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Service Bulletin

BKSB-1106
Issue Date: 10/15/2026

Issue: Firmware 5.15.2 has been released which addresses multiple user reported issues, including a fix to a critical issue in which users may see a false “Keyloading” display on the radios, causing voice announcements to replay when it disappears. It is highly recommended that all BKR series radio users update to 5.15.2 for the best user experience.

Breakdown of issues addressed in this release:

Issue	Description
Missed calls on conventional simulcast	Updated conventional simulcast performance on specific systems to address missed calls in rare situations.
UI bugs related to emergency and location reporting	Standardized presentation of received GPS information and emergency notifications. See caveat regarding MDC+GPS.
P25 Tier 2 Location Issues	Updated Tier 2 Location functionality.
XCoverPro BKRplay Compatability	Corrected reported issues with BKRplay reconnect behavior when using Samsung XCoverPro devices.
WiFi Fails to Connect to SSID with Symbols in Password	Corrected issue that prevented joining WiFi SSID's that contained symbols in the password.
PC to Radio WiFi Connectivity	Updated WiFi programming stability when using wireless zone cloning in RES.
ADP Key Loading Issues	Fixed ADPkey loading in specific conditions.
RSM Authentication on Connect	Updated reliability of Remote Speaker Microphone (RSM) detection when an RSM is connected while the radio is powered on. Previously, a partially seated connector could cause the RSM to intermittently fail to authenticate.
Keyloading Reliability Improvements	Corrected an issue where the radio could unexpectedly enter keyloading mode when no key loader was attached. This could also cause the channel name announcement to replay audibly. Keyloading detection is now more robust, and overall keyload reliability has been Updated.

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

Importance: High

Affected Models: BKR5000 and BKR9000 Series

Recommended Action: Update firmware version 5.15.2

Parts and Equipment Requirement for updating the radio 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>.

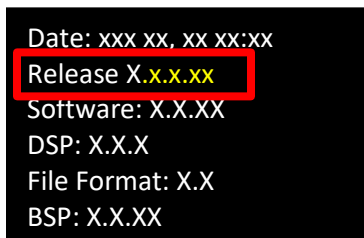
- 1- Firmware Update from BKTechnologies.com

The firmware can be downloaded from BK Technologies, Inc. website or from the following links: [BKR9000 Firmware](#) | [BKR5000 Firmware](#)

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

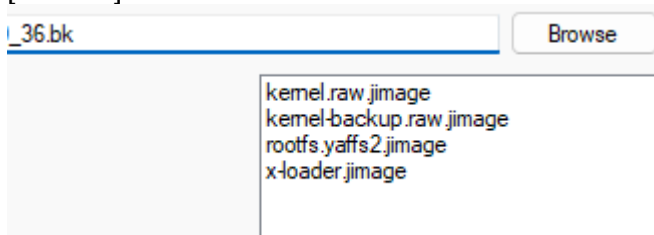
Procedure:

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



A screenshot of a radio's menu screen with a black background and white text. The text displays the following information: 'Date: xxx xx, xx xx:xx', 'Release X.x.x.xx' (which is highlighted with a red rectangular box), 'Software: X.X.XX', 'DSP: X.X.X', 'File Format: X.X', and '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.