# D&M
## D&M Holdings Inc.
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## marantz®

# Service Bulletin
**No. :** MZ10-032
**Date:** August 19, 2010

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**Model:**     UD8004

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

**Symptom:** 1) When BD software "Ole Bull Violin Concertos" was reproduced, the "mShuttle" function might not work.
2) When BD software "Clash of the Titans" was reproduced, a sound might be outputted.
3) DVD disc "AVATAR" made in Germany might not be reproduced. After inserting it only shows PLAY in Display.

**Solution:**   We corrected the firmware so that no malfunction occurs.
<u>METHOD OF UPDATE via DPMS</u> (D&M Product Management Server) At the time this bulletin was produced, the firmware update was not uploaded onto the web server for DPMS, we will update the firmware via DPMS once two months.

**METHOD OF UPDATE by CD-R** The following program files for updating the subject models are available for download. 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 |
|---|---|
| BE_Ver000202_FE_Ver000210 | DcmUpdate.fw<br>DcmAuthentication |
| SYS_Ver000205 | 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 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 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: <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: <u>approximately 3 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.

**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 | Syscom | Ver000205 |
| 2 | BE | Ver000202 |
| 3 | FE | Ver000210 |
| 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