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**marantz**<sup>®</sup>

## Service Bulletin

No. : MZ09-127

Date: November 30, 2009

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**Model:** UD8004

**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) 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 open button, the window displays "open/close/loading" very quickly.

5) The version of SACD FPGA is not indicated, and unit might be not updating the firmware correctly.

6) The LPCM 192kHz or DolbyTrue HD 192kHz of Blu-ray Disc are reproduced when unit is connected to TV with HDMI connection. The output audio signal is changed to noise.

7) The synchronization of the image of the wallpaper is disturbed when pushing the SOURCE button without SD card.

**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
1	Sys	Ver000102
2	B/E	Ver000102
3	F/E	Ver000203
4	SA	Ver000100 or Ver000200

	Name	Version
5	DSP	Ver000100
6	AS	Ver000900
7	NC	Ver I200908260916

### Serial Number Range:

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

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