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Service Bulletin

BKSB-1060
Issue Date: 8/20/2020

Issue: In rare unforeseen cases, the radio may not power up when it is switched "on". The unit will not power up even if the power is cycled "off" and then back "on".

Importance: High

Affected Models: All KNG-Pxxx, KNG2-Pxxx, KNG-Mxxx, KAA0660, and KAA0670 models that has Firmware 5.5.0l firmware or older.
Does not include KNG-xxxS models

Recommended Action: Update unit with firmware version 5.5.0m.

It is highly recommended to update the firmware to version 5.5.0m.

The "All-In-One" firmware application can be downloaded from BK Technologies, Inc. website at: https://bktechnologies.com/service-portal/products/BK_KAA0733

Note: the release notes are included with the firmware download.

The release notes can be downloaded from BK Technologies, Inc. website at:

https://bktechnologies.com/service-portal/assets/files/firmware/KNG_Firmware_Notes_5.5.0m.pdf

Radio Firmware Update

Parts and Equipment Requirements:
1- KAA0710 Programming adaptor (portables) and USB Cable
1- Firmware Update from BKTechnologies.com

Procedure:
1. Verify the radio firmware revision installed in your KNG.
    Select "Versions" from the radio menu to see the radio firmware version.
    (Update radios whose software version 5.5.0l or older.)
2. Execute the "All-In-One" firmware application.
3. Connect the KAA0710 programming adaptor (portables) and USB cable.
4. Making sure the radio is off, push the PTT and switch the radio on.
5. The LED indicator on the radio should be flashing blue. Select the [Start] button on the application.
6. When firmware flashing is complete the radio will reboot and will be ready to use.