

Field Service Bulletin

To: Bureau of Indian Affairs

Subject: Q1-2003 Software Release
5300: ARM-1.20, DSP-1.44
5100: 1.8
PC Configure: 1.19

5300 Using ARM-1.20/DSP-1.44

Under fringe conditions, e.g. at the edge of the coverage area, you may experience a radio malfunction resulting in a locked up radio. The locked up condition can be immediately cleared by turning the radio off and turning it back on. We request that you do not reflash any additional 5300 radios with the ARM-1.20/DSP-1.44 software at this time.

Resolution of this issue is currently our highest priority. We expect to release an updated version of this code by mid-May.

If you have already installed the above mentioned version of software in some radios, we recommend in the meantime that they be reflashed with Version 1.18 ARM/1.32 DSP or earlier code.

5100

EFJohnson has become aware of an issue associated with the scan edit feature in the 5100 portable. This issue causes corruption of the radio parameter file under certain conditions.

When a user in the field uses the scan edit feature affecting a channel in zone 2 or higher, the radio may display the message "Parms Fail" on the next power up of the radio. This error can be cleared by reloading channel parameters in the radio. However, the next time scan edit is used, the problem may reoccur.

Versions 1.6.8 and above have been corrected for this issue; however, the problem remains in all 5100 software versions 1.6.7 and earlier.

EFJohnson recommends 5100 software version 1.8 and PC Configure version 1.18 to remedy this issue.

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PC Configure 1.19

EFJohnson has received reports that PC Configure version 1.19 resets the timeout timer to 0 under certain conditions. This issue is apparent when PC Configure is reading and rewriting files that were originally created with PC Configure 1.16 and earlier.

There are two possible solutions:

- 1) Recreate the files using PC Configure 1.19.
- 2) Revert to PC Configure 1.18.

If you do not have PC Configure 1.18, please contact Order Administration at 800-328-3911, ext. 1, who will provide you with a CD-ROM containing the respective software.

If you have technical questions regarding this Field Service Bulletin, please contact EFJohnson Technical Support at 800-328-3911, ext. 2.