D&M
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marantz®

Service Bulletin
No. : MZ10-007
Date: April 22, 2010

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Model: UD8004

Subject: Correction of the firmware of DPMS
Countermeasure is applicable only upon claim from the customer.

Symptom: 1) The red caution might be indicated, and the unit might not play the BD disc "AVATAR".
2) The characters become garbled on the GUI screen when playing back a CD.
3) Not Compatible with Runco DHD3 Processor.
4) Crackling noise on surround back speakers during playback of "DTS-HD-MSTR 6.1 disc".
5) The unit won't turn on. No red LED light of power indication comes on

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 the 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.

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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_Ver000106_FE_Ver000209	DcmUpdate.fw
	DcmAuthentication
SYS_Ver000103	8004_SYS.ROM
DSP1_Ver000105	8004_AD1.ROM

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.
(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
                    |_____"8**004_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: <u>approximately 5 min</u>.
(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.

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

Rewriting procedures of the DSP1.
(1) Download the "**8004_AD1.ROM**" firmware.
(2) Please make "**DM_FM_UP**" folder on PC.
(3) Please insert the "**8004_AD1.ROM**" firmware into "**DM_FM_UP**" folder.
Root ------ DM_FM_UP
          |_____"8004_AD1.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**".

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(7) The Disc Tray will close automatically.

(8) The FL Display indicates progress of updating. Time necessary for update: approximately 3 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.

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.

(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.

8. The version of new firmware

	Name	Version			Name	Version
1	Syscom	Sys Ver000103		5	DSP	DSP Ver000101
2	BE	B/E Ver000106		6	AS	AS Ver000900
3	FE	F/E Ver000209		7	NC	VerI200908260916
4	SACD FPGA	SA Ver000100 or SA Ver000200 or SA Ver000300				

Serial Number Range:

Please apply the above modification to the models in the following serial numbers.

********000001 ~ ********000480