

FLEX-6400/6400M/6600/6600M

When do you expect to deliver the new models?

We are targeting delivery of the FLEX-6400M and FLEX-6600M in the August/September time frame and the FLEX-6400 and FLEX-6600 in the October/November time frame.

What is the difference between the models with and without the “M” suffix?

The M suffix means that the radio incorporates an integrated front panel control surface and 8-inch 1920 x 1200 IPS touch screen display. They also include an external HDMI compatible display connector to drive a 1920 x 1200 resolution monitor or HDTV. Models without the M designation require an external client control surface such as a Maestro, PC, Mac, iPhone, or iPad for control.

Is a PC needed to operate the FLEX-6400M or FLEX-6600M?

No. Both models can operate standalone without the need for a PC. Like all other FLEX-6000 Series radios have the capability of operating from external SmartSDR client devices such as PC/laptop, Maestro, iPhone or iPad.

Do I need a PC to operate the FLEX-6400 or FLEX-6600?

Both of these models are radio servers without attached control panels so they require an external client device for control such as a Maestro, PC, laptop, Mac, or iOS device.

Does Maestro eliminate the requirement of a PC to operate?

Yes, Maestro can operate **any** FLEX-6000 Series transceiver without the need for a PC or other control client. Maestro can even be used with the FLEX-6400M and FLEX-6600M for remote operation or other operating locations around the house.

Is Internet required to operate the radio?

No. Internet is not required for any FlexRadio transceiver other than to download new software or operate remote away from the home station.

What version of SmartSDR comes with the FLEX-6400/FLEX-6600?

All new models will ship with SmartSDR Version 2 software.

If I purchase a FLEX-6400/FLEX-6400M or FLEX-6600/FLEX-6600M and it comes with 2.x, can I use that software on my existing FLEX-6300/6500/6700 if I’m a multi-radio owner?

No. SmartSDR is licensed to the specific radio hardware and is not transferable to another radio. This also means that if you sell your radio, the license and all associated updates for the respective major release (e.g. 1.x, 2.x, 3.x, etc.) transfer with the radio.

Do I have to pay an annual subscription fee?

No. You can choose to pay for major version upgrades such as 3.x, 4.x, etc. There is no requirement to upgrade and the radio will continue to operate. You can choose to skip versions as well. The choice to upgrade or not is yours.

How do I operate digital modes with the FLEX-6400M and FLEX-6600M?

You can continue to use your favorite digital mode software on your PC just as you do today but without the need for a sound card or cables. Simply load SmartSDR™ software on the PC running your digital software and connect through FlexRadio's Digital Audio Exchange (DAX) and SmartSDR CAT eliminating the problems with wiring complexity and RF/audio ground loops.

How do I connect my logging software with the FLEX-6400M and FLEX-6600M?

Virtually any PC logging program can be used by **connecting** through SmartSDR CAT running on the logging PC.

Why did you end production of the FLEX-6300 and FLEX-6500?

We have been able to achieve price/performance improvements in the design of the FLEX-6400/6600 models that have better economies of scale than possible with the earlier designs. We expect the demand for the FLEX-6300 and FLEX-6500 to be reduced by the new models due to the new lower price points making them no longer cost effective to manufacture. Keep in mind, if you are an existing owner of a FLEX-6300 or FLEX-6500 your radio is still part of the FLEX-6000 line and will be fully supported through ongoing SmartSDR software releases as SmartSDR truly is the radio.

Is my existing FLEX-6000 Signature Series radio now obsolete?

No. SmartSDR is the radio. You have the option to upgrade any FLEX-6000 Series radio as new SmartSDR releases are made available. The new models are designed around the same scalable radio server software architecture and thus can leverage ongoing enhancements across the entire product family.

Will you continue to sell the FLEX-6700?

Yes. The FLEX-6700 continues as the flagship model within the FLEX-6000 Signature Series. It offers world class performance, dual SCUs, single radio SO2R, up to eight receivers/panadapters, and 2m IF capabilities.

Will you continue to support and service the FLEX-6300 and FLEX-6500?

Yes, just as we continue to for our earlier models.

Will you continue to offer software upgrades for the FLEX-6300 and FLEX-6500?

Yes. All of the radios in the FLEX-6000 family run the same SmartSDR software (in the radio and in the client) that will continue to be enhanced.

