



Important Product Bulletin

DSMX transmitters operating in DSM2 mode

The Spektrum Team has been investigating sporadic reports from DSMX transmitter owners using their products in DSM2 mode. We have discovered that in some rare instances, DSMX equipped transmitters with the Product ID (PID) within this bulletin, may have a backwards compatibility issue that could cause a "hold" with the following superseded DSM2 receivers: **AR500, AR6100, AR6100E, AR6110, AR6110E, AR6200** and **AR6300**.

Note: This bulletin does not apply to DSM2 only transmitters.

If you have a DSMX transmitter with one of the following PIDs, please complete the Transmitter Service Request Form to receive a prepaid shipping label to send your transmitter to Horizon Hobby for a free firmware update.

- Click [HERE \[Document attached below main article\]](#) to complete the Transmitter Service Request Form. Only one form is needed per customer (even with multiple transmitters) please check all boxes that apply and make comments in the Notes field).
- Horizon will pay for ground shipping within the United States and Canada.
- If you purchased your product outside the US and Canada, contact your local retailer or distributor. A list of International distributors may be found [HERE](#).
- If you have further questions in the United States, please call Horizon Hobby Product Support at 877-504-0233.

The PID is located in the battery compartment of your transmitter.



Transmitters with affected PIDs may be found in the following products:

Blade mCP X RTF (BLH3500), E-flite Apprentice 15e RTF (EFL2725), Hangar 9 Alpha 40 DSM2 RTF

(HAN4400) ,Hangar 9 P-51 Mustang MkII PTS RTF (HAN4425), Hobbyzone Super Cub DSM RTF (HBZ7400), ParkZone Radian RTF (PKZ4700), ParkZone P-51D BL DSM RTF (PKZ2200), ParkZone F4U Corsair RTF (PKZ4600), Phoenix R/C Pro Simulator 3.0 with DX5e (RTM30R5510/RTM30R55101).

DX6i/DX5e/DX4e:

PID's beginning with one of the following prefixes: HS, HH, HT, HE, HA

DX8:

PID's beginning with one of the following prefixes: HS, HH, HT, HE, HA, HO, HM, HR

DX7:

PID's beginning with the following prefix: HA

JRP9503/JPR9309:

PID's beginning with the following prefix: TM

[Click Here \[Document attached below main article\]](#) to see Frequently Asked Questions about the DSM2 mode Bulletin

We apologize for this inconvenience. Horizon disclaims all liability and warranties for any consumer failing to act upon this product bulletin. Always check your transmitter and equipment prior to each flight.



Transmitter Service Request Form

Consumer Shipping Address

Name: _____

Street: _____

City: _____

State/Province: _____

Postal/Zip Code _____

Phone Number: _____

E-mail (optional): _____

Transmitter Type: DX6i DX5e DX4e DX8 DX7 JRP9503 JRP9303

*if returning more than one transmitter, indicate quantity in the notes below.

Transmitter PID(s): _____

Notes: _____

US and Canada Instructions:

Complete form and send to Horizon Hobby using the "Submit by Email" button, or fax to 217.403.3582. Upon receipt of the completed form, a prepaid shipping label will be sent to you. Send your transmitter, along with a copy of this form to Horizon Hobby. A Horizon Hobby Service Center technician will perform the update and return your transmitter free of charge.

Outside the US and Canada Instructions:

If you purchased your product outside the US and Canada, please contact your local retailer or distributor. International distributors may be found here:
<http://www.horizonhobby.com/StoreLocator/Default.aspx?Tab=Int>

DSM2/DSMX Bulletin FAQ

1. I have a transmitter with an affected PID. Should I be worried?

This problem only affects certain older DSM2 receivers (AR500, AR6100, AR6100e, AR6110, AR6110e, AR6200 and AR6300) and transmitters noted with the combined DSM2/DSMX protocol.

If you only intend to operate DSMX receivers or other DSM2 receivers not listed, there is no need or benefit to update your transmitter.

2. I have been using one of the receivers listed with my DX8 and have not had any problem. Do I still need to send in my transmitter for this update?

If you have never had a problem with your system, you do not need to send in the transmitter. We recommend ongoing range checks to ensure that your transmitter is functioning properly.

If you have any doubts about the operation of your transmitter in specific locations, send your transmitter in for service.

3. Are Ready to Fly (RTF) products with Spektrum technology affected by this issue?

Only transmitters with PIDs mentioned in the bulletin are affected, including those purchased in RTF kits. All stock shipping from Horizon warehouses as of 6/2/2011 have already been updated.

AR500, AR6100, AR6100e, AR6110, AR6110e, AR6200 and AR6300 DSM2 receivers included in Horizon's RTF products are affected when used in combination with transmitters having a listed PID.

4. I live outside the US and Canada, how can I take advantage of this Bulletin?

If you live outside the US and Canada, contact your original retailer or distributor from which you purchased your product.