D&M
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marantz®

Service Bulletin
No. : MZ09-126
Date: November 30, 2009

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Model: UD9004

Subject: Software update
Countermeasure is applicable only upon claim from the customer.

Symptom: 1) Unit does not turn on when push the POWER button twice after set the setting of "Power save mode" to "quick mode".
2) The unit can not connect to Ethernet with proxy condition.
3) When play a disk (BD-R/RE) which is recorded by SHARP BD recorder BD-HDW20, only "katakana (ex. アイウ…)" of a title recorded in BD-R/RE is not displayed.
4) The unit is incompatible with D-BOX motion control system.
5) During read TOC of the CD, the picture of the composite is distracted.
6) After completed "firmware update", following symptom occurs.
a. The following sentences appear and the network cannot be connected. "Network problem. Make sure that the connection and network setting are correct".
b. The tray cannot be opened. While pressing the open button, window displays "open/close/loading" very quickly.
7) The unit can not play a BD-R which TV program was recorded on by a BD recorder (DMR-BW900: Panasonic). Then unit can display the title of the disc on TOP MENU, but can not play it after choose a title.
8) The synchronization of the image of the wallpaper is disturbed when pushing the SOURCE button without an SD card.
9) A delete image is reproduced when is recorded in a BD.

Solution: The firmware has been updated.

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Updating the firmware.

Please do not use a Proxy for updating in the Network environment! If customer uses the Proxy setting, the unit won't update the firmware properly *For update procedures, please see manual.

*Please do not turn off the Power of the unit during the update operation.

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.

	Name	Version			Name	Version
1	Sys	Ver000102		5	AD1	Ver000104
2	B/E	Ver000110		6	AD2	Ver000101
3	F/E	Ver000107		7	AS	Ver000200
4	SA	Ver000100 or Ver000200				

Serial Number Range:

We will apply the above modification to production models with the following serial numbers.

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