BK TECHNOLOGIES

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Service Bulletin

BKSB-1078
Issue Date: 8/05/2022

BK RADIO

Issue: Resolves the potential PC application crash ("Blue Screen" Error) when connecting the radio to the PC.

Importance: High

Affected Models: BKR5000 series with firmware between version 5.8.53 to 5.8.60.

Recommended Action: Update BKR5000 with firmware version 5.8.61 (BK P/N BKR-FW-5.8.61).

Radio Firmware Update

The "All-In-One" firmware application can be downloaded from BK Technologies, Inc. website or from the following link:

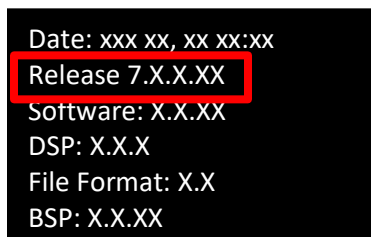https://bktechnologies.com/service-portal/assets/files/firmware/BKR_5_8_61.zip

The release notes can be downloaded from BK Technologies, Inc. website or from the following link: Release Notes

Parts and Equipment Requirements:

1- BKR0710 Programming adaptor and USB Cable
1- Firmware Update from BKTechnologies.com

Procedure:

1. Verify the radio firmware revision installed in your BKR5000.
   Select "Versions" from the radio menu to see the radio firmware version.

```
Date: xxx xx, xx xx:xx
Release 7.X.X.XX
Software: X.X.XX
DSP: X.X.X
File Format: X.X
BSP: X.X.XX
```

2. Execute the "All-In-One" firmware application.
3. Connect the BKR0710 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. Please Note: In some units with S/N xxxxxxxxxYYWWxxx date code before 2221; after removing the USB side connector and switching the unit "on", the power may have to be cycled one time before the unit will boot up. This potentially occurs only after flashing firmware or programming the radio.