BK TECHNOLOGIES

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Service Bulletin

BKSB-1055
Issue Date: 5/15/2019

BK RADIO

Issue: In unforeseen cases, firmware version 5.6.0a causes issues with operation and cloning of both portable and mobile radios.

Importance: Downloading the radios back to Firmware version 5.5.0F enables a stable platform for both portable and mobile radios.

Affected Models: Radios updated to firmware 5.6.0a

Recommended Action: Download radios back to Firmware 5.5.0F and convert radio files to RES version 5.5.3

In unforeseen cases, Firmware version 5.6.0a potentially causes issues with the operation and cloning of both portable and mobile radios. As a result, BK Technologies recommends Downloading these radios back to the previous Firmware version 5.5.0f.

Downloading the radio back to 5.5.0f also requires using RES version 5.5.3.

Roll Firmware and radio files back to 5.5.0f and convert radio files to 5.5.3.

****** **NOTE: Saved Radio File <u>must</u> be in Radio Before Process** ******

****** **NOTE: Saved Trunk Files <u>must</u> have key installed Before Process** ******

1) Download KAA0732 (NeoVision) version **2.4.0** and Radio Flash Update (Firmware) version **5.4.0C** from BK Technologies Service Website.
2) Install KAA0732 (NeoVision) version **2.4.0** and Radio Flash Update (Firmware) version **5.4.0C** onto computer.
3) Flash the radio with Firmware version **5.4.0C**.
4) Open KAA0732 (NeoVision) version **2.4.0**.
5) **"Read"** Radio with KAA0732 (NeoVision) version **2.4.0**.
6) **"Write"** the same file from Step 5 to the Radio using KAA0732 (NeoVision) version **2.4.0**.
7) Close KAA0732 (NeoVision) version **2.4.0** and Radio Flash Update (Firmware) version **5.4.0C**.
8) Using Radio Flash Update (Firmware), flash Firmware ver. **5.5.0F** to the radio.
9) Download *or* Open KAA0733 (RES) version **5.5.3**.
10) **"Read"** Radio with KAA0733 (RES) version **5.5.3**.
11) **"Write"** the same file from Step 10 to the Radio using KAA0733 (RES) version **5.5.3**.
12) **"Read"** radio with KAA0733 (RES) version **5.5.3.** then open **"Radio Info"** verify **"File Format"** is **5.5**
13) **"Save As"** and rename saved file

Firmware is loaded as 5.5.0f and Radio File is converted to 5.5.3