

Field Service Bulletin

To: All EFJohnson Customers
Authorized EF Johnson Dealers and Service Centers

Subject: SMARTNET®/SmartZone® Configuration of model 5100 UCM radios
with new Software version 3.6.11

A recent field issue of *No Affiliation* was discovered on a SMARTNET system when upgrading 5100 UCM portables to the latest 3.6.11 software release. There is a simple explanation and action to correct this.

It was determined that the parameter (Parm) files in the portables were built as “SmartZone” system types, instead of “SMARTNET”. The recent addition of the customer requested SmartZone feature “Disable Site Trunking” to the newly released software version 3.6.11, will cause the radio to wait for OSW information regarding Site ID’s. Since the units had their files set up as a SmartZone type, the radio was expecting this OSW information, but SMARTNET OSWs do not contain this messaging, therefore the radios hung in a wait state.

To correct this issue: Use PC Configure 1.26.0.5 to change the system type to “SmartNet”.