

Rapid Lesson Sharing

Event Type: KNG Radio Cloning Issues

Date: June 10, 2017

Location: Communications Unit
on the Bowie Fire, Arizona

NARRATIVE



On June 10 on the Bowie Fire, several KNG radios were cloned successfully where no errors were detected.

What we discovered was the tones did not transfer. Further research found that this issue was noted in a "Relm Wireless Bulletin" (BKSB-1043) issued on July 29 last summer. (See this Relm Service Bulletin below.)

Additional service bulletins were issued (bug fixes) related to a cloning issue with the KNG radios with 5.5x to older/legacy firmware. This was addressed in a "BK Technologies Service Bulletin" (BKSB-1049) issued this June 7. (See this bulletin on page 2).

LESSONS

It is important that all firefighters who carry KNG radios have their radio serviced by their agency's radio center before the fire season to be sure all upgrades have been installed.

 <p>7100 Technology Drive West Melbourne, FL 32904 1-800-422-6281</p>	<h2>Service Bulletin</h2> <p>BKSB-1043 Issue Date 7/29/2016</p> 
<p>Issue: KNG to KNG cloning incompatibility</p> <p>Importance: For informational purpose</p> <p>Affected Models: KNG Series</p> <p>Recommended Action: As needed.</p> <p>When cloning to KNG to KNG Series, it is important that both radios have the same revision firmware. Ungoverned results may occur due to possible parameter differences between the two different firmware versions.</p> <p>Also when updating the firmware, please read the release notes as it will reference the compatible version NeoVision (radio editor) required to be used for the firmware version that is being released.</p>	



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

Service Bulletin

BKSB-1049
Issue Date 6/7/2017



Issue: Update – Firmware (Ver. 5.5.0c)

Importance: Recommended but not required

Affected Models: KNG-Pxxx, KNG2-Pxxx, KNG-Mxxx, KAA0660, and KAA0670

Recommended Action: Update as required. The features and fixes are listed below.

NOTE: THIS BULLETIN DOES NOT APPLY TO KNG-S MODELS

Bug Fixes

General:

Fixed cloning of zones and picklist from 5.5.x to older/legacy firmware
(Refer to Service Bulletin [BKSB-1050](#) for further cloning information)
Set Bluetooth discoverable to off by default
Fixed to support AINA BT speaker-mic

(NOTE: Refer to Service Bulletin [BKSB-1051](#) for important compatibility details for this update)

Radio Firmware Update

Parts and Equipment Requirements:

- 1- KAA0710 Programming Cable
- 1- Firmware Update from BKTECHNOLOGIES.com

Procedure:

- 1) Verify the radio firmware revision installed in your KNG.
Select "Versions" from the radio menu.
Update radios whose software version is less than 5.5.0c.
- 2) Download and install the KNG Field Update 5.5.0c for your portable, mobile, remote mount control head or handheld control head from the support section of the www.bktechnologies.com.

Shortcut: http://www.relmservice.com/products/BK_Digital.asp

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