



D&M Holdings Inc.

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# DENON

## Service Bulletin

No. : DZ10-121

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**Model:** AVR-3311CI, AVR-991

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

Countermeasure is applicable only upon claim from the customer.

**Symptom:** AVRxx11 Series Receivers in combination with Control4 Installations, after a power failure, the AVRxx11 models do not reconnect.

**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 set up.

**Caution:** The update doesn't succeed when the customer's set cannot connect to the Internet correctly. In this case, please confirm the internet environment in the customer's house. Whether the set is able to receive Internet radio correctly or not can be used to determine whether the Internet is properly 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.

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7) Press "**CURSOR**" button.

8) The GUI indicates, "**MANUAL SETUP**" > "**OPTION SETUP**" > "**Firmware Update**".

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



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9) Select "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. everything stops, and becomes the update operation.

12) The GUI display disappears, and becomes only FL display.

Indication of FL Display	Remarks
Please Wait...	Start updating firmware.

13) During the updating, the FL Display indicates the procedure of update the firmware. Time necessary for update: approximately 7 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.

14) After upgrading, the FL Display indicates below.

Indication of FL Display	Remarks
Firm Update▼ UpdatingComplete	Update finished.

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15) The unit initializes automatically.

When the unit already updated the latest firmware, the FL Display indicates following indication.

Indication of FL Display	Remarks
Firm Update▼ Latest Firmware	Updated the latest firmware.

**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. Please remove PC, connect the set, and confirm it when PC operates correctly.
Regist failed	Failure registering to server.	Please turn off the power supply of the unit, turn on again, and update it while confirming the operating procedure again.

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**Cautions during the updating operation:**

- 1) Do not turn off the "DHCP" setting when you update the unit. (Initialization is turning on.) Please execute it under the guidance of the IT staff with computer skills when the setting of "DHCP" is unavoidably turned off by limiting the electronic environment, and you set IP Address, the subnet mask, the default gateway, and DNS, etc. for yourself. When a mistake is made in the setting with "DHCP" turned off, the unit might not operate, and in the worst situation the unit can be damaged. Please do not touch the setting of "DHCP" except in special circumstances.
- 2) When the customer uses "Netgear router 614 Series" for updating, deactivate "uPnP" in the router.
- 3) Do not turn off the Power of the unit during the updating operation.
- 4) If the Display has a fixed indication during the updating operation, wait longer than total updating time. Then, turn off the Power of the unit and start the updating operation from the beginning again.
- 5) The unit won't break down while updating it when the power supply of the unit is turned off or the cable of the Internet is pulled out.
- 6) Please turn off and turn on the power supply when the unit becomes unstable.
- 7) Please execute initialization when it is not improved. Repair by service when it is not improved.

**Confirming the firmware's number after upgrading:**

After completion of the updating operation, the new version number can be confirmed by starting up the A/V Receiver according to the following procedure. With the following operation, the A/V Receiver can be set to the Flash-ROM Version-Number Confirmation Mode.

Turn the power of the A/V Receiver on, while holding both "**STATUS**" button and "**RETURN**" button on the front panel simultaneously.



Every time the "**STATUS**" Button is pressed, version numbers of the MAIN, SUB, etc. are indicated on the front panel section in the following order.

**METHOD OF UPDATING the firmware via RS232C**

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

DFW software:

**DFW\_0043\_AVR3311\_AVR991\_(Rev.1.0.13).exe:** Firmware Update Program for ALL

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**DFW\_0043\_AVR3311\_Rev.1.0.13\_Manual\_EN.pdf:** Instruction Manual for Firmware Update Program for AVR-3311

**DFW\_0043\_AVR991\_Rev.1.0.13\_Manual\_EN.pdf:** Instruction Manual for Firmware Update Program for AVR-991

Firmware:

**AVR-3311CI\_000100430100-0004.zip:** Firmware for AVR-3311CI

**AVR-991E3\_000100430700-0002.bin.zip:** Firmware for AVR-991

AVR-3310CI

	Name	Version
1	Main	00.88
2	Main ROM	00.88
3	Main FBL	00.10
4	Sub	00.24
5	Sub FBL	00.05
6	DSP	58.07
7	Audio PLD	01.02
8	OSD Config	200912070011

	Name	Version
9	OSD PRG	201003090108
10	OSD DAT	201003090106
11	Ether FBL	090311
12	Ether SBL	B201002081213
13	Ether IMG	I201005310659

AVR-990

	Name	Version
1	Main	00.88
2	Main ROM	00.88
3	Main FBL	00.10
4	Sub	00.24
5	Sub FBL	00.05
6	DSP	58.07
7	Audio PLD	01.02
8	OSD Config	200912070011

	Name	Version
9	OSD PRG	201003090108
10	OSD DAT	201003090106
11	Ether FBL	090311
12	Ether SBL	B201002081213
13	Ether IMG	I201005310710

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**Serial Number Range:**

We will apply the above modification to the production models in the following serial numbers. (Full Digits)

AVR-3311CI, AVR-991:

00933\*\*\*\*\* ~ (From August 2010 production)

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