they quickly came up with a solution. We thank you for your patience and understanding during this time.