



## Service Bulletin

No. : MZ10-019

Date: May 20, 2010

---

**Model:** UD8004

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

**Symptom:** 1) A lot of customers experience a problem while updating UD8004 via DPMS since latest Firmware (MZ10-008).  
2) When customer presses the power button, the unit might not be turned 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 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

Please refer to the Instruction Manual. Time necessary for update: approximately 5 min.

When the version of firmware is old, it will be taking approximately 50 minutes.

**Caution:** The update time might change depending on the situation of the DPMS server and the speed of the Internet environment of the customer house.

---

### CONFIDENTIALITY NOTICE:

The information contained in this document is intended for the exclusive use by MARANTZ Authorized Service Centers and their employees. This document may contain information that is privileged, confidential and may be protected from disclosure under applicable laws and terms of the MARANTZ Service Agreement. Any distribution, disclosure, dissemination or copying of this document and the information it contains is prohibited. No responsibility will be accepted by MARANTZ for any damage, injury or loss resulting from the misuse of the information contained in this document.

**Remark!:** Recovery of the firmware when the unit indicates "NC Firm" on the FL Display. If the FL Display shows "NC Firm" isn't turning into the following version of the firmware during the rewriting operation, wait longer than 10 minutes. Then, pull out the AC cable from AC socket in the wall, wait 10 seconds, and then insert AC cable to AC socket in the wall. The unit will start recovering the firmware of System micro processor. After that, please update the firmware of unit via DPMS again.

**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 in SDI:

Folder Name	File Name
<b>BE_Ver000200_FE_Ver000209</b>	<b>DcmUpdate.fw</b> <b>DcmAuthentication</b>
<b>SYS_Ver000203</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 onto a blank CD-R, 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 FE/BE ROM**

- (1) Download the "DcmUpdate.fw" and "DcmAuthentication" firmware.
- (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.

---

**CONFIDENTIALITY NOTICE:**

The information contained in this document is intended for the exclusive use by MARANTZ Authorized Service Centers and their employees. This document may contain information that is privileged, confidential and may be protected from disclosure under applicable laws and terms of the MARANTZ Service Agreement. Any distribution, disclosure, dissemination or copying of this document and the information it contains is prohibited. No responsibility will be accepted by MARANTZ for any damage, injury or loss resulting from the misuse of the information contained in this document.

- (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.
- (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.
- (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.

---

#### **CONFIDENTIALITY NOTICE:**

The information contained in this document is intended for the exclusive use by MARANTZ Authorized Service Centers and their employees. This document may contain information that is privileged, confidential and may be protected from disclosure under applicable laws and terms of the MARANTZ Service Agreement. Any distribution, disclosure, dissemination or copying of this document and the information it contains is prohibited. No responsibility will be accepted by MARANTZ for any damage, injury or loss resulting from the misuse of the information contained in this document.

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

- (1) Download the "**8004\_AD.ROM**" firmware.
- (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**".
- (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.

---

#### **CONFIDENTIALITY NOTICE:**

The information contained in this document is intended for the exclusive use by MARANTZ Authorized Service Centers and their employees. This document may contain information that is privileged, confidential and may be protected from disclosure under applicable laws and terms of the MARANTZ Service Agreement. Any distribution, disclosure, dissemination or copying of this document and the information it contains is prohibited. No responsibility will be accepted by MARANTZ for any damage, injury or loss resulting from the misuse of the information contained in this document.

**The version of new firmware**

	Name	Version
1	Syscom	Ver000203
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

**Serial Number Range:**

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

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

---

**CONFIDENTIALITY NOTICE:**

The information contained in this document is intended for the exclusive use by MARANTZ Authorized Service Centers and their employees. This document may contain information that is privileged, confidential and may be protected from disclosure under applicable laws and terms of the MARANTZ Service Agreement. Any distribution, disclosure, dissemination or copying of this document and the information it contains is prohibited. No responsibility will be accepted by MARANTZ for any damage, injury or loss resulting from the misuse of the information contained in this document.