Can I use my existing amplifier?

Yes. It can be controlled using USB to serial port or USB to BCD from the back of the radio. You can also use the FlexRadio PowerGenius XL with only an Ethernet connection required for all control and monitoring of amplifier functions.

Will you allow Trade Up of FLEX-6300 and FLEX-6500 to the new models?

Yes, in the US. Contact sales@flexradio.com for more information.

*For international customers, contact your distributor. Availability may vary.

Can I trade in other equipment toward the new models?

Yes, in the US. Contact sales@flexradio.com for more information.

*International availability may vary by distributor as to whether they have trade in programs for other manufacturer's equipment.

Does FlexRadio still plan to offer the FLEX-FDC for SO2R support?

FlexRadio showed a prototype device that would allow a FLEX-6300 or FLEX-6500 to operate SO2R equivalent in one radio. After extensive evaluation we believe that the FLEX-6600/6600M offers a more cost effective and higher performance solution for cross band SO2R operation in one radio than the FLEX-FDC.

Can I use the new models on MARS and SHARES frequencies?

With proof of a valid license for operation on the MARS and SHARES services, we offer a hardware upgrade option for \$399.00 U.S. that provides extended transmitter low pass filters to provide harmonic suppression. We require proof of appropriate license for this option. As with all FLEX-6000s radios, a radio specific TURF file will be required to enable out of ham band transmit.

Can I rack mount the new models?

We expect to have rack mount options available but we do not currently have price or delivery information.

What options are available?

The FLEX-6400/6400M has an optional ATU. All new models (FLEX-6400/6400M and FLEX-6600/6600M) have the option of the internal GPSDO and the MARS/SHARES transmit filter expansion board.

What kind of adapter will I need to hookup a microphone to my new FLEX-6400/6400M/6600/6600M?

The radio uses a 3.5mm TRS plug for the microphone. We will have optional adapters available when we deliver the radio (no current pricing available).

Will a microphone be included with the radio?

No. You can use your current dynamic or condenser microphone with the appropriate adapter. The connection is a 3.5mm (1/8-inch) TRS jack. It can be used in either pseudo-balanced or unbalanced modes.

Maestro

Why was the Maestro delayed and have the problems been resolved?

Unfortunately after a highly successful first production run, a major subsystem supplier changed a key communications specification that required a redesign of our control board. After completing the design changes to meet the new specification we found that the supplier did not meet their own published specifications. Through a lengthy process we demonstrated to the supplier that their device was at fault and gained commitment for corrective action. On May 15, 2017 we received final commitment from the supplier to provide corrected firmware that will allow us to release to production.

When can I expect Maestro delivery?

We are currently completing final testing on the revisions and are targeting August 2017 for resuming shipments.

Will my Maestro work with the newly announced FLEX-6400/6400M or FLEX-6600/6600M radios?

Yes, just as with all other FLEX-6000 Series radios.

Can I trade my Maestro towards a new radio?

Yes, in the US. Contact sales@flexradio.com for more information.

*International availability may vary by distributor as to whether they have trade in programs.

SmartSDR v2.x

When will v2.0 be released?

The target release date is before the end of June.

What is in the initial release of v2.0?

The initial release premieres the new SmartLink integrated remote capability for all FLEX-6000 Series radios. You can use your PC/laptop, Maestro, iPhone or iPad to connect remotely over the Internet without the need for a VPN or other hardware. The initial release will also include a new pop out windows feature on SmartSDR for Windows.

What capabilities will follow? Is there a v2.x roadmap?

While FlexRadio maintains an internal roadmap for v2.x, we do not plan to publish specifics since priorities are subject to change at any time. We expect to offer multiple releases in the v2.x Series. Our plan is to include a number of new features that have broad applicability across the amateur community.

If I just bought a radio, do I have to pay for v2.x?

All FLEX-6000 series radios purchased on or after May 18th, 2017 include a license for v2.x. This includes the Certified Pre-Owned purchased from FlexRadio Systems too.

Why is there a charge for v2.x?

Software development is a very expensive process. Charging for new major releases allows FlexRadio to subsidize ongoing software development that benefits all FLEX-6000 Series owners by increasing the capabilities of their radio over time. Since the upgrade is optional, it provides incentives for FlexRadio to develop features that a broad set of customers will appreciate.

