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# Service Bulletin

BKSB-1075

Issue Date: 5/2/2022



**Issue:** Resolves the following potential issues:

- Unterminated cloning when cloning from a DPH
- Will not power up due to “kernel” file loss or corruption
- “Lock-up” during standby or in scan modes

Resolves DTMF “Live Dial” being inoperative

**Importance:** High

**Affected Models:** BKR5000 Series

**Recommended Action:** Update unit with firmware version 5.8.57 (BK P/N BKR-FW-5.8.57). It is also recommended to update RES to 5.8.20 (BK P/N BKR0733-5.8.20) at the same time.

## Radio Firmware Update

The “All-In-One” firmware application can be downloaded from BK Technologies, Inc. website at: [https://bktechnologies.com/service-portal/products/BK\\_BKR0733](https://bktechnologies.com/service-portal/products/BK_BKR0733)

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

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

## RES Software Download

The software editor P/N BKR0733-5.8.20 can be downloaded from the BK Technologies Website at: <https://bktechnologies.com/service-portal/products>

1. Select “KNG Digital Radios” or “BKR5000 Digital Radios” from the Product Support – Software & Firmware Page
2. Select the respective Model
3. From the “Firmware & Software” Page, select the “Software” Tab at the top of the page

Firmware & Patches	Software	Drivers Etc..		
Release Date	Revision Number	Part Number	Release Notes	Software
2021-03-19	5.8.14	BKR0733-5.8.14 (CD) BKR0733-5.8.14-USB (USB)	 Release Notes 	<a href="#">Download</a>
2020-11-30	5.8.9	BKR0733-5.8.9 (CD) BKR0733-5.8.9-USB (USB)	 Release Notes	<a href="#">Download</a>
2020-10-08	5.8.8	BKR0733-5.8.8 (CD) BKR0733-5.8.8-USB (USB)	 Release Notes	<a href="#">Download</a>

4. Select “Download” for the respective download
5. Enter the software Serial Number and select [Continue]
6. Follow the prompts