BK TECHNOLOGIES

7100 Technology Drive
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Service Bulletin

BKSB-1057
Issue Date: 8/14/2019

BK RADIO

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

Affected Models: Portable and mobile radios updated to the firmware version 5.6.0a.

Overview: This service bulletin strongly advises a firmware downgrade to version 5.5.0f for portable and mobile radios running firmware version 5.6.0a, and mandates adoption of RES 5.5.9 for further device customization.

There have been identified software instabilities introduced with the new features added to version 5.6.0a that might affect consolidated features. In some corner cases, the instability may cause issues with operation and cloning. Therefore, we strongly advise that customers stop upgrading to firmware version 5.6.0a, and roll firmware back to version 5.5.0f upon identification. As of the date of this service bulletin, BK Technologies is actively working to backport the features present in version 5.6.0a that are not present in the version 5.5.0f.

Details: On 5/15/2019, BK Technologies issued Service Bulletin BKSB-1055, advising a firmware downgrade from version 5.6.0a to 5.5.0f. However, codeplugs are not compatible between these versions. For this reason, BK Technologies is releasing RES 5.5.9 which eases the firmware downgrading procedure by enabling conversion between codeplugs of these two versions.

Recommended Actions:
1. Back up the radio's codeplug using RES 5.5.9
2. Downgrade the device to firmware version 5.5.0f
3. Restore the radio's codeplug using RES 5.5.9

Addendum:
This Service Bulletin does not apply to devices running firmware 5.5.0h.

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How to determine if a radio is running firmware version 5.6.0a:

KNG model

With the radio turned off, press and hold the middle-side button and turn on the radio.
From this menu, you can view the firmware versions on the field "Software".

KNG2 model

With the radio turned off, press and hold the bottom-side button and turn on the radio.
From this menu, you can view the firmware versions on the field "Software".

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Rollback Firmware and radio files back to 5.5.0f by using RES 5.5.9.

*****NOTE: Saved Radio File must be in Radio Before Process******

*****NOTE: Saved Trunk Files must have key installed Before Process******

1. Open RES 5.5.9 and enter Unrestricted Mode by deselecting "Firmware Version Restricted" from the Options menu.
2. **"Read"** the codeplug from the radio using RES 5.5.9 and save it in your PC as a backup.
3. Downgrade radio firmware to version 5.5.0f using Lightning Light. See the document: "Instructions for installing KNG firmware updates" at the link below for details:

   https://bktechnologies.com/service-portal/Manuals/BK-Manuals

4. While RES is still in Unrestricted Mode, "**write"** the codeplug in step #2 to the radio.