If you own an original Limited Edition version of the FLEX-6500 and FLEX-6700 you will receive a free upgrade to v2.x. The Limited Edition designation is shown under the front panel model number and will have the signatures of the design team on the bottom of the radio.

Is there an annual software subscription fee?

No. Our software fee is tied to major releases (ex. SmartSDR v2.x, v3.x, v4.x, etc) rather than an annual subscription. All minor point releases within the major release come free of charge. For example, if you purchased v3.0, you would get v3.1, v3.2, etc included for no additional charge.

Do I have to upgrade?

No. This is your option. It is our job to make the features in our upgrades so compelling that you can't live without them.

Will my radio continue to work if I don't upgrade?

Yes, just as it does today.

If I don't upgrade will I continue to get bug fixes to 1.x?

We will release SmartSDR Version 1.x maintenance releases to address specific bugs fixes and band allocation changes as determined appropriate.

Where does the SmartSDR license get installed?

When you run the SmartSDR 2.x client software, such as SmartSDR for Windows on your PC or SmartSDR for Maestro, it will check the FLEX-6000 to verify it has a valid 2.x license installed. If not, then you need to upgrade your FLEX-6000 before you can use it with the SmartSDR v2.x client software. After the new license is installed on the FLEX-6000, you will be able to use the new major version of SmartSDR with your radio.

If I have more than one FLEX-6000 series radio do I need to buy multiple licenses for 2.x? Is there a discount for multiple copies?

Yes. SmartSDR is licensed to a specific radio serial number and is not transferable. There is no discount for multiple radios.

What devices support SmartLink on v2.0?

Initial support will be on SmartSDR for Windows, SmartSDR for Maestro, and SmartSDR for iOS. Dogpark Software also plans to incorporate SmartLink on DogparkSDR for Mac.

How do I setup my network to support SmartLink?

Most home networks will not require any changes. If UPnP is enabled in your router, no additional changes are necessary. Otherwise, it may be necessary to forward one (1) TCP port and one (1) UDP port to your radio. More details on this will be included in the Software Users Guide.

Is SmartLink secure?

Yes. Connection to your radio is facilitated using a secure authentication process through a secure server using industry standard token passing. Communications between your radio and client system (SmartSDR for Windows or Maestro, for example) and control of your radio occur over a secured Internet communications channel using SSL/TLS encryption.

Is the transmit/receive audio data encrypted?

No. The transmit data that would go out on the air and received audio that was received off the air is not encrypted.

Do other operators using my FLEX-6000 via SmartLink need to upgrade their FLEX-6000s to SmartSDR v2.x to use my radio?

No. Only the radio being accessed via SmartLink will need to be upgraded to SmartSDR v2.x.

PowerGeniusXL

When will the PowerGenius XL ship?

We expect shipments from the first production run to begin in the July/August time frame. The first production run is sold out and we expect the second run to begin in the October time frame.

Does it include an antenna tuner?

All orders placed before the end of 2017 will receive a free TunerGenius S model tuner. Unlike the integrated tuners on competitor's models, TunerGenius S gives you the option of placing the tuner in the shack or better at the antenna to eliminate power loss due to SWR on the coax. The base model uses the PowerGenius processor to control TunerGenius S over Ethernet. A vector probe module incorporating a unique data modem to provide remote control of the tuner using only the coax line will be available as an option at a later time.

What is the warranty?

Two years.

If I'm not an SO2R operator, why would I want this amplifier?

PowerGenius XL offers no-compromise performance and power for any serious operator who wants the very best. It is a full 2kW amplifier so you can count on reliable full legal limit output on all modes, including RTTY. It uses the latest thermal technology and maximum efficiency algorithms to increase efficiency in digital modes and CW for maximum output without compromising linear mode performance. Even if you don't operate SO2R you may find it beneficial in chasing DX on two bands that the amplifier provides >80 dB port to port isolation on all HF bands.

What is the SWR matching range of the TunerGenius S?

The Tuner Genius S will tune 15 to 200 ohms at 2 kW.

Misc/Other

Did you discontinue the FLEX-1500? Is there a replacement?

We discontinued the FLEX-1500 due to end of life of key semiconductor components. We will maintain spare component stock for repairs as we do on our other products. There is no immediate replacement.