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| marantz® SERVICE BULLETIN | | Date: 27-Jan.-2004 | Model: SR8300/SR9300 |
| | | Page: 1 / 3 | REF.NBR: MZ04-010 |
| Circulation: | | Subject: | |
| Application: | | SETUP sometimes returns to initial setting. | |
| x for information customer complaint in case of service mandatory | | | |
| | | See Below | |

[PHENOMENON]

After Power switch on, “Clear memory” is displayed and SETUP sometimes returns to initial setting.

*According to the report, when the power plug is taken out and inserted to the outlet, the phenomenon is sometimes happened.

[SOLUTION]

1) Update the CPU’s software version to [**V0301233**]

**First of all, please check the CPU (QU01) version.
It can be confirmed on the “SERVICE PROGRAM”,
please refer to the SR8200/SR9200 Service Manual on page 95 for the procedure.**

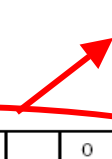
1. Turn on the unit, press **DVD, TUNER** and **MULTI ROOM** key simultaneously more than three seconds.
Microprocessor (CPU), DSP Version and FLD Segment Check Mode

Turn the unit into the Factory Mode (See above) first. Each time **DISPLAY** key is pressed or RC-5 code **161500 (Display)** is entered, information shown on the FLD changes in the following order. Software versions of μ-com and DSP can be seen and FLD segments can be checked.

- Model Name is displayed like “SR9200”, “SR8200”, “PS9200:.
- Software version of QU01(CPU) is displayed in the following format.

| | | | | | | | | | | | | | | |
|---|---|---|---|--------|---|---|---|---------|---|---|--------|---|---|---------|
| M | A | I | N | V | 0 | 0 | 0 | 4 | 2 | 6 | | 0 | U | |
| | | | | └Year┘ | | | | └Month┘ | | | └Date┘ | | | No Ver. |

V0301233



Please refer to the service manual SR8200/SR9200 page97 to 98 about details of “ 9.UPDATE FIRMWARE ”. As for details, Please see page 2/3 and 3/3

[NECESSARY PART]

Update of the firmware disc ***SR8300CDR**

[REMARKS]

The countermeasure apply to this claim only.

This problem apply to the following Lot number.

SR8300 apply to MZxxxxxx21xxxx to MZxxxxxx38xxxx. (MZxxxxxx24xxxx except).
SR9300 apply to MZxxxxxx19xxxx to MZxxxxxx37xxxx.



9. UPDATE FIRMWARE

*SR8300CDR

Software for CPU and DSP can be updated.

Have *SR9200CDR update disc.

There are two mode of download, regarding to the target of software as bellow.

Mode 1: Download DSP's software to 4M Flash-ROM.

This mode is to update the software for DSP.

The target devise is 4M -Flash ROM (Q671) on P604.

SR9200&8200 need to be set download condition, by three front keys.

Use Mode2:

Mode 2: Download CPU's software to internal Flash-ROM.

This mode is to update the software for DSP.

The target devise is internal flash ROM of CPU (QU01) on P604.

The unit needs to be set to writing condition, by pushing internal switch from back-panel.

The following items are required for updating.

RS232C Dsub-9 pin cable (female to female/Straight type)

PC (Windows 98, NT, ME, 2000) with RS-232C port.

Upgrade software to CPU.

~~Upgrade software to DSP.~~

Use RS232C Dsub-9 pin cable (female to female/Straight type) to connect PC and the unit.

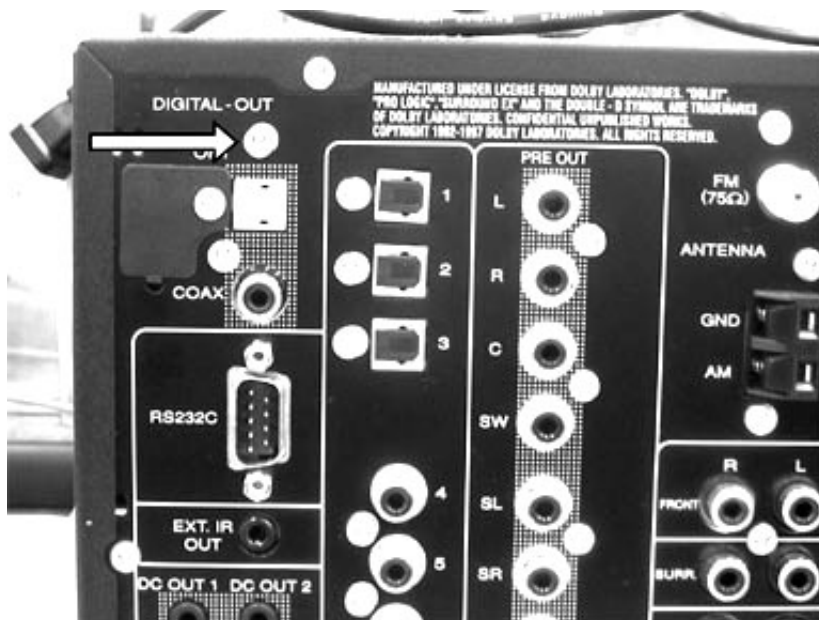
COM port on PC needs to be set by dialog box for each program. COM port can be set from COM1 to COM5.

