

# Technical Service Bulletin



Volume 2 Issue 1

January 2010

**Bulletin No:  
IR-TSB010710**

*Sales & Support  
Carl Bracken  
1246 Elmhurst Dr N.E.  
Cedar Rapids, IA 52402  
office 319-366-2133  
Cell 630-780-9143  
carl@interviewrecorder.com*

*Administration & Accounting  
1807 S. Washington  
Suite 110  
PMB 326  
Naperville, IL 60585  
Office 630-219-1975  
Fax 630-839-4172*

## DSR-M814 Firmware Update via Front Panel USB

Please note that this bulletin describes the steps to update firmware on the Sanyo® DSR-M814 Real time digital video recorder using a generic USB connected memory device. Please refer to separate Sanyo technical service documentation for details to perform the firmware update through the VA-SW8000 'Casino' software application.

***This firmware fix is supplied by Sanyo and Interview Recorder is providing as a customer service only and is held harmless for use of this fix and user takes full responsibility for this fix.***



## TSB Overview: M814 Y2010 Update

Sanyo has released a new firmware update for the MPEG-2 based family of digital video recorders which includes the DSR-M814 four camera model which has been successfully installed and utilized in law enforcement interview recording systems.

The new firmware release is designed to address an error condition that is created when users attempt to download audio / video data clips recorded after January 1st 2010.

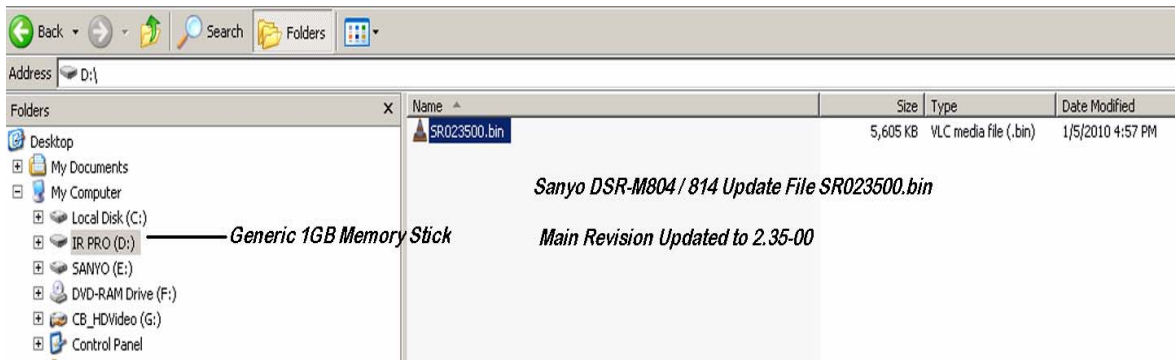
- > **Revision Level After this Update Main 2.35-00**
- > **Estimated Time to complete the update 15–20 Minutes per DSR Unit**
- > **Please Note following successful updating the DSR will automatically re-boot it must be manually power cycled a second time to complete the process.**

## Firmware Update File

File Required: SR023500.BIN (M804 / M814 Only)

This file must be saved to the 'Root' of your USB based memory module.

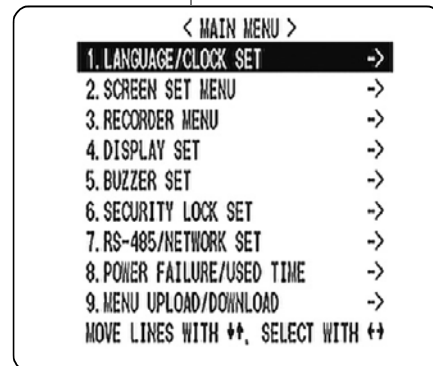
Please note only one \*.BIN file can be present in the 'Root' drive in order to perform the update.



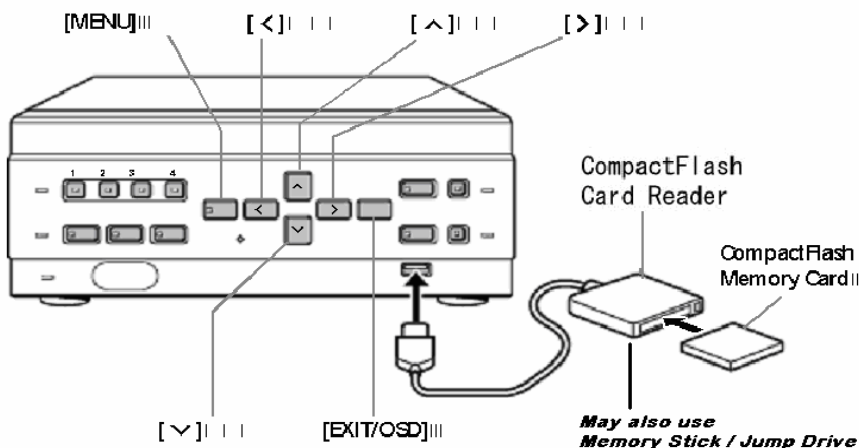
## Updating the DSR Unit

A local analog video monitor must be connected to the Video Output BNC post at the rear of the DSR unit.

