

Data Setting Location Change

Mobile IP Address and the Subscriber IP Address Reprogramming Required

Date Issued: 1/29/13

FSB-0113-ESDATA-01

Affected Products: All 5100 ES and 5300 ES products with Data settings prior to PC Configure Version 2.14.5

The Mobile IP Address and the Subscriber IP Address are required entries to allow the radio to successfully perform a data registration.

These settings are not carried over during the file format conversion process at the end of the radio firmware update when using the Express Code Updaters starting at version 6.12.4 and higher for the 5100ES portable radios and versions 6.12.5 and higher for the 5300ES mobile radios.

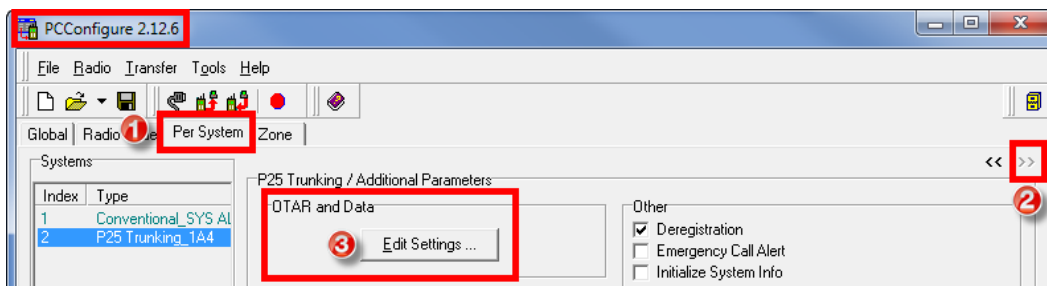
At the end to the firmware update, the radio will have to be read with the required PC Configure and the Addresses must be re-entered.

Symptom(s) of Affected Products:

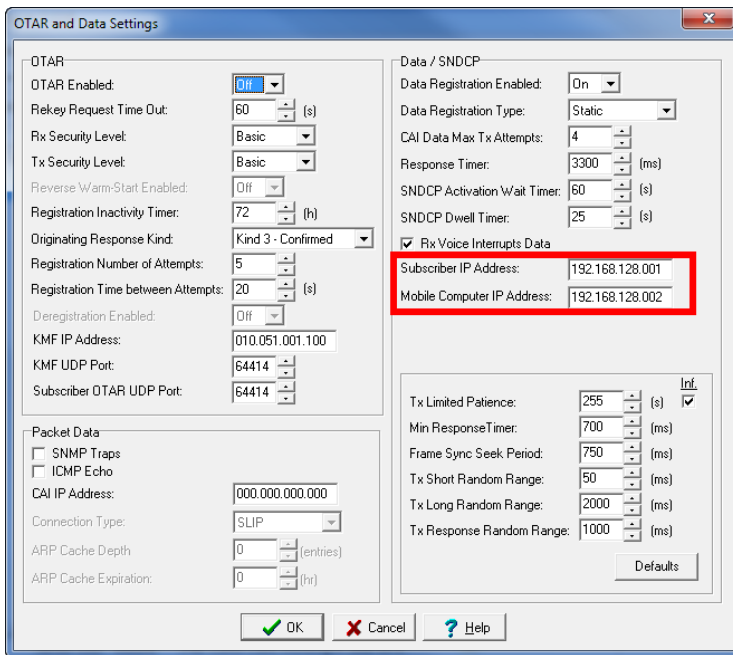
Radios with an invalid Mobile Computer IP Address and an invalid Subscriber IP Address will no longer data register.

Resolution:

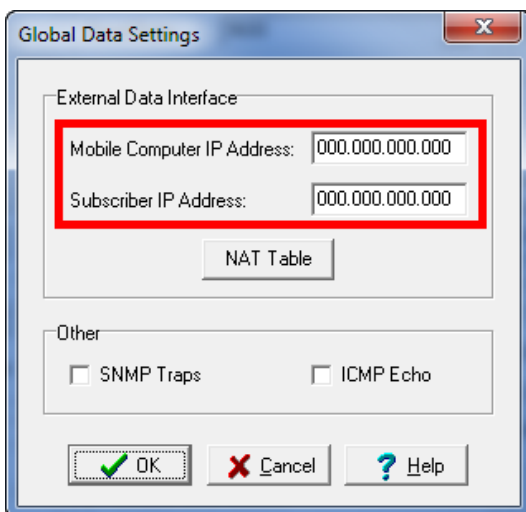
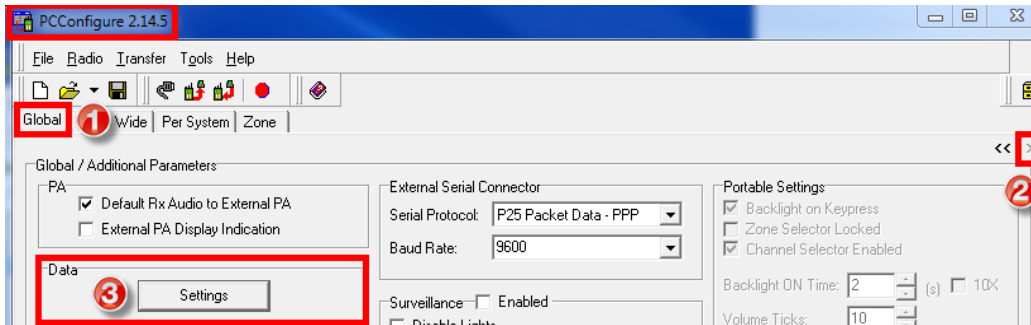
1. PC Configure versions prior to 2.14.5 had the Mobile IP Address and the Subscriber IP Address located on second page of the Per System Tab>OTAR and Data>Edit Settings.



For questions regarding this Field Service Bulletin, please contact EFJohnson at 1.800.328.3911, option 3



- After software updating a radio to a newer version of firmware that requires PC Configure 2.14.5 or higher the Mobile Computer IP Address and the Subscriber IP Address are now located on the second page of the Global Tab>Data>Settings and must be reprogrammed.



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