D&M
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marantz®

Service Bulletin
No. : MZ10-021
Date: June 3, 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 sound of analog-output is distorted and can not play normally when playing the multi channel of a specific BD disc titled "20th Anniversary DREAMS COME TRUE CONCERT TOUR 2009".
2) When BD software "THE HAPPENING" was reproduced, a menu screen does not output it after updating the unit for BD disc AVATAR.
3) We are modified unit by indication from the DVD Copy Control Association (DVD CCA).

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
Please refer to the Service manual.
Time necessary for update: approximately 5 min. When the version of firmware is old, it will be taking approximately 50 minutes.

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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.

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

Remark!: Recovery of the firmware when 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.

* Program Files to be supplied: _

Folder Name	File Name
BE_Ver000201_FE_Ver000209	DcmUpdate.fw DcmAuthentication
SYS_Ver000204	8004_SYS.ROM
DSP_Ver000101	8004_AD.ROM
DM860_Ver20100422846	8004_860.ROM

Note: 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 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.
(7) The FL Display indicates "**LOADING**", then progress of updating. Time necessary for update: <u>approximately 25 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 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: <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 DM860ROM.
(1) Download the "**8004_860.ROM**" firmware in SDI.
(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: <u>approximately 15 min.</u>

(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**".
(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			Name	Version
1	Syscom	Ver000204		5	DSP	Ver000101
2	BE	Ver000201		6	AS	Ver000900
3	FE	Ver000209		7	NC	VerI201004220846
4	SACD FPGA	Ver000100 or Ver000200 or Ver000300				

Serial Number Range:

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

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