Motorola DTR600/700/720 series two-way radio Firmware Update info 6-July-2020

DTR600/700/720 two-way radios firmware to be updated to: Firmware Version: R01.02.02 Codeplug Version: R01.02.01 Keypad Version: R01.02.00 Affected Tanapa :

SUPER TANAPA	Tanapa	Sales Model
PMUF1952A	PMUF1953A	DTS130NBDLAA
PMUF1954A	PMUF1955A	DTS150NBDLAA
PMUF1956A	PMUF1957A	DTS1504BDLAA
PMUF1958A	PMUF1959A	DTS1505BDLAA
PMUF1960A	PMUF1961A	DTS1502BDLAA
PMUF1962A	PMUF1963A	DTS150PBDLAA

FW R01.01.02 provides enhancement listed below:

1. Fixed Renoir freeze screen issue.

Note: When the issue happens, the radio's screen freezes but the radio is still able to transmit call, receive call and can power down radio via on/off button.

 "Enable Profile ID pin" setting for DTR600 is changed to enable/checked in factory settings. No change on DTR700 and DTR720.

Note: New factory settings will only take place if users upgrade firmware with "Restore Radio's personality" NOT select.

Equipment/Tools needed to perform software update

- 1. Prepare the below equipment.
 - a. CPS Cable kit is HKKN4027A.
 - b. Single Unit Charger/docking station PMPN4468A.



Computer System Requirements

- 1. Computer with Windows 10 operating system.
- 2. Computer with USB port.

<u>Note</u>

- 1. Only 1 radio can be updated at any one time.
- 2. Please ensure radio battery is fully charged before update commences.

Setup Steps (one time)

- 1. Connect the programming kit docking/charging station to computer using the USB programming cable from the programming kit.
- 2. On the programming cable HKKN4027A, please make sure to set the mode switch to Digital CPS.
- 3. Observe your computer will scan and install the programming cable driver automatically at the background (task tray for Windows computer). This will take a while.
- 4. Please wait until the driver installation is completed.
- 5. Download and double click to install the Update Tool application (provided by Motorola Team) into the computer.
- 6. Click "Next" to install proceed installation.



7. Click to accept the agreement and click "Next".

DTR Update Tool Setup Wizard	×
License Agreement Please read the following license agreement carefully.	
MOTOROLA SOLUTIONS, INC. END USER LICENSE AGREEMENT	^
Motorola Solutions, Inc. ("Motorola") is willing to license its Business Radio Software an any accompanying documentation to you only on the condition that you accept all the terms in this End User License Agreement ("Agreement").	nd
IMPORTANT: READ THE FOLLOWING TERMS AND CONDITIONS BEFORE USING THE ACCOMPANYING PRODUCTS.	
BY CLICKING ON THE "ACCEPT" BUTTON BELOW, YOU ACKNOWLEDGE THAT YOU HA READ THIS AGREEMENT, UNDERSTAND IT AND AGREE TO BE BOUND BY THE TERMS	VE OF 🗸
O I accept the terms of the license agreement	nt
● I do not accept the terms of the license agreement	
InstallShield	
< Back Next > Ca	ancel

8. Click "Next" to install DTR Update Tool in default location in your computer.

DTR Update	Tool Setup Wizard	×
Choose D Select fo	estination Location Ider where setup will install files.	Z
	Install DTR Update Tool to: C: \Program Files (x86) \Motorola Solutions \DTR Update Tool	Change
InstallShield –	< Back Next >	Cancel

9. Click "Next" to select the default program folder.

DTR Update Tool Setup Wizard	×
Select Program Folder Please select a program folder.	\mathbf{Z}
Setup will add program icons to the Program Folder listed below. You may typ	e a new folder
Program Folder:	
Existing Folders:	
Accessories Administrative Tools	Â
Citrix Digi USB	
IBM Installation Manager IBM Rational	~
InstallShield	
< <u>B</u> ack <u>N</u> ext >	Cancel

10. Click "Next" to proceed the install type.

DTR Update Tool Setup Wizard	×
Select the setup type that best suits your needs.	
Select the features you want to install, and deselect the features you do not want to install. Click Next to continue.	
✓I want a shortcut on my desktop.	
InstallShield	
< <u>B</u> ack <u>N</u> ext > Cancel	

11. Click "Install" to proceed installation.

DTR Update Tool Setup Wizard	×
Ready to Install the Program The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation s exit the wizard.	settings, click Back. Click Cancel to
InstallShield	\sim
< <u>B</u> ad	Cancel

12. The installation will take a few minutes.



13. Once the installation is finished, check the checkbox to run the Update Tool now. Then click "Finish".



14. This ends your one time setup steps.

Steps to update radio firmware from R01.00.02 to R01.02.02 (Same before startsteps for R01.01.00 to R01.02.01)

- 1. Before starting, ensure no other USB devices are plugged into your computer except keyboard and mouse.
- 2. Execute/Run the Update Tool program with computer connected to radios via cable and docking station, please wait for a while, you should see "USB Cable Connected" at the bottom of the Update Tool.