1. Press the Menu Key to display the MAIN MENU



DSR M804 / 814 Main Menu



## Updating the DSR M804 /814 Unit

2. Press the **[^]** or **[v]** keys to move the cursor to "8. POWER FAILURE/USED TIME,"

```

    < MAIN MENU >
    1. LANGUAGE/CLOCK SET      ->
    2. SCREEN SET MENU        ->
    3. RECORDER MENU          ->
    4. DISPLAY SET            ->
    5. BUZZER SET             ->
    6. SECURITY LOCK SET      ->
    7. RS-485/NETWORK SET    ->
    8. POWER FAILURE/USED TIME ->
    9. MENU UPLOAD/DOWNLOAD  ->
    MOVE LINES WITH ^v, SELECT WITH ^v
    
```

4. Press the **[v]** key for two seconds to activate the cursor

```

    < POWER FAILURE >
    #004 FAILURE 02-07 23:58
    RECOVER 02-13 10:02

    < USED TIME >
    DISK1 USE : 00031 H
    DISK2 USE : ----- H
    POWER    : 00031 H
    ERROR RESET : 0000

    FIRMWARE : MAIN 1.00-03 / SUB 1.00-15
    
```

6. Press the **[>]]]]** key to open the "FIRMWARE UPDATE" screen

```

    < FIRMWARE UPDATE >

    MAIN MICRO COMPUTER
    SUB MICRO COMPUTER
    MAIN & SUB COMPUTER

    CHANGE WITH ^v, SET WITH ^v
    
```

3. Then press the **[>]]]]** key to open the "POWER FAILURE/USED TIME" screen.

```

    < POWER FAILURE >
    #004 FAILURE 02-07 23:58
    RECOVER 02-13 10:02

    < USED TIME >
    DISK1 USE : 00028 H
    DISK2 USE : ----- H
    POWER    : 00028 H

    FIRMWARE : MAIN 1.00-01 / SUB 1.00-09
    
```

5. Press the **[v]** key to move the cursor to the version number information at the bottom of the screen

```

    < POWER FAILURE >
    #004 FAILURE 02-07 23:58
    RECOVER 02-13 10:02

    < USED TIME >
    DISK1 USE : 00031 H
    DISK2 USE : ----- H
    POWER    : 00031 H
    ERROR RESET : 0000

    FIRMWARE : MAIN 1.00-03 / SUB 1.00-15
    
```

7. Press the **[^]** or **[v]** keys to move the cursor to "MAIN & SUB COMPUTER"

```

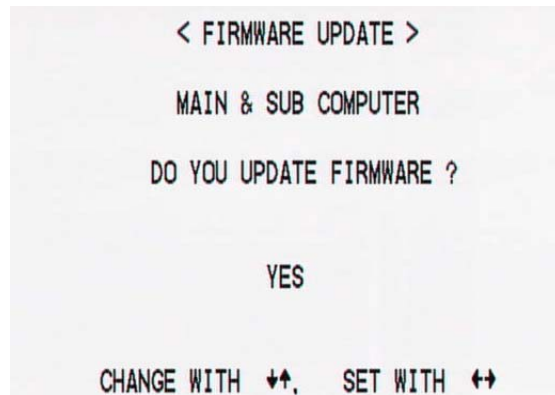
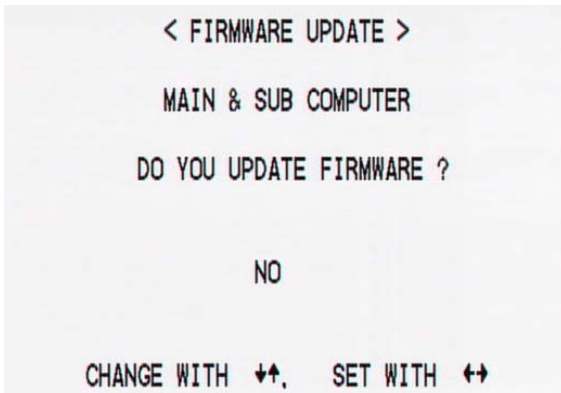
    < FIRMWARE UPDATE >

    MAIN MICRO COMPUTER
    SUB MICRO COMPUTER
    MAIN & SUB COMPUTER

    CHANGE WITH ^v, SET WITH ^v
    
```

## Updating the DSR Unit

8. When you press the **[>/▶▶]** key, a confirmation screen is displayed. Press the **[▲]** or **[▼]** key to display "YES".



9. Press the **[>/▶▶]** key to start updating the firmware. The LED lamps on the front panel blink.

10. The update is completed once the device has restarted twice. (After the device powers down and automatically restarts twice.)



## Troubleshooting

The following error message will be displayed if the firmware could not be updated.

```
< FIRMWARE UPDATE >

ERROR !!  FILE NOT FOUND.

DO YOU TRY TO
UPDATE FIRMWARE AGAIN ?

NO

CHANGE WITH ↑↓,  SET WITH ↔
```

### Error checklist

- Is the USB connector(3) firmly inserted into the Compact Flash card reader(2)?
  - Is the Compact Flash memory card(1) firmly inserted into the slot on the card reader(2)?
  - Is the correct firmware stored in the root folder on the Compact Flash memory card(1)?
- If there is more than one file named SCabcdef.bin (Where “abcdef” represents any six alphanumeric characters.) in the root folder, an error will occur.

To retry the update, press the [^] or [v] keys to display “YES”.

Press the [>/>>] key to continue with the update.

```
< FIRMWARE UPDATE >

ERROR !!  FILE NOT FOUND.

DO YOU TRY TO
UPDATE FIRMWARE AGAIN ?

YES

CHANGE WITH ↑↓,  SET WITH ↔
```

```
< FIRMWARE UPDATE >

WRITING NEW FIRMWARE !!

DO NOT REMOVE CARD !

DO NOT POWER OFF !
```

\*\*\*Please note a second manual power cycle should be performed following the completion of these steps to insure the full update has been installed.

**IRS**

**Interview  
Recording  
Solutions**

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*Sales & Support  
Carl Bracken  
1246 Elmhurst Dr N.E.  
Cedar Rapids, IA 52402  
office 319-366-2133  
Cell 630-780-9143  
carl@interviewrecorder.com*

*Administration & Accounting  
1807 S. Washington  
Suite 110  
PMB 326  
Naperville, IL 60585  
Office 630-219-1975  
Fax 630-839-4172*