



**119-00003 Rev 5.0 DZP\_04 Flightcell  
Service Letter**

Apr 14, 2022

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# 1 Product Details

- Part No. DZP\_04-xxxW and DZP\_04-xxx-xxxxW, with Wi-Fi and Bluetooth active
- Rev No. 3.0, 4.0, 5.0, 6.0.

## 2 Service Letter History

| Document No. | Rev No. | Description                                     | Effective Date   |
|--------------|---------|-------------------------------------------------|------------------|
| 119-00003    | 1.0     | Product Information                             | 20 August 2021   |
| 119-00003    | 2.0     | Product Information                             | 16 November 2021 |
| 119-00003    | 3.0     | DZP_04 Firmware Upgrade issues with Remote Head | 02 December 2021 |
| 119-00003    | 4.0     | Product Information                             | 24 February 2022 |
| 119-00003    | 5.0     | Product Information                             | 11 April 2022    |

### **3 Summary**

This service letter is to notify customers of an issue with the Bluetooth feature on the Flightcell DZMx.

## 4 Background

The DZMx Bluetooth feature enables audio from a handheld cellphone to be connected to the aircraft audio system (ICS).

The DZMx can be configured to provide for Bluetooth capable phones to auto-connect or be connected manually.

Bluetooth only provides for one phone to be connected at a time. When on auto-connect, the first paired phone detected will be connected.

### 4.1 Overview of issues

When operating some later models of cellphones on the DZMx Bluetooth, the following issues may occur:

1. The phone may fail to auto-connect to Bluetooth
2. The audio connection may suffer an intermittent failure in one or both directions (Phone connected)

### 4.2 Resolution

#### 4.2.1 For DZMx operating Firmware 4.xx

If the phone fails to auto-connect, it can be manually connected from its Bluetooth settings page.

The next firmware release for DZMx, firmware 4.9.0. will include.

- Resolution for the auto-connect issue
- On screen notification of the identity of the phone connecting to Bluetooth.

Note: If you are experiencing intermittent Bluetooth audio failures, the DZMx can be returned to Flightcell for a free component upgrade.

#### 4.2.2 For DZMx operating on Firmware 3.xx,

There is no pending firmware fix available to resolve the auto-connect issue. It is recommended that the required phone be connected manually to Bluetooth.

A permanent fix of the auto-connect and audio issues is only available by upgrading to a new hardware revision, Revision 6.

### 4.3 Advisory note

The DZMx Bluetooth feature was implemented for the convenience of aircrew to connect a handheld phone.

Flightcell **DOES NOT** recommend the use of a Bluetooth-connected phone for mission critical communications.

Flightcell recommends that for ALL MISSION CRITICAL CALLS to or from the aircraft, the DZMx in-built cellular system be used, with fall back to the DZMx Iridium system when outside of cellular coverage.

## 5 FIL Contact Information

Please contact Flightcell support at [tech@flightcell.com](mailto:tech@flightcell.com) if you have any questions or wish to have the DZMx upgraded.

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