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## AVR-4308CI FIRMWARE UPDATE AVAILABLE

There are now firmware updates available through our DPMS (Denon Product Management Server) for AVR-4308CIs – *USA and Canada models only* (please verify serial numbers and firmware version numbers below). These updates allow Denon to address certain operating issues, as well as adding new features and functionality. A previous update was available only for limited number of units with operational issues, however for many AVR-4308CIs to complete any current or future updates, the original update is included for those units that did not it from the DPMS server directly or was applied at production, again please verify serial numbers and firmware version numbers below.

We ask you thoroughly read and understand this entire document before starting any update procedure with your AVR-4308CI. Thank you.

### *Firmware Update #1 Improvements:*

1. In the GUI, under 'Network Info', the information was displayed incorrectly as the columns did not match up.
2. Auto Setup did not have the ability to handle a 6.1 speaker configuration, so it would lock up.
3. The Display screen would go blank shortly after showing the GUI.
4. RS-232/IP Protocol Fixes
   a. Could not perform direct access to XM stations with the TFXMnnn command.
   b. No response for commands, PSBAS, PSTRE OR PSxxx from the Ethernet port.

**Serial Number Start of Factory Updated AVR4308CIs:**       **xxxxx03536** (only need the last 5 digits)

Firmware Version Numbers of Factory Updated AVR-4308CIs:

To read back the firmware version numbers, do the following:

1. Turn Master Power 'Off'
2. While holding down the 'Status' and 'Return' buttons on the front panel, press Master Power 'On'.
3. Release the 'Status' and 'Return' buttons. With each press of the 'Status' button, the following names and version numbers are indicated on the front panel display of the receiver.

|  | NAME | VERSION |
|---|---|---|
| 1 | Main | 01.28 |
| 2 | Sub | 00.66 |
| 3 | DSP1 | 36.49 |
| 4 | DSP2 | 39.39 |
| 5 | FPGA (Audio) | 00.71 |
| 6 | PLD (Video) | 00.50 |
| 7 | GUI Config | A070629B |
| 8 | GUI Serial | P0007621 D37750004 |
| 9 | DM850 FBL | - |
| 10 | DM850 BL | B200707020733 |
| 11 | DM850 IMG | I200709050218 |
| 12 | DM850 WEB | W200709050237 |
| 13 | DM850 CNE | C20070905 |

Power cycle the AVR to return to normal operation.

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> **If your unit has a serial number lower than xxxxx03536 and its firmware version numbers do <u>not</u> match the above chart, then it will be updated with both updates automatically.  Please proceed to <u>Update Procedure #1</u>, once update is complete, verify firmware version numbers with the chart under Firmware update #2.  If the serial number is between numbers xxxxx03536 and xxxxx05235 and the firmware version numbers match those above, please proceed to <u>Update Procedure #2</u>.  There are no updates available for units with serial numbers of xxxxx05236 and higher.  You will be able to check via the units GUI at any time if a new update is available form the Denon Product Management Server with the completion of these updates.**
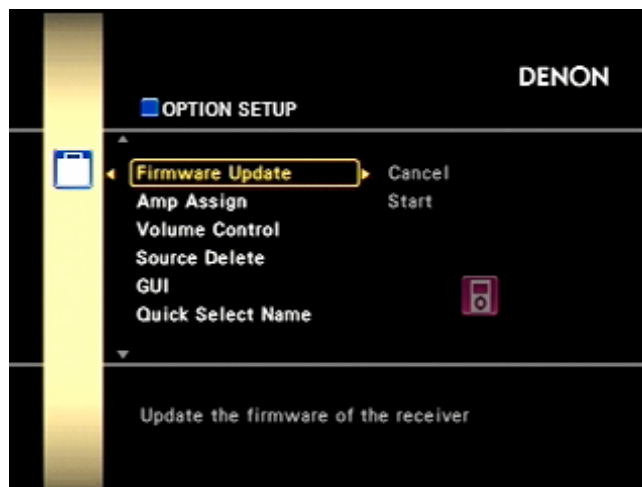
## UPDATE PROCEDURE #1

This update requires the unit to be reinitialized to start. This means all settings already done to the receiver will be deleted and must be reset upon completion of this update process.  To reinitialize the unit, perform the following:

1. Turn Master Power 'Off'
2. While pressing the 'Standard' and 'DSP Simulation' buttons behind the trap door, turn Master Power 'On'. Let the front panel display flash 2-3 times, then release the buttons.