🚡 DTR Update Tool			-		×	
<u>F</u> ile <u>H</u> elp						
Radio Information						
	Radio Type:	N/A	Regional Code: N/	A		
	Model:	N/A	Serial Number: N/	A		
	Firmware Version:	N/A	Codeplug Version: N/	A		
	Unit Private ID	N/A	Keypad Version: N/A	4		
	Get Radio Infr	ormation]			
Update						
Restore radio's personalit	ty					
For help, press F1	USB Cable Connec	ted				

- 3. If you do not see "USB Cable Connected", please check if your computer has successfully installed the programming cable driver.
- 4. **Ensure the battery is full** and inserted into the radio then turned ON the radio. Put the radio onto docking/programming/charging station.

5. Click "Get Radio Information" button to read the current radio information and show on the screen.

🚡 DTR Update Tool			_		×
<u>F</u> ile <u>H</u> elp					
Radio Information					
	Radio Type:	N/A	Regional Code: N	/A	
	Model:	N/A	Serial Number: N	/A	
Firmv	vare Version:	N/A	Codeplug Version: N	/A	
U	nit Private ID	N/A	Keypad Version: N/	A	
	Get Radio Info	ormation	\triangleright		
Update					
Restore radio's personality					
Update					
For help, press F1 USB C	able Connec	ted			

6. Observe a pop up show "Successfully get radio information".

🚡 DTR Update Tool	_		\times
File Help			
Radio Information			
1	Radio Type: DTR Series Regional Code:	00	
MOTOMOLA.	DTR Update Tool X rial Number:	379TVFG98	9
Ref (Barrier) Charles (Barrier) Weiter (Barrier) Barrier (Barrier) Barrier (Barrier)	blug Version: Successfully get radio information. Dad Version:	R01.00.00 R01.00.02	
Update	ОК		
Restore radio's person	nality		
For help, press F1	USB Cable Connected		

7. Ensure the radio model is the one you want to upgrade and with correct firmware version which is R01.00.02 in this example. Do not proceed update if the radio is not the correct model/firmware version.

L DTR Update Tool			_		×
File Help					
Radio Information					
H	Radio Type:	DTR Series	Regional Code:	00	
METCHOLA	Model:	DTR600	Serial Number:	379TVFG989)
Land And And And And And And And And And A	Firmware Version:	R01.00.02	Codeplug Version:	R01.00.00	
The second se	Unit Private ID	17174768086	Keypad Version: F	R01.00.02	
	Get Radio Info	ormation	[07-06 13:37]		
Update					
Restore radio's personalit	ty				
Update					
For help, press F1	USB Cable Connec	ted			

8. Select "Restore radio's personality" if you need to restore your previous configurations. *** if "Restore radio's personality" is selected when upgrading DTR600 from older FW version to R01.02.02, "Enable Profile ID Pin" setting will be restored too. To change "Enable Profile ID Pin" setting from disable/unchecked to enable/checked, user can only change via CPS if need to restore previous configuration OR unselect "Restore radio's personality" to factory reset radio configurations when upgrading FW to R01.02.02.

🚡 DTR Update Tool				Х
File Help				
Radio Information				
8	Radio Type:	DTR Series	Regional Code: 00	
MOTORICL.4	Model:	DTR600	Serial Number: 379TVFG989	
Refer A. Voltavida	Firmware Version:	R01.00.02	Codeplug Version: R01.00.00	
The Control of the Co	Unit Private ID	17174768086	Keypad Version: R01.00.02	
	Get Radio Info	ormation	[07-06 13:37]	
Update				
Restore radio's personalit Update				
For help, press F1	USB Cable Connec	ted		

