



# 5300ES Mobile Radio

Shipped with Incorrect Control Head Address

Date Issued: 1/21/2012

**Affected Products:** All 5300ES Standard and Lightning Control Head radios (dash, remote, or dual remote) shipped from approximately October 14, 2011 until January 4, 2012.

The EFJohnson 5300ES radio normally ships with the control head address set to 21. There was a factory change made to calibration equipment, which may have inadvertently caused some of the control heads to be shipped with a different address - most likely set to address 22.

- A radio with only one control head should have the address set to 21.
- A radio with more than one control head should have the address of at least one head set to 21.

### Symptoms of Affected Radios

Radios with an incorrect address setting will exhibit extremely low or no audio from the speaker.

### How to Determine the Control Head Address

At power up, the control address is shown next to the Control Head Firmware version.



Fig. 1: Radio indicating Address 21 (A21)



Fig. 2: Radio indicating Address 22 (A22)

Most, if not all, of the affected radios were shipped with the address set to 22, as indicated in Figure 2.

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

## How to Change the Control Head Address

1. Power on the radio.
2. Simultaneously press the F3, F4, F5 buttons as indicated by the red circles in Figure 3.
3. The current address of the head will be displayed (Figure 4). Rotate the select knob counterclockwise to set the head address 21 (Figure 5).



Fig. 3: Depress the indicated buttons at the same time to change the head address



Fig. 4: After depressing the buttons, the current address will be displayed (address 22 shown)



Fig. 5: Rotate the select knob (shown in Figure 6) counterclockwise to change the address to 21, then PRESS the knob

## How to Set the Control Head Address

Once you have the correct address selected and you depress the select knob to confirm the changes (Figure 6), power must be cycled on the radio to store the settings; Cycle Power is indicated on the display as shown in Figure 7. Once power is cycled, the radio will power up with the address set to 21 and audio should be restored.



Power on/off control knob

Fig. 6: View of radio with power and select knobs indicated

Select knob

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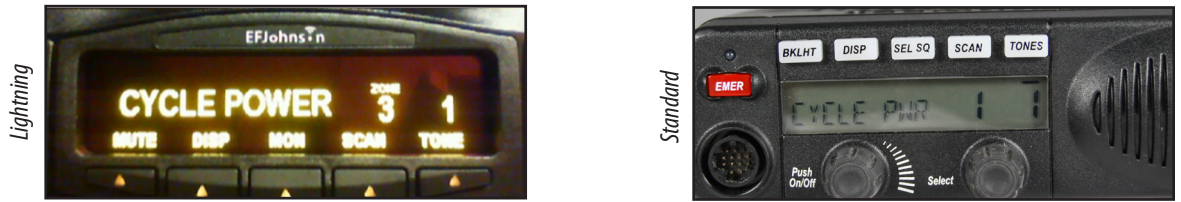


Fig. 7: Radio indicating power must be cycled in order to store the change

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