

NSR Technical Notice

NSR23-TN02

Important

Issued on 1st June 2023

1. Subject

Upgrading firmwares for NGR-X000/NBW-1000/NGC-3000 products.

2. Problem & Cause

On some NSR GPS, BNWAS and GPS compass, blurred screens (partially unclear) occur occasionally, especially during initial 5 minutes after powered on.

After comprehensive tests in NSR lab, bugs in firmware were found which result in above problem.

3. Products affected

Follow products may be affected by the bugs.

Model No.	Product description	Firmware version & date	Shipping date from NSR	S/N range
NGR-1000	GPS/GNSS	V2.02 221020	12/12/2022 to 31/5/2023	GR220122-GR230010
NGR-3000	GPS/GNSS	V2.02 221020	12/12/2022 to 31/5/2023	GR227430-GR237920
NGR-5000	Multi GNSS	V1.08 221020	7/12/2022 to 31/5/2023	GR215283-GR215347
NGR-6000	BDS	V1.04 221103	6/12/2022 to 31/5/2023	GR216137-GR226161
NBW-1000	BNWAS	V2.02 221012	12/10/2022 to 31/5/2023	BW221115-BW231492
NGC-3000	GNSS COMPASS	V1.24 230424	29/4/2023 to 31/5/2023	GC233353-GC233443, GC223151-GC223171

4. Solution

New firmwares have been launched to fix the bugs. The new firmwares can be downloaded from Distributor Area at NSR website.

Model No.	Firmware (before upgraded)	Firmware (after upgraded)
NGR-1000	V2.02 221020	V2.03 230531
NGR-3000	V2.02 221020	V2.03 230531
NGR-5000	V1.08 221020	V1.09 230531
NGR-6000	V1.04 221103	V1.05 230531
NBW-1000	V2.02 221012	V2.03 230531
NGC-3000	V1.24 230424	V1.25 230601

5. Suggestion

It's suggested that all affected products should be upgraded with new firmwares if they are still in your stock or the problem of blurred screen is reported on those installed onboard.

Issued by NSR A/S, Q/A, R&D