Upgrading Troubleshooting and Frequently Asked Questions

This document gives helps you when upgrading your drive and gives some answers to frequently asked questions.

Philips Consumer Electronics
Version 07

PHILIPS

Which precautions should I take before upgrading?

- Please close all running software applications.
- Temporarily disconnect from the internet and shutdown antivirus programs.
- Eject any discs from the drive you want to upgrade.
- As long as the upgrading process is ongoing, do not interact with the PC.
- Do not try to upgrade with any version, which is not officially released by Philips.

Do I loose my warranty when I upgrade my drive?

No, as long as you follow our precautions and as long as you only use official upgrades for your product.

How long does upgrading take?

Normally, it takes only a minute to upgrade your drive.
It is possible that the upgrading tool requires a restart of your system before upgrading.

Do I have to restart my system after upgrading?

The upgrading tool will ask you to restart (reboot) your system, to make sure your drive will work fine after upgrading.

Windows™ says if found new hardware after upgrading. Is this correct?

Yes, Windows™ may see your drive has been upgraded, and will therefore show the "New hardware found". This screen will disappear after some seconds..

The upgrade tool reported "Invalid firmware version". What now?

You probably selected the wrong upgrade.
Follow the 3 shows steps below on how to find the correct upgrade or information four your drive.
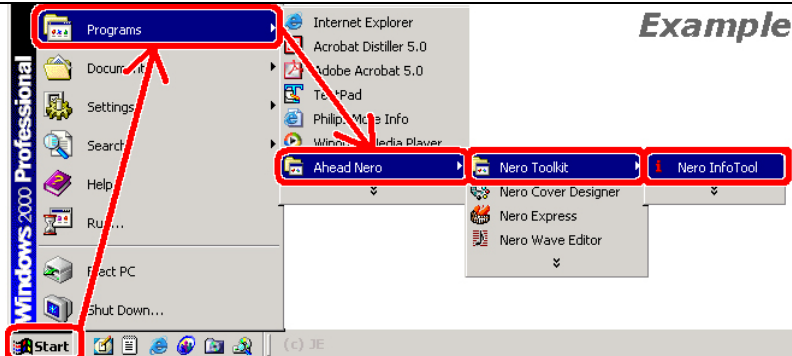
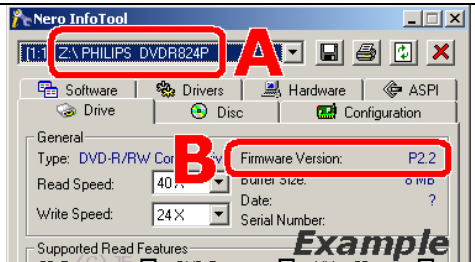| 1	Start Nero Infotool by choosing: "Start" "(All) Programs" "(Ahead) Nero" "Nero Toolkit" "Nero Infotool". → If you do not have this tool, go to www.nero.com, and choose: "Support" "Utilities" "Info Tools".	
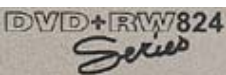
2	Find the drive name (A) and the firmware version (B)	

3	Find in the table below the type number by using both the Drive Name (A) and Firmware Version (B) from step 2:

Main speed	Trayfront	Drive Name (A)	Firmware Version (B)	Drive type on website
16x		DVDR16LS	Px.x	DVDR16LSK/00
		DVDR1640P	Px.x	DVDR1640K/00
8x		DVDR885P	Px.x	DVDRW885K/00
		DVDR824DP	P3.x	DVDRW824K/40
		DVDR824P	P2.x	DVDRW824K/20
		DVDR824P	P1.x	DVDRW824K/00
4x		DVDRW416	Px.x	DVDRW416K/30
		DVDRW416N	1.xx	DVDRW416K/00
2,4x		DVDRW228	1.xx	DVDRW228K/00
		DVDRW1208	1.xx	DVDRW208K/00