We strongly recommend that this, and all, firmware update(s) be done via a connected Ethernet cable to your network, instead of using Wi-Fi.  This is due to possible signal degradation/interference, and/or dropouts that may occur with the Wi-Fi signal.  Connect an Ethernet cable to the AVR with the unit powered off. Power unit back on, wait a couple of minutes for the router to recognize and give the unit an IP address.  Verify Internet connectivity by selecting Internet Radio and check its operation.

To start the firmware update procedure, perform the following:

1. Turn Master Power 'Off'
2. While pressing the '▲' and '▼' cursor buttons behind the trap door, turn Master Power 'On'.  Let the front panel display flash 2-3 times, then release the buttons.
3. Enter the GUI by pressing the 'Menu' button on the front panel behind the trap door.
4. Press the 'Up' or 'Down' cursor buttons to locate 'Manual Setup'
5. Press 'Right' cursor button to access 'Option Setup'
6. Press the 'Up' or 'Down' cursor buttons to locate 'Firmware Update'



7. Press 'Right' cursor button to highlight 'Start', then press the 'Enter' button.
8. When the update starts correctly, the GUI will shut off but the front panel display remains active to show progress of the update.  Do not turn off power during the update.

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9. Total update time is approximately 35 to 50 minutes depending on the DPMS server and the Internet environment of the unit's location.
10. Progress Indications from the front panel display are as follows:

| STEP | FL DISPLAY INDICATION |
|------|-----------------------|
| 1 | Please Wait… |
| 2 | Main Firm 1/14<br>Updating **% |
| 3 | Sub Firm 2/14<br>Updating **% |
| 4 | SFPGA Firm 3/14<br>Updating **% |
| 5 | VFPGA Firm 4/14<br>Updating **% |
| 6 | VPLD Firm 5/14<br>Updating **% |
| 7 | DSP1 Firm 6/14<br>Updating **% |
| 8 | DSP2 Firm 7/14<br>Updating **% |
| 9 | Sflash Firm 8/14<br>Updating |
| 10 | Ether BL 12/14<br>Updating |
| 11 | Ether WP 13/14<br>Updating *** |
| 12 | Ether IM 14/14<br>Updating *** |
| 13 | Firm Update ▾<br>Updating Complete |

11. Master Power 'Off' then 'On' of the AVR.  Again, the unit is now returned to 'Factory' default and therefore must be re-configured to your original settings.


## *Firmware Update #2 Feature Additions/Improvements:*

**Serial Number Start of Factory Updated AVR4308CIs:**          **xxxxx05236** (only need the last 5 digits)

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**If your unit's serial number is between xxxxx03536 and xxxxx05235, please continue, if lower than xxxxx03536, please go back to Update Procedure #1.  There are no updates available for units with serial numbers of xxxxx05236 and higher.  You will be able to check via the units GUI if a new update is available with the completion of these updates.**

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1. The Web Remote Browser is now fully functional.
   i. 'Save and Load' function added
2. Denon/Audyssey Pro Installer Program
   a. Function has been added
      i. Dynamic EQ activation after Audyssey Pro calibration has been added
3. Improvement of GUI Menu
   a. 'Firmware Update' Function
      i. 'Cancel' option replaced with 'Check for Update'

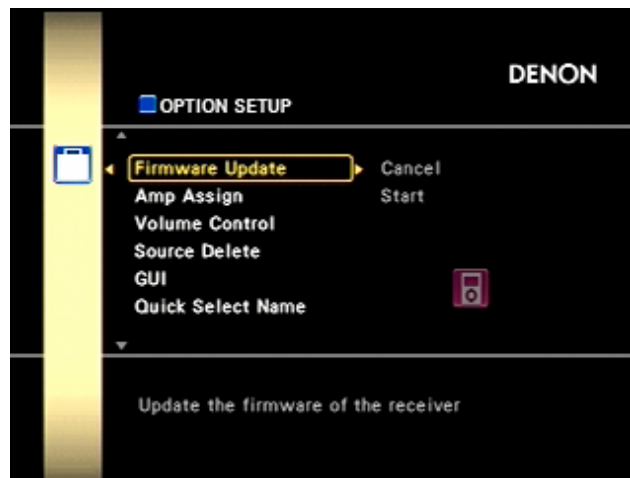*Questions or problems, please call Denon USA Customer Support @ 800-497-8921*

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  ii. GUI will now display Firmware Availability and time required for download
  iii. The Front Panel Display when updating will now show remainder time of update, instead of version (**/14).

