



**119-00002 Rev 3.0 DZP\_04 Flightcell  
Service Bulletin**

Apr 13, 2022




## Table of Contents

<b>1</b>	<b>Product Details</b> .....	<b>3</b>
<b>2</b>	<b>Service Bulletin History</b> .....	<b>4</b>
<b>3</b>	<b>Planning Information</b> .....	<b>5</b>
3.1	Reason .....	5
<b>4</b>	<b>Prerequisites</b> .....	<b>6</b>
4.1	Important Note .....	6
4.2	Description .....	6
4.3	Compliance .....	7
4.4	Approval .....	7
4.5	Manpower .....	7
4.6	Software Accomplishment Summary .....	7
4.6.1	Bug Fixes .....	7
4.6.2	Known Issues .....	7
<b>5</b>	<b>Material Information</b> .....	<b>9</b>
5.1	Material - Price and Availability .....	9
<b>6</b>	<b>Accomplishment Instructions</b> .....	<b>10</b>
6.1	System Firmware Upgrade .....	10
6.2	Verification .....	13
6.3	Update nameplate .....	13

# 1 Product Details

- Part No. DZP\_04

## 2 Service Bulletin History

Document No.	Rev No.	Description	Effective Date	Jira No.
119-00002	1.0	Firmware Upgrade	24 February 2022	 <a href="#">DZMX-1569</a> - vX.8.1 Software Release <span style="border: 1px solid green; padding: 2px;">RELEASED TO PRODUCTION</span>
119-00002	2.0	Hardware Mod information	17 March 2022	 <a href="#">PD-2363</a> - DZP_04 Mod Change ELC_00083 <span style="border: 1px solid blue; padding: 2px;">PIR RECEIVED</span>
119-00002	3.0	Firmware Upgrade	31st March 2022	 <a href="#">DZMX-1622</a> - vX.8.2 Software Release <span style="border: 1px solid green; padding: 2px;">RELEASED TO PRODUCTION</span>

## **3 Planning Information**

### **3.1 Reason**

Firmware vX.8.2 is a minor release incorporating bug fixes.

## 4 Prerequisites

This firmware is only suitable to be installed on Flightcell DZP\_04 DZMx Platform 3 and DZMx Platform 4, Revision 4.0, Revision 5.0 and Revision 6.x

This firmware is not suitable for older Flightcell DZM 1, DZM 2 and DZM 3 products.

To determine which firmware version is applicable, and if an upgrade is required, please check your current DZP\_04 firmware version by going to MENU>Diagnostics Menu>About DZMx.

Install package labelled dzmx-v3.8.2r1401-upgrade.package if:

- The firmware version number reported on the About DZMx page is "3.5.0-P3" (check that it NOT P4) or
- The firmware version number reported starts with v3.x.x and is prior to v3.8.2

Install package labelled dzmx-v4.8.2r787-upgrade.package if:

- The firmware version number reported on the About DZMx page is "3.5.0-P4" or
- The firmware version number reported starts with v4.x.x and is prior to v4.8.2

### 4.1 Important Note

If upgrading DZMx configurations with devices connected to the serial port, please first contact Flightcell support at [tech@flightcell.com](mailto:tech@flightcell.com) to assist you with your upgrade. Devices connected to the serial port include:

- A Flightcell external Iridium modem
- A Flightcell Iridium Satellite phone cradle
- Ericson fire tank controller
- ETM cycle counter

### 4.2 Description

This new release of firmware for the Flightcell DZP\_04 DZMx contains several new improvements and bug fixes including:

- Correct upgrade of the IEC board
- Correction to DZMx DHCP server configuration

See the Software Accomplishment Summary section for full details of features and bug fixes included in this release.

The firmware release is issued as a single package file named dzmx-v3.8.2r1401-upgrade.package or dzmx-v4.8.2r787-upgrade.package

The firmware packages can be downloaded from our web page <https://www.flightcell.com/support/firmware>.

