

Service Bulletin

To: All EFJohnson Customers and EFJohnson Associates

Subject: Proper Matching of SMA Keyloader Cable to 5100X and 5100ES Portable Radios

At EFJohnson Technologies we constantly strive to provide a better customer experience. We recently made enhancements to our family of portable radios, one of which was the addition of the “Man Down Emergency” feature. To deliver this enhancement we needed to modify some of the contacts on the radio’s programming side port. This change caused versions of our Subscriber Management Assistant (SMA Keyloader) from 2003 and 2004 cable (part number 023-5000-940) to not work correctly with the 5100X and 5100 ES Series portable radios.

When using an older keyloader cable and a newer portable radio, the user will not see “Keyloader” on the display and you will not be able to transfer encryption keys to the portable radio. If you have a cable purchased in 2003 or early 2004 and you experience this issue, you will need to order the new replacement version of the SMA Keyloader cable that carries the same part number (023-5000-940) as the old version.

If you have any questions about the content of this Service Bulletin, please contact our Technical Support team at 800-328-3911, option 3.