

Date 23.08.11	Ref. No. 07HA020	Revision 5	Type REACTIVE	IRIS 3510 C134 C510	Level 3	Source AU
Models STR-DA5300ES						
Subject: Various Symptoms [REVISION 5]						

SYMPTOM

Various symptoms may occur when the STR is connected via HDMI.

- No sound after 1 hour with "DTS-HD".
- No sound with "Dolby Digital Plus".
- The picture source from a specific "Set Top Box" will not be transmitted to the TV.
- The picture from an analog source and the GUI will not be shown on the TV when converted to "1080p".
- No sound after 5 seconds when switching from "AAC" or "Dolby Digital Plus" to "Dolby True HD".
- GUI not displayed when TV and DVD Player with "Deep Colour" specifications are connected via HDMI.
- Rear channel distortion with "DTS-HD Master Audio 7.1 Channel" signal from specific BD software (e.g. "Golden Compass").
- When connecting a PS3 to a TV with "Deep Colour" specifications via HDMI, the initial picture of the game may not be displayed.
- When playing a disc which is recorded by 6.1ch DTS-HD Master Audio and PBR (Peak Bit Rate), audio dropout occurs, or a part of the speaker may occasionally not emit sound.

CAUSE

Malfunctioning firmware.

SOLUTION

Confirm the firmware version numbers, referring to section 2.9 of this Technical Bulletin. Only if one of the firmware version numbers is lower than indicated in the table below, an update is needed.

<i>Functionality</i>	<i>Firmware version</i>
Main system controller	v1.08
Video controller	v1.09
DSP controller	v1.06
DSP serial FLASH	v1.02
DSP parallel FLASH	v1.40

UPDATE PROCEDURE

1. Preparation

- 1-1. Download the file which is indicated below and attached to this Technical Bulletin to your PC.

Date	Attachment	Files and folders
August 2011	STR-DA5300ES_1108.zip	FR Update (System Controller FLASH overwriting program)
		DSP Update (DSP FLASH overwriting program)
		MAIN_ES07_A53_V108.mhx
		VIDEO_ES07_A53_V109.mhx
		DSP_ES07_A53_V106.mhx
		ParallelFLASH_ES07_A53_V140.bin
		SerialFLASH_ES07_A53_V102.bin

- 1-2. Prepare the following jigs.

1. RS-232C crossing cable (Inter-link cable etc.)
2. DOS/V PC with RS232C port and Windows 2000/XP installed
3. Applicable amplifier (STR-DA5300ES)

Caution

- * Before starting the operation, disconnect or power off the power amplifier, otherwise the operation may cause noise or damage the power amplifier.
- * Before reconnecting or powering on the power amplifier for normal use, be sure to disconnect the RS232C cable. If connected, symptoms such as abnormal display, abnormal sound and noise may occur when turning on/off the PC, which could either damage the power amplifier or the speakers.
- * While implementing the FLASH overwrite program, never cut off the power supply to the amplifier main unit, to avoid damaging the amplifier's flash memory.

2. Firmware update

2-1. Connect PC with amplifier

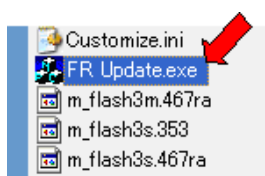
- * Turn off the amplifier, and connect it with the RS-232C cross cable.
- * Connect one end of the cable to the serial port of the PC main unit, and the other end to the RS-232C terminal on the back panel of the amplifier.

2-2. Boot-up and FLASH Writer start-up

- * Power on the amplifier, and boot up the PC.
- * Extract to a dedicated folder. The "mhx" and "bin" files are the latest FLASH program files.

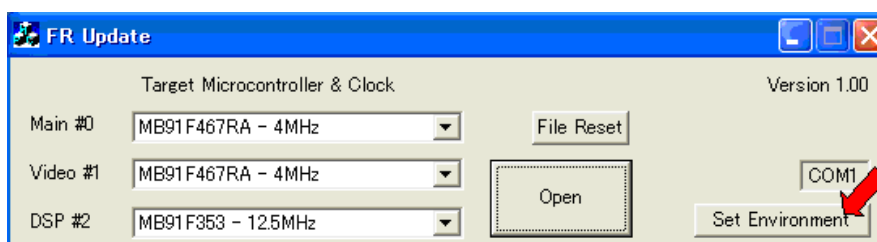
DSPUpdate	
FRUpdate	
DSP_ES07_A53_V106.mhx	497 KB
MAIN_ES07_A53_V108.mhx	1,589 KB
ParallelFlash_ES08_A44_V140.bin	1,025 KB
SerialFlash_ES07_A53_v102.bin	354 KB
VIDEO_ES07_A53_v109.mhx	2,520 KB

- * Open the FLASH overwriting program stored in the (FR Update) folder, and double-click the "FR Update.exe" icon to start the program. The FLASH Writer window will appear.

