



7100 Technology Drive  
West Melbourne, FL 32904  
1-800-422-6281

# Service Bulletin

BKSB-1066  
Issue Date: 4/15/2021



**Issue:** In some cases, if the PTT is pressed just after the boot-up “splash screen” occurs when the display is present, the transmitter will lock-up.

**Importance:** High

**Affected Models:** KAA0660 (Remote Control Head), and KAA0670 (Handheld Control Head).

**Recommended Action:** Update unit with firmware version 5.5.0q.

The “All-In-One” firmware application can be downloaded from BK Technologies, Inc. website at: [https://bktechnologies.com/service-portal/products/BK\\_KAA0733](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: [Release Notes](#)

## 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.
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.

When firmware flashing is complete the radio will reboot and will be ready to use.