The updated manuals pertaining to this release can be downloaded from <https://www.flightcell.com/resources>.

Follow the upgrade instructions outlined in the Accomplishment Instructions section to upgrade your unit.

### 4.3 Compliance

This firmware upgrade is Recommended.

All existing Flightcell DZP\_04 DZMx Platform 3 units in the field can upgrade to firmware version v3.8.2.

All existing Flightcell DZP\_04 DZMx Revision 4.0, Revision 5.0 and Revision 6.x units in the field can upgrade to firmware version v4.8.2.

Upgraded DZMx Revision 5.0 units and above must be marked/labelled on the outside of the unit with the appropriate modification status letter from the following table:

Product Revision	Modification Status Letter
5.0	<b>B</b>
6.0	<b>B</b>
6.1	<b>A</b>

### 4.4 Approval

This service bulletin contains no modification information that revises the approved configuration and therefore does not require governmental or other regulatory agency approval.

### 4.5 Manpower

The manpower required to accomplish the procedures described in this service bulletin is detailed below:

Firmware Updates	20 Minutes
Verification	2 Minutes
Total Time Required:	Approx. 22 Minutes

### 4.6 Software Accomplishment Summary

#### 4.6.1 Bug Fixes

Corrected issue with DHCP server configuration that caused failure in address assignment

Corrected issue with IEC card upgrades

#### 4.6.2 Known Issues

The serial port configuration setting is not transferred correctly from pre vX.8.0 firmware and so an upgrade will lose the configuration for the connected device. This can be corrected manually after the upgrade with Installer level access via DZMx Connect. Contact Flightcell for assistance.

Bluetooth audio errors. With some Bluetooth calls audio can be lost in single or both directions.

iPhone 12 Bluetooth audio may drop out when using the auto-connect function. Disable auto-connect for iPhone 12

Issues with Spark in New Zealand:

- SMS sending does not work when device in in LTE mode.
- VOLTE outgoing calls to Vodafone do not connect.



## 5 Material Information

### 5.1 Material - Price and Availability

Qty	Part Number	Part Name	Requirement Notes	Unit Cost	Lead Time
1	dzmx-v3.8.2r1401-upgrade.package	DZP_04 Hardware Platform 3 Firmware Package	For all platform 3 units	N/A	N/A
	dzmx-v4.8.2r787-upgrade.package	DZP_04 Hardware Platform 4 Firmware Package	For all platform 4 units	N/A	N/A
1	Commercially Available	28V DC power supply	If not using cockpit/battery power	N/A	N/A
1	Commercially Available	PC or laptop		N/A	N/A
1	Commercially Available	USB memory stick	If using USB stick upgrade method	N/A	N/A
1	Commercially Available	Ethernet cable	If using DZP_04 Connect upgrade method	N/A	N/A
1	CLP_00002	Bench Loom	If not upgrading the DZP_04 fitted in an aircraft	N/A	N/A
1	IDP_00012	USB/Ethernet Military Connector Box	For military DZP_04 versions	N/A	N/A
1	IDP_00013	USB/Ethernet Civilian Connector Box	For civilian DZP_04 versions	N/A	N/A

## 6 Accomplishment Instructions

### 6.1 System Firmware Upgrade

Before commencing the upgrade:

1. Identify your Platform version and check the current firmware version running on the DZMx by going to MENU>Diagnostics Menu>About DZMx.
  - a. This should be shown as firmware version v3.5.0 P3, or v3.x.x for Platform 3 units or v3.5.0 P4 or v4.x.x for Platform 4 units.
  - b. If the current firmware version is 2.x.x or 1.x.x, please contact Flightcell technical support team phone: +64 3 535 8651 or email: [tech@flightcell.com](mailto:tech@flightcell.com).
  - c. It is also possible to view the version information via DZMx Connect after logging in as an Installer and viewing the About page (see below).
2. Refer to the table above to identify the correct firmware package and equipment you will require for this upgrade.
3. Download the correct firmware package file directly from: <https://www.flightcell.com/support/firmware> and save it to your local PC or laptop hard drive.
4. Ensure there is enough battery power to run the DZMx for at least 1 hour (DZMx draws approximately 1A at 28VDC).

