

## ORDERING OPTION UPGRADES

*In order to properly process your option order, we will need the following information:*

- *A complete list of the model and serial numbers to upgrade*
- *A screen shot of the options currently in each radio*
- *A screen shot of the electronic serial number and version information of the radio*

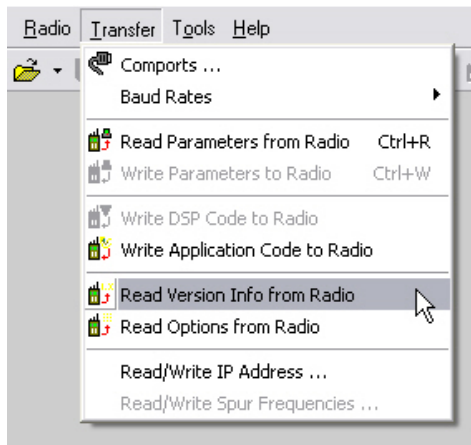
***Please follow the process below to provide the needed information. When you have completed the steps, please email your information (with your upgrade sales order number) to [techsupport@efjohnson.com](mailto:techsupport@efjohnson.com) and [orders@efjohnson.com](mailto:orders@efjohnson.com).***

### 1. Record the serial and model number of the radio

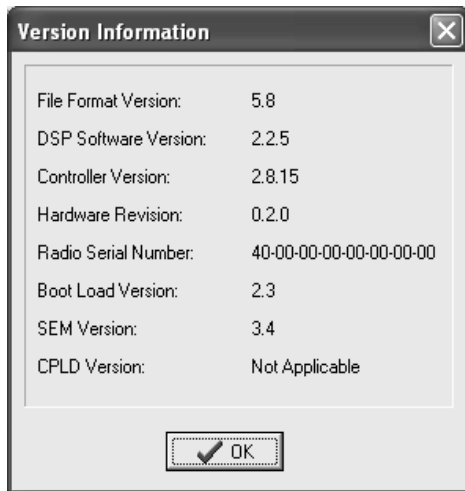
- On 5100 radios, the serial number is found underneath the battery on the back of the radio
- On 5300 radios, the serial number can be found, on the bottom of the radio

### 2. Retrieve radio information

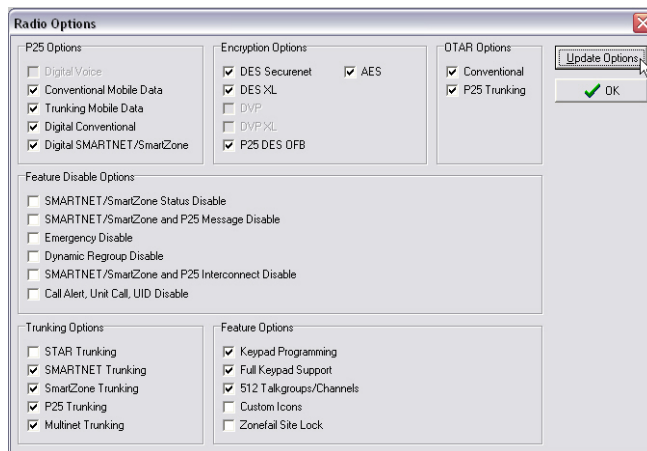
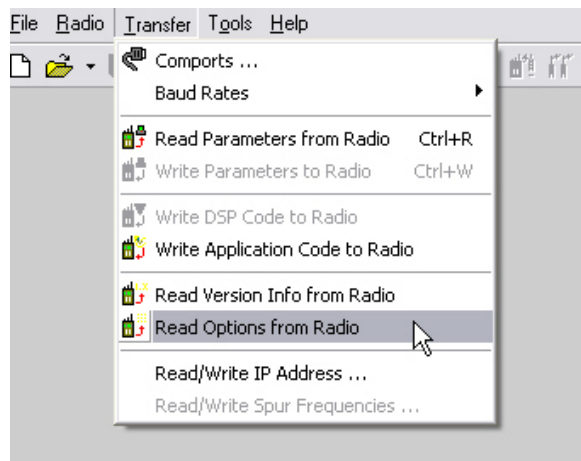
- Open your EFJohnson PC Configure software
- Connect your programming cable to the radio
- Click on the Transfer tab
- Click on Read Version Info from Radio



- When the version information displays (see below example), press and hold CTRL, ALT and PRINT SCREEN
- Open your email or Word document and CTRL V to paste screen shot



- Now, take a screen shot of the options in the radio
- Select Read Options from Radio



- Take a screen shot of the options (example above) and insert it into your document or email
- Email the requested items to [techsupport@efjohnson.com](mailto:techsupport@efjohnson.com)
- Please be sure to provide your contact name and telephone number