

# D&M

D&M Holdings Inc.

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## marantz®

## Service Bulletin

No. : MZ10-008

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**Model:** UD8004

**Subject:** Modification of the firmware via DPMS  
Countermeasure is applicable upon every repair (within S/N range) and upon customer complaint.

**Symptom:** 1) Addition of "Web control" and "Remote Maintenance function (Tel-net)". Please download the Instruction manual outlined in the PARTS section of this document.

2) When unit reproduces a specific BD which made in only the "Twentieth Century Fox Film Corporation", unit will display a picture that promoting update of the firmware, and then the block noise might generate when unit reproduces the main title.

3) When unit reproduces a specific BD which made in only the "Twentieth Century Fox Film Corporation", unit displays a text that promoting update of the firmware, and unit might reproduce the main title.

4) When unit reproduces DVD-Audio, the audio signal might output without any sound or noise signal and/or the video signal might output without any picture.

5) Customer complained Blue Ray "Quantum of Solace" would not play.

6) A menu of special disc of a BD "Mushi-shi 26-tan (Japanese animation) [AVXA-29045~9]" is not displayed.

7) Output picture on certain Blu-ray discs when HDMI output resolution is set to 1080P/24Hz.

8) Layer Break of DVD is clearly visible when playing back DVD9 with all Denon BD players.

9) Sound skip occur when play a specific BD "TRONDHEIM SOLISTENE" [2L50SACD].

10) The freeze occurs in one mode though there are four kinds of sound output in the disc (張敬軒 "unplugged" No.2729428). The mode is only DTS-HD Master

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Audio7.1. It is frozen near Track 21(1h28m03s), and the video and the sound stop. But, the FL Display count time.

11) The unit freeze when stop playback of BD-RE which is recorded a data of BS-High.

12) When "AMX DIRECT SEARCH 19" is searched, but unit searched "10".

13) When press the "POUP MENU" button while playing SACD disc, unit might be stopped.

14) While playing the BD LIVE in Terminator Salvation, picture might be white color.

**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.

Time necessary for update: approximately **50 min.**

### METHOD OF UPDATE by CD-R with firmware.

We will supply the following program files for updating the subject models.

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

### \* Program Files to be supplied:

Folder Name	File Name
<b>BE_Ver000200_FE_Ver000209</b>	<b>DcmUpdate.fw</b> <b>DcmAuthentication</b>
<b>SYS_Ver000200</b>	<b>8004_SYS.ROM</b>
<b>DSP_Ver000101</b>	<b>8004_AD.ROM</b>
<b>DM860_Ver20100422846</b>	<b>8004_860.ROM</b>

**Note:** Upon recording the Disc:

a) When recording the supplied file on the blank CD-R, the session shall be "**CLOSE**".

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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 FE/BE ROM**

- (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.
- (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 information about updating repetition. Time necessary for update: approximately 25 min.
- (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 SYSTEM ROM.**

- (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.
- (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 will indicate information about updating repetition. 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 DM860ROM.**

- (1) Download the "**8004\_860.ROM**" firmware in SDI.

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- (2) Please make "**DM\_FM\_UP**" folder on PC.
- (3) Please insert the "**8004\_860.ROM**" firmware into "**DM\_FM\_UP**" folder.  
 Root ----- DM\_FM\_UP  
           |\_\_\_\_\_ "**8004\_860.ROM**"
- (4) Please burn the CD-R.
- (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 will indicate information about updating repetition. Time necessary for update: approximately 15 min.
- (9) The new firmware is installed completely.
- (10) The Disc Tray opens automatically.
- (11) Take out the CD-R from the Disc Tray.

#### **Rewriting procedures of the DSP ROM.**

- (1) Download the "**8004\_AD.ROM**" firmware in SDI.
- (2) Please make "**DM\_FM\_UP**" folder on PC.
- (3) Please insert the "**8004\_AD.ROM**" firmware into "**DM\_FM\_UP**" folder.  
 Root ----- DM\_FM\_UP  
           |\_\_\_\_\_ "**8004\_AD.ROM**"
- (4) Please burn the CD-R.
- (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 will indicate information about updating repetition. Time necessary for update: approximately 3 min.
- (9) The new firmware is installed completely.
- (10) The Disc Tray opens automatically.
- (11) 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**".

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- (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	Syscom	Ver000200
2	BE	Ver000200
3	FE	Ver000209
4	SACD FPGA	Ver000100 or Ver000200 or Ver000300

	Name	Version
5	DSP	Ver000101
6	AS	Ver000900
7	NC	VerI201004220846

**Parts:**

Ref#	Description	Part Number
NA	ADDENDUM (WEB CONT.)UD8004 (U) 38AK	541110561026M

**Serial Number Range:**

Please apply the above modification to the production models in the following serial numbers. (Full Digits)

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

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