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marantz[®]

Service Bulletin

No. : MZ09-161

Date: February 17, 2010

Model: UD8004

Subject: Correction of the firmware via DPMS

Countermeasure is applicable only upon claim from the customer.

- Symptom:**
- 1) The menu of special BD disc "Mushi-shi 26-tan (Japanese animation) [AVXA-29045~9]" is not displayed.
 - 2) "Sleeping Beauty (BD Disc)" will not play without an SD card inserted in player.
 - 3) A communication of "CEC" does not work when the unit connects to a plasma TV (KRP-500A: Pioneer).
 - 4) Disc "OPERATION WALKÜRE" and "The Wrestler" can not play.
 - 5) Start playback only DVD-Audio disc automatically when operate "SETUP".
 - 6) When play a DVD-AUDIO, if push STOP button twice then open SETUP-menu then close then push a PURE-DIRECT button to change the mode to OFF-ON-OFF, a HDMI indicator blink and a audio and picture does not out from HDMI.
 - 7) When play a "1080P/24" contents, picture is not output.
 - 8) When play a "DER ROSENKAVALIER (BD Disc)" and "Leon: The Professional (BD Disc)", can not chapter search correctly.
 - 9) The black belt might output under the picture when the layer of the DVD disc changes.
 - 10) When a UD8004 turns off the power during version update, the version update is not possible.
 - 11) The phenomenon that audio out data does channel swap of might occur.
 - 12) An HDMI picture may not change from a black picture.
 - 13) When setting of "BD Audio Mode" turn on the power in "Mix Audio Output", the sound might be not output from "SBL/SBR".

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Solution: We corrected the firmware so that no malfunction occurs.

Please do not use a Proxy for updating in the Network environment! If customer uses setting of Proxy, the unit doesn't update the firmware properly. If customer updated the firmware once via DPMS or CD-R, customer can update the firmware with Proxy in the Network environment.

Caution: It is necessary to initialize the unit before the update work begins. The customer has to initialize their BD/DVD Player. Please update the firmware after you confirm this matter to the customer beforehand.

Updating the firmware

*For update procedures, please see manual.

***Please do not turn off the Power of the unit during the update operation.**

Confirmation of the version:

- 1) Press the "**OPEN/CLOSE**" button and open the Disc Tray.
- 2) Remove the Disc from the Tray.
- 3) Please confirm! "**NO DISC**" on the FL Display.
- 4) While pushing the "**PLAY**" and "**OPEN/CLOSE**" button, turn on the power of unit.
- 5) Plug in AC CORD.
- 6) The indication of "**PLAY**" and "**PAUSE**" will be displayed on FL Display.
- 7) Please confirm! "**NO DISC**" on the FL Display, and wait 10 seconds.
- 8) Press the buttons on the remote control in the order of "**3**", "**2**", "**6**" and "**5**".
- 9) The version of the firmware will be indicated on the FL Display.
- 10) The firmware list will also be shown on connected TV (GUI).
- 11) Push the "**UP**" button of cursor button, version of the each firmware will be indicated on the FL Display.

METHOD OF UPDATE by CD-R with firmware

Please record each program file on a blank CD-R separately, and update the unit upon claim.

*** Program Files to be supplied in SDI:**

Folder Name	File Name
BE_Ver000105_FE_Ver000209	DcmUpdate.fw DcmAuthentication
SYS_Ver000103	8004_SYS.ROM

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Notice, upon recording the Disc:

- a) When recording the supplied file on the blank CD-R, the format shall be "ISO9660" and the session shall be "CLOSE".
- b) When recording the supplied file on the disc, please use the lowest recording speed that is available on your PC. If the file is recorded at a higher speed, the rewriting operation may fail due to improperly recorded data on the disc.

Rewriting procedures of the SYSTEM ROMs.

- (1) Download the "8004_SYS.ROM" firmware in SDI.
- (2) Please make "DM_FM_UP" folder on PC.
- (3) Please insert the "8004_SYS.ROM" firmware into "DM_FM_UP" folder.

```
Root ----- DM_FM_UP
                |
                |_____ "8004_SYS.ROM "
```

- (4) Please burn the CD-R by at once mode.
- (5) Turn the Power Supply of the unit on. Press the "OPEN/CLOSE" button and open the Disc Tray.
- (6) Put the recorded CD-R on the Disc Tray and press the buttons on the remote control in the order of "7", "9", "2" and "ENTER".
- (7) The Disc Tray will close automatically.
- (8) The FL Display indicates progress of updating. Time necessary for update: approximately 5 min.
- (9) The unit turns off and turns on, and then "NO DISC" is indicated.
- (10) The new firmware is installed completely.
- (11) Press the "OPEN/CLOSE" button and open the Disc Tray.
- (12) Take out the CD-R from the Disc Tray.

Rewriting procedures of the FE/BE ROMs.

- (1) Download the "DcmUpdate.fw" and "DcmAuthentication" firmware in SDI.
- (2) Please insert the "DcmUpdate.fw" and "DcmAuthentication" firmware into the Root directory.

```
Root
  |_____ "DcmUpdate.fw
  |_____ "DcmAuthentication"
```

- (3) Please burn the CD-R by at once mode.
- (4) Turn the Power Supply of the unit on. Press the "OPEN/CLOSE" button and open the Disc Tray.
- (5) Put the recorded CD-R on the Disc Tray and press the buttons on the remote control in the order of "7", "9", "2" and "RETURN".
- (6) The Disc Tray will close automatically.

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- (7) The FL Display indicates "**LOADING**", then progress of updating. Time necessary for update: approximately 30 min.
- (8) The new firmware is installed completely.
- (9) The Disc Tray opens automatically.
- (10) Take out the CD-R from the Disc Tray.

Confirmation of the version:

- (1) Press the "**OPEN/CLOSE**" button and open the Disc Tray.
- (2) Remove the Disc from the Tray.
- (3) Please confirm! "**NO DISC**" on the FL Display.
- (4) While pushing the "PLAY" and "OPEN/CLOSE" button, turn on the power of unit.
- (5) Plug in AC CORD.
- (6) The indication of "**PLAY**" and "**PAUSE**" will be displayed on FL Display.
- (7) Please confirm! "**NO DISC**" on the FL Display, and wait 10 seconds.
- (8) Press the buttons on the remote control in the order of "**3**", "**2**", "**6**" and "**5**".
- (9) The version of the firmware will be indicated on the FL Display.
- (10) The firmware list will also be shown on connected TV (GUI).
- (11) Push the "**UP**" button of cursor button, version of the each firmware will be indicated on the FL Display.

The version of new firmware

	Name	Version
1	Sys	Ver000103
2	B/E	Ver000105
3	F/E	Ver000209
4	SA	Ver000100 or Ver000200

	Name	Version
5	DSP	Ver000100
6	AS	Ver000900
7	NC	Ver I200908260916

Serial Number Range:

Please apply the above modification to the models in the following serial numbers. (Full-Digit)

*****000001 ~ *****000400

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