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# Service Bulletin

BKSB-1092  
Issue Date: 09/13/2024



## Important!

**Please read Service Bulletin completely before installing the firmware.**

**Issue:** Key Features and various Bug Fixes

- Added feature to select between radio and BT speaker when connected to BT
- Added Noise cancellation when active mic is from the RSM
- Added battery undervoltage protection
- Fixed random RSM Authentication failure
- Fixed carrier detection misses during scan
- Set default P25 Trunking roaming setting to Enhanced
- Minor bug fixes

For a complete list of features and bug fixes, please see the [Release Notes](#).

**Importance:** High

**Affected Models:** BKR9000 Series with firmware version 5.10.26f or older.

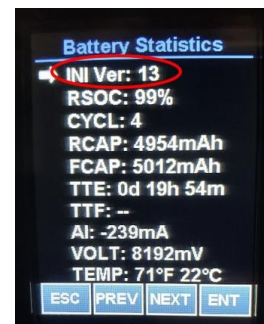
**Recommended Action:** Update BKR9000 with firmware version 5.10.36f.

## Warning!

**Do not install this firmware until the compatible charger and battery have been updated. If the charger and battery are not updated, the battery may be unresponsive if the battery reaches a low voltage cutoff condition. Please see [BKSB-1093](#) for detailed information on updating the charger and battery. The BKR0303-2 charger must have at least firmware ver. 3.0.23 and the BKR0102 battery must have at least the battery characteristic INI file at rev. 13.**

**To verify the battery's INI rev.:**

1. With the battery attached to the radio, switch the radio on.
2. Select [Menu]
3. Select [System Test]
4. Select [Battery Statistics]



## Parts and Equipment Requirement for updating the radio's firmware:

- 1- BKR0710 Programming adaptor and USB Cable
- 1- Lightning Firmware Load Application

**Note:** The Lightning Firmware Load application must be used to load the firmware. It can be downloaded from BK Technologies, Inc. website or from the following link: [Lightning Firmware Application](#). The "how to" use the Lightning Firmware Load application video can be accessed from BK Technologies, Inc. website or from the following link: <https://youtu.be/HHGC1cmtTvs>.

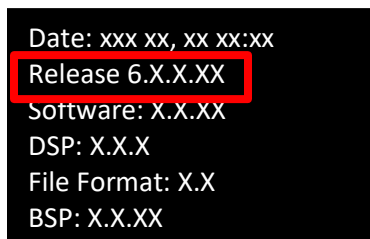
- 1- Firmware Update from BKTechnologies.com

The firmware can be downloaded from BK Technologies, Inc. website or from the following link: [Firmware](#)

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

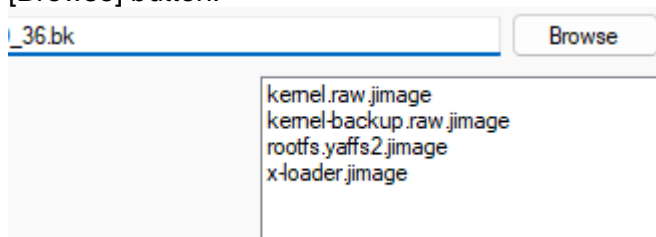
## Procedure:

1. Verify the radio firmware revision installed in your BKR9000.  
Select "Versions" from the radio menu to see the radio firmware version.



Date: xxx xx, xx xx:xx  
Release 6.X.X.XX  
Software: X.X.XX  
DSP: X.X.X  
File Format: X.X  
BSP: X.X.XX

2. Execute the Lightning Firmware Load application.
3. Select the [Browse] button and navigate to the directory where the Firmware File (.bk extension) is located.
4. Select the ".bk" file. Four files should be shown in the source file box just below the [Browse] button:



5. Make sure the radio is off
6. Connect the BKR0710 programming adaptor and connect the USB cable
7. Press the PTT button and switch the radio on. The LED indicator on the radio should be flashing blue. Release the PTT button.
8. Select the [Start] button on the application.

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