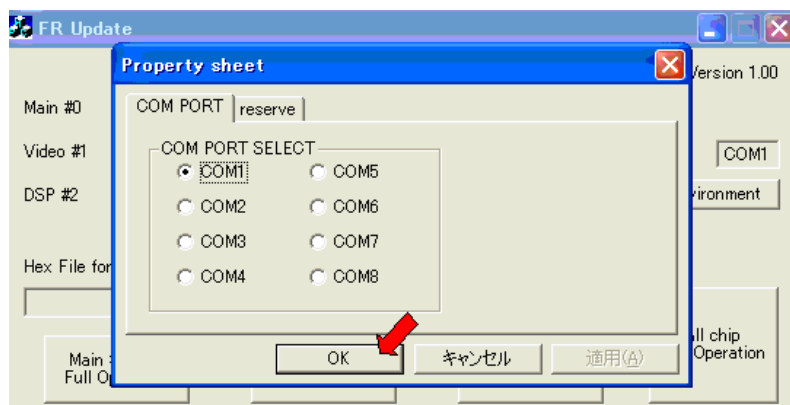


2-3. FLASH Writer setup

* Click [Set Environment] in the FLASH Writer Window.

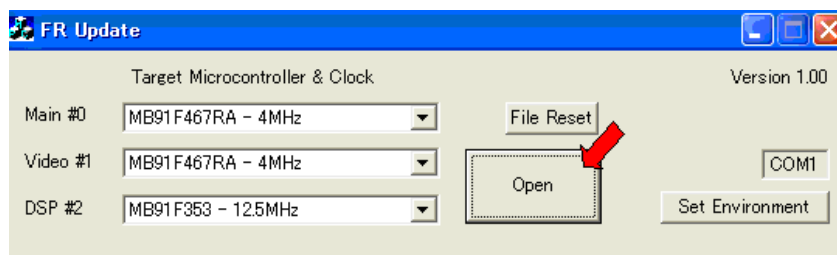


* Select the COM port to which you connected the RS-232C cable, and click [OK].



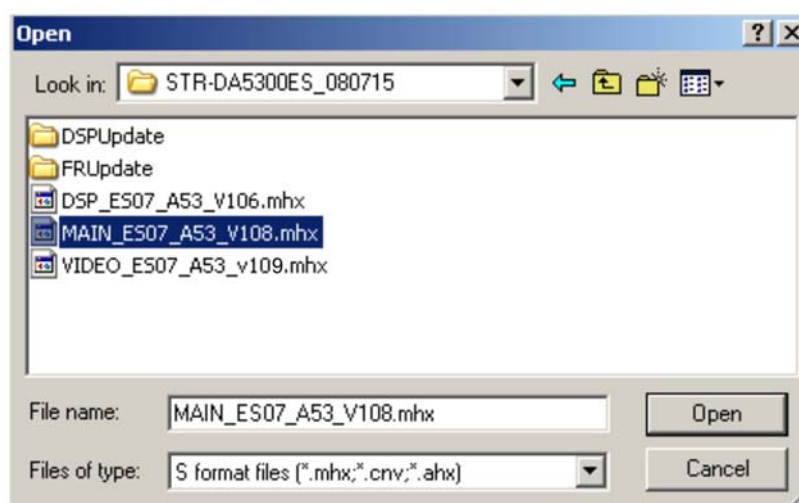
2-4. FLASH file selection

* Click [Open] in the FLASH Writer window.



* Browse to the dedicated folder created in step 2.2.

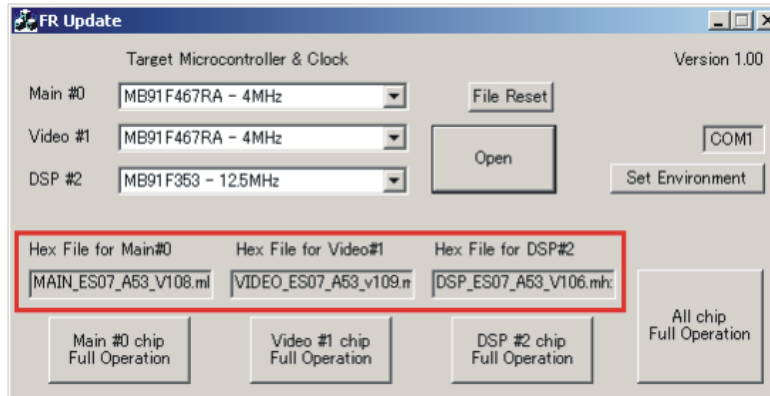
* Select and open the latest FLASH program file (MAIN_ES07_A53_V108.mhx) by clicking the [Open] button of the "Hex File".