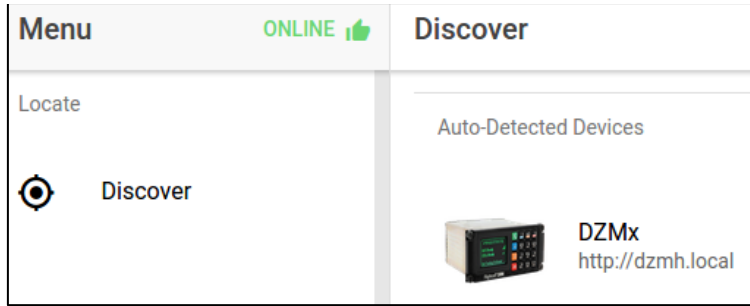
To perform the upgrade:

Upgrading the DZMx using a USB memory stick:

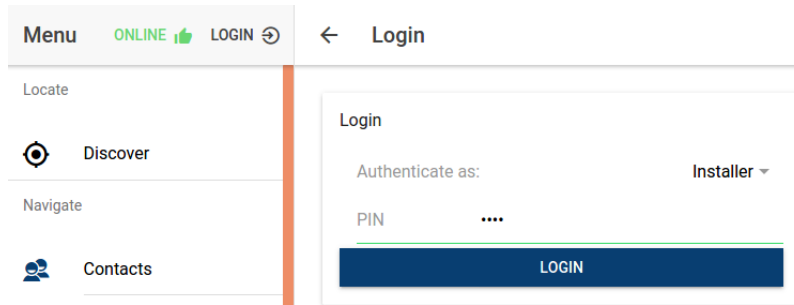
1. Copy the downloaded firmware package file to a USB memory stick.
  - a. The firmware package file must be copied to the root directory on the USB stick.
  - b. The firmware package file must be the only file with the extension .package on the stick.
2. Locate the IDP\_00012 or IDP\_00013 USB/Ethernet Connector Box connected to the DZMx.
3. Insert the USB memory stick into the DZMx USB port.
4. Go to MENU>Hardware Config and press ENTER.
5. If you have not already done so, enable the DZMx extended menus by selecting Installer Menu Enable, and enter the installer password, then press ENTER.
6. From within the Hardware Config menu, scroll down to highlight the Firmware Upgrade option and press ENTER.
7. The upgrade will commence.
8. Follow the prompts on the DZMx display.

Upgrading the DZMx using DZMx Connect:

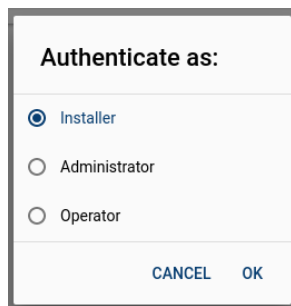
1. Locate the IDP\_00012 or IDP\_00013 USB/Ethernet Connector Box connected to the DZMx and plug in an ethernet cable.
2. Connect the other end to a laptop or PC to the DZMx Ethernet port.
3. Open a web browser and in the address/URL/location bar, enter the IP address: 192.168.4.1.
4. If a picture of a DZMx does not automatically appear in the auto detected DZMx pane, then click on Discover and wait for the DZMx to appear.