9. Click the "update" button to update the radio to the new firmware.

***Do not disconnect and do not power down the radio during the upgrade process.

🚡 DTR Update Tool			-		×
File Help					
Radio Information					
1	Radio Type:	DTR Series	Regional Code: 0	D	
MOTOMOLA	Model:	DTR600	Serial Number: 3	79TVFG98	9
Bit Control During D	Firmware Version:	R01.00.02	Codeplug Version: R	01.00.00	
	Unit Private ID	17174768086	Keypad Version: R0	1.00.02	
	Get Radio Info	ormation	[07-06 13:37]		
Update					
Restore radio's personality	,				
For help, press F1	USB Cable Connec	ted			

10. A pop up will remind you on your update information and cautious. Click the "Yes" button.

🚡 DTR Update Tool	_			×
File Help				
Radio Inf DTR Upda	This will program the radio (Firmware Version: R01.02.02, Codeplug Version: R01.02.01, Keypad Firmware Version: R01.02.00). Please d not remove the USB cable, the radio from the Single Unit Charger, or turn-off radio during the programming process since this can damag or corrupt the radio software. Do you want to continue?	× o e p	;989)0 2	
Update Rest Update For help, press F1	Yes No USB Cable Connected			

11. There will be a black pop up screen showing % of progress. Please do not press any button on your keyboard as that will pause the upgrading process. Please wait for the radio to be completely updated. This should take about 15 minutes. Do not worry about what is shown on the radio display at this moment.

- 12. If you see failure, please try power cycle your radio and perform upgrade again.
- 13. if the radio still cannot upgrade again or if the radio shows any symptom cannot power up or showing any failure, please return your radio for warranty.
- 14. Screen will show Please wait and the progress.

🚡 DTR Update Tool		– 🗆 X				
File Help						
Radio Information						
8	Radio Type: DTR Series	Regional Code: 00				
MOTOHOL.4	Model: DTR600	Serial Number: 379TVFG989				
Rear A Part of S Daniel 3 Rear Comment	Please wait	Codeplug Version: R01.00.00 Keypad Version: R01.02.00 5 13:51]				
Update Update Update						
For help, press F1	USB Cable Connected	24%				

DTR Update Tool File Help Radio Information		- 🗆 X
Endines Endines Endines Endines	Radio Type: DTR Series DTR Update Tool × Firr Update successful.	Regional Code: 00 Serial Number: 379TVFG989 Codeplug Version: R01.02.01 Keypad Version: R01.02.00
Update Prestore radio's personality Update	OK)7-06 13:52]
or help, press F1	USB Cable Connected	

15. Once update is completed, below screen will be shown.

16.Check the Radio Information in DTR update Tool and make sure all firmwares version are the same as figure below.

bTR Update Tool			-	-		×
Radio Information						
	Radio Type: DTR S Model: DTR6	eries 00	Regional Code: 00 Serial Number: 379TVFG989			9
New A	Firmware Version: R01.0	12.02	Codeplug Versio	n: R0	1.02.01	>
	Unit Private ID 17174	1768086	Keypad Versio	n R01	.02.00	>
	Get Radio Information		[07-06 13:52]			
Update						
Restore radio's personality	,					
Update						
For help, press F1	USB Cable Connected					

17. Please wait for radio to complete the restart before unplugging the radio from the docking/charging station.

18. If you see failure, please try power cycle your radio and perform upgrade again.

19. if the radio still cannot upgrade again or if the radio shows any symptom cannot power up or showing any failure, please return your radio for warranty.

Test Steps

After upgrade, follow the steps to check the radio functionality:

- 1. Power up test power up the radio as usual. Check if the radio powers up correctly and show the channel.
- 2. Transmit test press PTT and ensure the other radio receive the transmission / can hear the audio.
- 3. Receive test ensure this radio received the audio from the other radio.
- 4. Volume up and down test test volume up and check the audio volume is increased. Test volume down and check the audio volume is decreased.
- 5. Channel test change channel on two radios and test by transmit from one radio and receive on the other radio. Check if the audio is transmitted through.

Minimum PC Spec requirement

- 1. Intel core i5-3320M @2.60 Ghz
- 2. 8 GB RAM
- 3. Windows 10, 64-bit OS
- 4. 320 GB HDD

<u>Notes</u>

*There will be a chance of failing during the update depending on the computer usage and environment.

*Please close all the running applications before starts updating.

*If failure persists, please stop upgrade using this computer and try another computer. If failure still persists, please do not perform upgrade and get to Motorola support.