



Service Bulletin

No. : MZ10-068

Date: November 1, 2010

Model: NA7004

Subject: Correction of the Firmware via DPMS (D&M Product Management Server) and DFW (D&M Firmware Writer).

Countermeasure is applicable only upon claim from the customer.

Symptom: 1) To add the "Marantz Wizz App" function for iPhone/iPod.

Solution: We corrected the firmware so that no malfunction occurs.

Updating the firmware (Refer to the Instruction Manual.)

- 1) Turn the Power Supply of the unit off.
- 2) Connect the Ethernet terminal of the unit to the Network line by Ethernet straight cable. (Don't use Ethernet cross cable.)
- 3) The connection of the network recommends the Ethernet cable for certain update.
- 4) Turn the Power Supply of the unit on.
- 5) The unit sets the Internet. Wait for about two minutes until customer's router ends the setting up.

Caution: The update doesn't succeed when the customers set cannot connect to the Internet correctly. In this case, please confirm the internet environment of the customer house. Whether it is able to receive Internet radio correctly or not can be used to judge whether the Internet is connected. There are some problems under the internet environment when the Internet radio can not be received.

- 6) Press "**MENU**" button on the front panel and indicates the GUI menu.
- 7) Press "**CURSOR**" button.
- 8) The GUI indicates, "**OTHER**" > "**Firmware Update**".

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Caution: The update interrupts when it is not possible to connect it with the Internet correctly. In this case, please re-do from step 1) again.

- 9) Select the "**Start**" on GUI.
- 10) Press the "**ENTER**" button.
- 11) The firmware will start updating.

Caution: When the firmware update starts correctly, the GUI and the audio signal, etc. stops and everything becomes the update operation.

- 12) During the updating, the progress of update is indicated on the GUI as follows.

[Updating]

xx min yy

System (<- Device name is indicated)

Time necessary for update: approximately 15 min.

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

- 13) After upgrading, the unit restarts automatically.

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Troubleshooting: If the display reads as shown below, check the settings and network environment, then update again. The problem is not in the Internet connection if the Internet radio can be able to be received correctly

Indication of FL Display	Reason of failure	Countermeasure
Download failed	The update is imperfect or fails.	Please turn off the power supply of the unit, turn on again, and update it while confirming the operating procedure again.
Updating failed	The update is imperfect or fails.	Please turn off the power supply of the unit, turn on again, and update it while confirming the operating procedure again.
Login failed	The connection fails in the Internet.	Please confirm whether the unit is correctly connected with the Internet. Please remove PC, connect the set, and confirm it when PC operates correctly.
Server is busy	Server is busy.	Please execute the update work after a while again.
Connection failed	The connection fails in the Internet.	Please confirm whether the unit is correctly connected with the Internet. When PC operates correctly, remove the Ethernet cable from PC, and connect the Ethernet cable to the unit. If the unit still does not work properly, please confirm the environment of internet.

Cautions during the updating operation:

- 1) Do not turn off the power until updating is completed.
- 2) Even with a broadband connection to the Internet, approximately 20 minutes is required for the updating procedure to be completed.
- 3) Once updating starts, normal operations on this unit cannot be performed until updating is completed.

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- 4) Furthermore, updating the firmware may reset the backup data for the parameters, etc. set for this unit.
- 5) If the update fails, remove and re-insert the power cord. "Update retry" appears on the display and update restarts from the point at which update failed. If the error continues despite this, check the network environment.

Confirming the firmware's number after upgrading:

After completion of the updating operation, the new version number can be confirmed by starting up the unit according to the following procedure.
Plug AC cord into power outlet while holding both "CURSOR UP" button and "B" button on the front panel simultaneously. Push the "MENU" Button then the version of the firmware is indicated, then chose the device by "CURSOR UP" "CURSOR DOWN" button.

Caution: "Ethernet SBL" and "Ethernet IMG" are takes approximately 1min to indicate the version from turn on the unit.

METHOD OF UPDATING via RS232C

We will supply the following program files for updating the subject models in SDI. Please refer to the following Instruction Manual for updating.

DFW software:

DFW_0002_NA7004_(Rev.1.0.15).exe:
Firmware Update Program

DFW_0002_NA7004_Rev.1.0.15_Manual_EN.pdf:
Instruction Manual for Firmware Update Program for ALL

Firmware:

NA7004NA_100200020100-0004.zip

	Name	Version
1	System	A1.39
2	System FBL	A0.20
3	Display	00.30
4	Ethernet SBL	B201002171914
5	Ethernet IMG	I201010260752

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Serial Number Range:

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

*****000001 ~ *****32*****

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