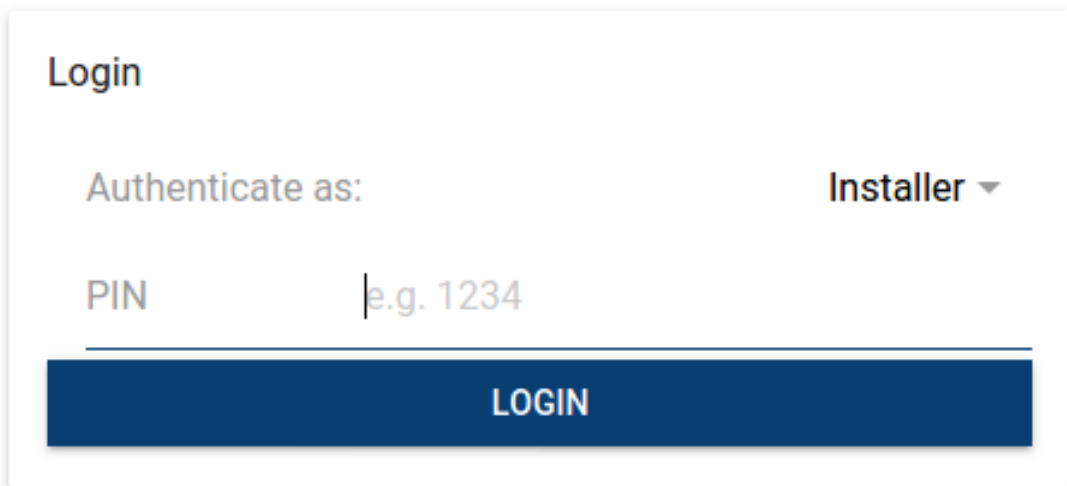
- 5.
- 6. Click on the picture of the DZMx and then click on Login.



- 7.
- 8. Click on Authenticate As and select Installer, then click on OK.



- 9.
- 10. Click on the PIN field and enter your installer password.



- 11.
- 12. Navigate to the About section and under Version Information section, check the firmware version:

**i** Version Information

---

Serial: E09111961

---

Hardware: Version 4 (standard)

---

Firmware: dzmx-4.8.1r753

[UPGRADE](#)

13.

14. Refer to the 'Before commencing upgrade' section to check your current firmware version, if you haven't already, then select the UPGRADE button to proceed.

Menu ONLINE LOGIN

← Firmware Upgrade

Select File

Drop file here!

Browse... No file selected.

Upload to DZMx

Upgrade

15.

16. Select the firmware package file. Either:

- a. Select Browse and locate where you copied the firmware package and select the file (by default, it would have been copied to your downloads folder).
- b. Drag and drop the package file from another file explorer window into the 'Drop file here' boxed area.

17. Click on UPLOAD then wait while the package file is transferred to the DZMx.

The screenshot displays a web-based file upload and upgrade interface. It is divided into three main sections:

- Select File:** A file named "dzmx-4.8.1r759-upgrade.package" has been selected. A "Browse..." button is visible next to the filename.
- Upload to DZMx:** This section shows the file name and size (226.268 MB). A progress bar indicates that the upload is at 0%. Below the progress bar are three buttons: "REMOVE", "CANCEL", and "UPLOAD".
- Upgrade:** The top part of this section is visible, showing a refresh icon and the word "Upgrade".

18.

19. Once the file has been fully uploaded the upgrade process will start automatically.

20. After the upgrade, the DZMx will reboot automatically.

## 6.2 Verification

After the upgrade process has completed, and the DZMx has rebooted to show the main screen, verify that the firmware upgrade has completed successfully.

Using the DZMx Keypad:

1. Check the current DZMx firmware by going to MENU>Diagnostics Menu>About DZMx. This should now be shown as firmware version v3.8.2r1401 (Platform 3) or v4.8.2r787 (Platform 4)

Using DZMx Connect:

1. After being redirected to the Discovery area, wait for the DZMx to fully reboot before re-discovering it. The display and keyboard may alternatively flash on and off during this period.
2. Wait for the DZMx to boot up and show the main screen, then follow instruction steps 4-12 above and check that the new firmware version is now either v3.8.2r1401 (Platform 3) or v4.8.2r787 (Platform 4).

## 6.3 Update nameplate

Label the unit with the appropriate Modification Status Letter. See the Compliance section above for details.

**Form No.** F069 (R1) **Effective Date:** 08 Apr 2022