  iv. When Updating is completed, unit returns to ordinary operation automatically.
 b. Under 'Manual Setup'>'Option Setup'
  i. 'Add New Feature' option has been added – this is for downloadable upgrades in the future
4. Future Firmware Update procedure will not require any further re-initialization of the unit prior to updating.
5. Firmware Corrections:
 a. When using headphones, sound was still output from the loudspeakers
 b. Audyssey Calibration does not work correctly when the AVR is placed in Bi-Amp Mode.
 c. When using Zone 2 Component Video, and then adjusting volume for Zone 2, the image would loose sync

## UPDATE PROCEDURE #2

To start the firmware update procedure, perform the following:

1. Turn Master Power 'Off'
2. While pressing the '▲' and '▼' cursor buttons behind the trap door, turn Master Power 'On'. Let the front panel display flash 2-3 times, then release the buttons.
3. Enter the GUI by pressing the 'Menu' button on the front panel behind the trap door, or via the remote control.
4. Press the 'Up' or 'Down' cursor buttons to locate 'Manual Setup'
5. Press 'Right' cursor button to access 'Option Setup'
6. Press the 'Up' or 'Down' cursor buttons to locate 'Firmware Update'



7. Press 'Right' cursor button to highlight 'Start', then press the 'Enter' button.
8. When the update starts correctly, the GUI will shut off but the front panel display remains active to show progress of the update. Do not turn off power during the update.
9. Total update time is approximately 35 to 50 minutes depending on the DPMS server and the Internet environment of the unit's location. Progress Indications from the front panel display are as follows:

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| STEP | FL DISPLAY INDICATION |
|------|----------------------|
| 1 | Please Wait… |
| 2 | Main Firm **min.<br>Updating **% |
| 3 | Sub Firm **min.<br>Updating **% |
| 4 | SFPGA Firm **min.<br>Updating **% |
| 5 | VFPGA Firm **min.<br>Updating **% |
| 6 | VPLD Firm **min.<br>Updating **% |
| 7 | DSP1 Firm **min.<br>Updating **% |
| 8 | DSP2 Firm **min.<br>Updating **% |
| 9 | Sflash Firm **min.<br>Updating |
| 10 | Ether BL **min.<br>Updating |
| 11 | Ether WP **min.<br>Updating *** |
| 12 | Ether IM **min.<br>Updating *** |
| 13 | Firm Update ▾<br>Updating Complete |

10. Master Power 'Off' then 'On' of the AVR.  Resume normal operation, unless Firmware Update #1 was done at the same time, then the unit has been reset back to Factory Default and must be re-setup fully.

To verify completed firmware (#1+#2, or just #2) updating by the unit, check the firmware versions shown below.  To check the firmware version numbers, do the following:

4. Turn Master Power 'Off'
5. While holding down the 'Status' and 'Return' buttons on the front panel, press Master Power 'On'.
6. Release the 'Status' and 'Return' buttons.  With each press of the 'Status' button, the following names and version numbers are indicated on the front panel display of the receiver.

| | NAME | VERSION |
|---|------|---------|
| 1 | Main | 01.57 (1.69 as of 6/08) |
| 2 | Sub | 00.73 (all are subject to change) |
| 3 | DSP1 | 36.49 |
| 4 | DSP2 | 39.41 |
| 5 | FPGA (Audio) | 00.71 |
| 6 | PLD (Video) | 00.50 |
| 7 | GUI Config | A070629B |
| 8 | GUI Serial | P0007621<br>D37750008 |
| 9 | DM850 FBL | - |
| 10 | DM850 BL | B200707020733 |
| 11 | DM850 IMG | I200710301034 |
| 12 | DM850 WEB | W200710301010 |

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Power cycle the AVR to return to normal operation.

Following are possible Error Messages that may be shown on the Front Panel Display when performing a firmware update on a Denon AVR, and the Countermeasures to correct them.

| Indication of FL Display | Reason for Failure | Countermeasure |
|---|---|---|
| 'Download failed'<br>'Updating failed' | Update is imperfect or fails | Please turn Main power off, then on again, confirm procedure, and perform update again |
| 'Login failed'<br>'Connection failed' | Internet Connection failure | Confirm the unit is correctly connected to the Internet. |
| 'Server is busy' | Server is busy | Try to update at a later time |
| 'Regist failed' | Failure to Register with the Server | Please turn Main power off, then on again, confirm procedure, and perform update again |

**Any questions or problems, please contact the Denon USA Factory Service Department at 1-800-497-8921**