

# 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 09

# 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.

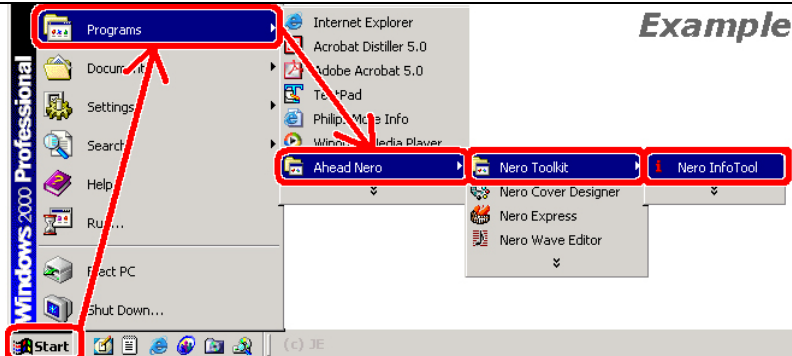
**1**

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](http://www.nero.com), and choose:

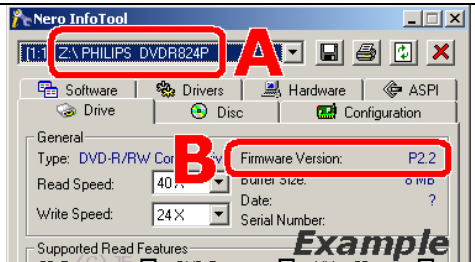
- "Support"
- "Utilities"
- "Info Tools".



**Example**





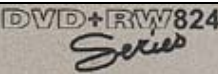
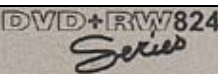


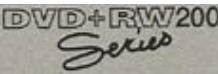
**2**

Find the drive name (A) and the firmware version (B)



**Example**

**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		DVDR1648P1	Px.x	DVDR1648K/00
		DVDR1628P1	Qx.x	DVDR1628K/00
		DVDR16LS	Px.x	DVDR16LSK/00
		PBDV16LS	Bx.x	PBDV16LSB/00 PBDV16LSG/00
		DVDR1640P	Px.x	DVDR1640K/00
		PBDV1640P	Bx.x	PBDV1640B/00 PBDV1640G/00
		PBDV1601P	B1.x	PBDV1601B/00 PBDV1601G/00
8x		DVDR885P	Px.x	DVDRW885K/00
		PBDV885P	Bx.x	PBDVD885B/00 PBDVD885G/00
		DVDR824DP	P3.x	DVDRW824K/40
		PBDV824DP	B3.x	PBDVD824B/30 PBDVD824G/30
		DVDR824P	P2.x	DVDRW824K/20
		PBDVD824P	B2.x	PBDVD824B/20 PBDVD824G/20
		DVDR824P	P1.x	DVDRW824K/00
4x		PBDVD824P	P1.x	PBDVD824B/00 PBDVD824G/00
		DVDRW416	Px.x	DVDRW416K/30
		PBDVD416	Bx.x	PBDVD416B/00 PBDVD416G/00
2,4x		DVDRW416N	1.xx	DVDRW416K/00
		DVDRW228	1.xx	DVDRW228K/00
		DVDRW1208	1.xx	DVDRW208K/00