

# D&M

D&M Holdings Inc.

100 Corporate Drive Mahwah, NJ 07430

## marantz®

### Service Bulletin

No. : MZ09-160-1

Date: February 16, 2010

---

**Model:** UD9004

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

**Symptom:** 1) The menu of special BD disc "Mushi-shi 26-tan (Japanese animation) [AVXA-29045~9]" is not displayed.  
2) "Sleeping Beauty (BD Disc)" will not play without an SD card inserted in player.  
3) A communication of "CEC" does not work when the unit connects to a plasma TV (KRP-500A: Pioneer).  
4) Disc "OPERATION WALKÜRE" and "The Wrestler" can not play.  
5) Start playback only DVD-Audio disc automatically when operate "SETUP".  
6) When play a DVD-AUDIO, if push STOP button twice then open SETUP-menu then close then push a PURE-DIRECT button to change the mode to OFF-ON-OFF, a HDMI indicator blink and a audio and picture does not out from HDMI.  
7) When play a "1080P/24" contents, picture is not output.  
8) When play a "DER ROSENKAVALIER (BD Disc)" and "Leon: The Professional (BD Disc)", can not chapter search correctly.  
9) The black belt might output under the picture when the layer of the DVD disc changes.  
10) When a UD9004 turns off the power during version update, the version update is not possible.  
11) The phenomenon that audio out data does channel swap of might occur.  
12) An HDMI picture may not change from a black picture.  
13) When setting of "BD Audio Mode" turn on the power in "Mix Audio Output", the sound might be not output from "SBL/SBR".

---

#### 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.

**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

\*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) Please turn off the power and unplug the AC cord.
- 5) Please insert the AC cable of unit into the power outlet while pressing the "OPEN/CLOSE" and "PLAY" buttons on the unit simultaneously.
- 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.

**METHOD OF UPDATE by CD-R with firmware**

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_Ver000113_FE_Ver000109</b>	<b>DcmUpdate.fw</b> <b>DcmAuthentication</b>
<b>SYS_Ver000103</b>	<b>9004_SYS.ROM</b>

**Notice, 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**".

---

**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.

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 SYSTEM ROMs.**

- (1) Download the "9004\_SYS.ROM" firmware in SDI.
- (2) Please make "DM\_FM\_UP" folder on PC.
- (3) Please insert the "9004\_SYS.ROM" firmware into "DM\_FM\_UP" folder.

```
Root ----- DM_FM_UP
                |
                |_____ "9004_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: 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 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: approximately 30 min.
- (8) The new firmware is installed completely.

---

#### **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.

- (9) The Disc Tray opens automatically.
- (10) 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) Please turn off the power and unplug the AC cord.
- (5) Please insert the AC cable of unit into the power outlet while pressing the "**OPEN/CLOSE**" and "**PLAY**" buttons on the unit simultaneously.
- (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	Sys	Ver000103
2	B/E	Ver000113
3	F/E	Ver000109
4	SA	Ver000100 or Ver000200

	Name	Version
5	AD1	Ver000104
6	AD2	Ver000101
7	AS	Ver000200

**Serial Number Range:**

Please apply the above modification to the models in the following serial numbers. (Full-Digit)

\*\*\*\*\*000001 ~ \*\*\*\*\*000170

---

**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.