Download Firmware for DSP (Mode 1)

1. Put the "DSP upgrade" folder into anywhere on your PC's hard disc.
2. Connect PC and the unit with the RS-232C cable.
3. Turn on the unit.
4. Press **ENTER**, **MUTE** and **MULTI-SPK** buttons simultaneously more than 5 seconds to turn the unit into Loading Mode.
5. "LOADING MODE" will be shown on FLD.
6. Launch "UpgradeDSP.exe" on PC.
7. Set the Baud Rate to 38400 then click **Start communication** button. If the connection is made successfully, a dialog box saying "Success to connect" appears and "CONNECTED" is displayed on FLD.
8. Click **Send the DSP codes** button on the dialog box. Progress status of downloading will be shown on PC and "LOADING" is displayed on FLD.
9. If downloading is completed successfully, "COMPLETED" is displayed on FLD. And a dialog box saying "Finished the DSP code transmitting" appears. Click **OK** and then click **CLOSE** to close the application.
10. Turn off the unit.

Download Firmware for CPU (Mode 2)

1. Put the “CPU upgrade” folder into anywhere on your PC's hard disc.
2. Connect PC and the unit with the RS-232C cable.
3. Remove the screw on the backside of the unit.



4. Insert a thin rot to the screw hole and push the switch (SU02) inside to turn on the switch.
5. Turn on the power of the unit. (Confirm that the stand-by LED lights in green so the unit is in the boot mode.)
6. Launch “H8Download.exe” on PC.
7. Click **other files...** button in the dialog box to specify the file (XXXX.mot) to be upload. V0301233.mot
8. Click **Connect** button. If the connection with the H8 μ -com is successfully made, a dialogue box saying “Success to the H8 micro processor connection” appears. If the connection fails, error message will appear.
9. Click **Send** button to start update.
10. If the firmware is updated successfully, a dialog box saying “Finished the firmware program sending” appears.
11. Click **CLOSE** button to close the application.
12. Disconnect Mains power cord.
13. Turn off the internal switch that has been turned on at step 3. Put on the screw.
14. Turn on the unit.

Firmware Version Check

To check the versions of the firmware, see “Microprocessor (CPU), DSP Version and FLD Segment Check Mode” in “SERVICE PROGRAM” section.

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| marantz® SERVICE BULLETIN | | Date: 22-Apr.-2004 | Model: SR8300/SR9300 |
| | | Page: 1 / 1 | REF.NBR: MZ04-035 |
| Circulation: | | Subject: | |
| Application: | | After specific operation, SETUP sometimes returns to initial setting. | |
| x for information customer complaint in case of service mandatory | | ALL | |
| | | Int.ref: | |

[PHENOMENON]

1. By SETUP MENU, Set the Speaker level of SURROUND to "+1dB or more". Then, escaping from MENU.
2. The Sound level is set to "negative infinity" from "other than negative infinity" by VOL Knob.
3. Press the POWER switch to turn off and turn on.
4. "Clear memory" is displayed and SETUP sometimes returns to initial setting.

[SOLUTION]

1) Update the CPU's software version to [**V0301234**]

**First of all, please check the CPU (QU01) version.
It can be confirmed on the "SERVICE PROGRAM",
please refer to the SR8200/SR9200 Service Manual on page 95 for the procedure.**

1. Turn on the unit, press **DVD, TUNER and MULTI ROOM** key simultaneously more than three seconds.
Microprocessor (CPU), DSP Version and FLD Segment Check Mode

Turn the unit into the Factory Mode (See above) first. Each time **DISPLAY** key is pressed or RC-5 code **161500 (Display)** is entered, information shown on the FLD changes in the following order. Software versions of μ -com and DSP can be seen and FLD segments can be checked.

1. Model Name is displayed like "SR9200", "SR8200", "PS9200:."
2. Software version of QU01(CPU) is displayed in the following format.

| | | | | | | | | | | | | | |
|---|---|---|---|--------|---------|---|---|--------|---|---|---------|---|---|
| M | A | I | N | V | 0 | 0 | 0 | 4 | 2 | 6 | | 0 | U |
| | | | | └Year┘ | └Month┘ | | | └Date┘ | | | No Ver. | | |

V0301234

Please refer to the service manual SR8200/SR9200 page97 to 98 about details of " 9.UPDATE FIRMWARE ".
As for details, Please see page 2/3 and 3/3

[NECESSARY PART]

Update of the firmware disc ***SR8300CD2**

File name of ***SR8300CD2**

sr9300_01234.mot

725KB

[REMARKS]

The countermeasure applies to this claim only.

Approved by **S.NAGAO**

Written by