* Continue this process for the VIDEO and DSP controller (VIDEO_ES07_A53_v109.mhx and DSP_ES07_A53_V106.mhx).

2-5. Overwriting implementation and completion

- * Confirm the firmware version on the FLASH Writer Window.
- * Make sure that the amplifier is powered on, and press [All chip Full Operation].



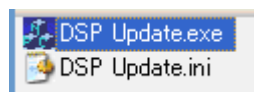
- * The upgrade will start and last for between five and six minutes. While overwriting, do not power off the amplifier or PC. The progress can be confirmed by the bar above the window.



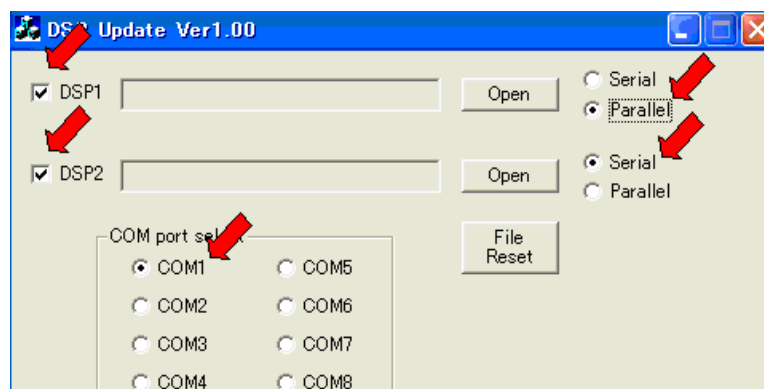
- * When the message "COMPLETE!" is displayed, press [OK]. The system controllers update is finished completely. Power off the amplifier.

2-6. FLASH Writer start-up

- * Open the DSP FLASH overwriting program stored in the (DSP Update) folder by double-clicking the "DSP Update.exe" icon.

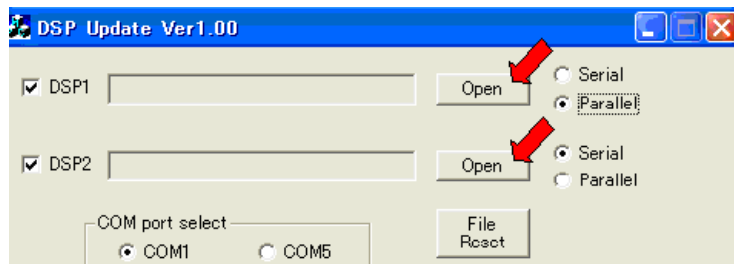


- * The DSP FLASH Writer Window will appear.
- * Check the checkbox of "DSP1" and "DSP2". Select "Parallel" for "DSP1" and select "Serial" for "DSP2".
- * Select the COM port to which you connected the RS-232C cable.



2-7. DSP file selection

* Click the [Open] button of "DSP1" on the DSP FLASH Writer window.



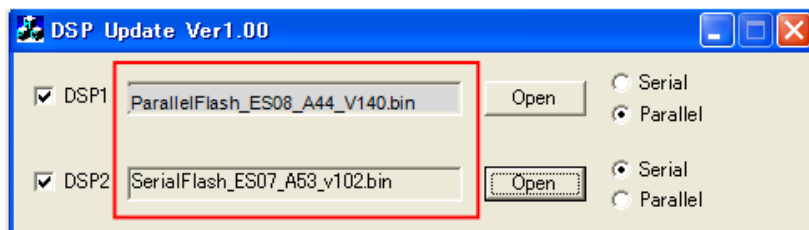
* Browse to the dedicated folder created in step 2-2.

* Select and open the latest FLASH program file (ParallelFlash_ES07_A53_V140.bin).

* Click the [Open] button of "DSP2" on the DSP FLASH Writer window.

