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Service Bulletin

BKSB-1034
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Issue: Default threshold squelch too tight.

Importance: Recommended but not required

Affected Models: KNG portable and mobile radios and radio files created with NeoVision radio editor versions 1.4.17 and earlier.

Recommended Action: Reset the threshold squelch per instructions below.

NOTE: THIS BULLETIN DOES NOT APPLY TO KNG-S MODELS

Issue Details:

Radios may require a stronger than desired incoming signal to open the audio when the squelch adjustment is set to factory default position. The default setting is stored as part of NeoVision radio editor files (extension .neo) and is set whenever the file is written to the radio.

The squelch threshold can be reset in individual radios and NeoVision files.

Parts and Equipment Requirements:

- 1- KAA0710 Programming Cable
- 1- KAA0732 NeoVision Radio Editor version 1.4.19*

Updating Radio:

- 1) Open NeoVision 1.4.19 or newer
- 2) Connect the radio via the programming cable
- 3) Read the radio
- 4) Under the "Action" tab in the menu bar, select "Reset Squelch Level"
- 5) Write the file to the radio

Updating .neo File:

- 6) Open NeoVision 1.4.19 or newer
- 7) Open the desired NeoVision file
- 8) Under the "Action" tab in the menu bar, select "Reset Squelch Level"
- 9) Save the file

*Authorized customers can download the latest NeoVision editor version by logging on prior to navigating to the software section of www.relm.com.

The latest revision may also available be purchased from your RELM/BK Radio dealer or directly from RELM Wireless by at (800) 821-2900