

# Multideck Firmware Update Process

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This Field Service Bulletin (FSB) is intended to inform users of the proper firmware update process for Kenwood Viking VM7000 Multideck hardware configurations.

## Affected Models

Part Number	Description
VM7x30	VM7000 Multi-deck Mobile Radios

## Software Versions

Item	Version
Armada Fleet Management Software	Any
VM7000 Firmware	8.22.x or later

## Firmware Update Process for VM7x30:

Multideck support requires firmware version 8.22.x or later. The firmware needs to remain identical in each deck and control head for proper operation. **During Viking firmware updates, the VM7000 Multideck hardware configuration is to remain intact. Transceivers should not be disconnected from the interconnecting KCT-71 cables and updated individually, unlike the process with Kenwood TK5x30/NX5x30 models.** Firmware updates can be done with a single radio connected to the programming PC one at a time, or with all radios connected simultaneously.

1. Power on and connect one or more of the radios in the Multideck configuration to Armada via a USB connection, OTIP connection, or Bluetooth connection.
2. In Armada, apply the desired firmware update to all radios.

Note: In Armada, if a firmware update is applied to any one of the radios that are part of a Multideck group, the update will automatically be scheduled for every radio in the Multideck group.

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*For questions regarding this Field Service Bulletin, please contact the KENWOOD Viking team at 1.800.328.3911, option 3.*

3. Firmware is transferred to each of the connected decks. The progress of this is indicated in the Armada events pane. While the firmware is downloading the control head display will indicate “Apply Firmware to ALL Radios”.
4. If connecting one deck at a time wait until Armada displays “Firmware written to radio, radio will now apply the update. Safe to disconnect programming cable” message for the connected radio. Once this message is displayed, disconnect the first radio, then connect the next radio. Firmware will be transferred to the next radio when it is connected.
5. Once the firmware is transferred to each of the radios the Multideck control head display will change to “Updating Firmware” with a progress bar, and the firmware will deploy to each of the radios.

Note: Once this stage is reached **DO NOT POWER CYCLE** the Multideck setup until all of the radios and control heads complete the update.

6. After all radios complete firmware deployment, the control head update will begin automatically. A “Transferring Firmware” message will be displayed with a progress bar.
7. Once the control head firmware is transferred from the primary radio, it is deployed by the control head(s). The control Head display will change to “Preparing to Update CH...”, followed by “Updating Firmware”, with a progress bar.
8. After the control head(s) update, the Multideck hardware will reboot and return to the normal operating state. The firmware update is complete.

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