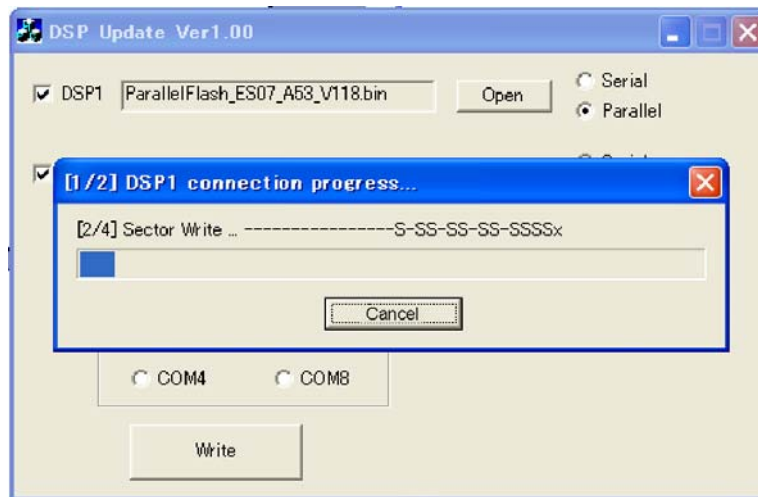
* Select and open the latest FLASH program file (SerialFlash_ES07_A53_v102.bin).

* Confirm the firmware version on the DSP FLASH Writer window.



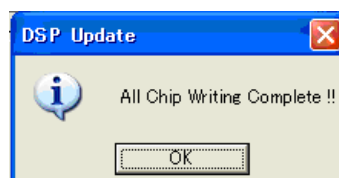
2-8. Overwriting implementation and completion

* Make sure the amplifier is powered on, and click the [Write] button in the DSP FLASH Writer window.



* The upgrade will start and last for five-six minutes. While overwriting, do not power off the amplifier or PC. The progress can be confirmed by the bar above the window.

* When the message "All Chip Writing Complete!" is displayed, press [OK]. The system controllers update is finished completely. Power off the amplifier.



2.9 Version number confirmation

* The version number can be confirmed via a special menu. To enter this menu, subsequently press [A.F.D.] => [2CH/A.DIRECT] => [MUSIC] => [MOVIE] on the front panel of the amplifier while holding down the [TONE MODE] key. [MENU SPECIALIZED!] is displayed in the front display window.

* To check the version number of the firmware, select the menu with the remote commander.

1. Press [MENU] on the remote. "<<<SPECIAL>>>" will be displayed.
2. Press the enter key (⊕) on the remote. "<VIDEO FACTORY MENU>" will be displayed.
3. Press the cursor down key (↓) on the remote continuously to select the menu item, and confirm whether each version number has been changed as indicated below.

[Main system controller version display] A53ES UCA v1.08 58B5
[Video controller version display] Video Ucom Ver1.09
[DSP controller version display] DSP Ucom Ver1.06
[DSP Serial Flash version display] DSP SFLASH Ver1.02
[DSP Parallel Flash version display] DSP PFLASH Ver1.40

2.10 Initialization of all settings

Initialize the amplifier by performing the following procedure.

1. Press [POWER] to turn off the amplifier.
2. Press [POWER] to turn on while holding down [TONE MODE] and [DMPORT] on the front panel.
3. "MEMORY CLEARING" appears on the display until "MEMORY CLEARED" is displayed. All memory is then reset to the factory settings.

Note

Do not use "Super reset" in [SPECIAL MENU MODE], because if "Super reset" is performed, the "up convert signal level adjustment" will also be initialized.

2.11 Troubleshooting

* In case of "Communication Error" after pressing [All Chip Full Operation] of the FR Update or the [Write] button of the DSP Update, please confirm the below points.

1. Is the power ON to the applicable amplifier?
2. Are the cables connected firmly?
3. Correct RS232C cables are used? Use a "crossing cable" (reverse connection type cable).
4. Is the cable connected to the correct COM PORT number?
5. Is the connected COM PORT available at PC side? (Check to see if the installed modem occupies the port or not.)

- * Be sure to copy the FLASH Overwrite program and the latest FLASH program file to the hard disk before use. Booting up from the floppy disk may cause a failure due to the slow access speed.
- * In case of unsuccessful overwriting, press [All Chip Full Operation] on the FR Update or [Write] on the DSP Update, and start overwriting again from the beginning.
- * If the overwriting process does not progress after pressing the [Write] button on the DSP Update, please click the [Cancel] button and press the [Write] button again.
- * Overwriting may fail if any other Windows application is run during the operation.

APPLICABLE SERIAL NUMBERS

<i>Destination</i>	<i>Serial number</i>
CEK, CEL	ALL