

Guide: Fixing your "Bricked" Player

After countless encounters with members who have the same problems, rather than posting once in every single thread, I decided to put up a general guideline to fix your players if you are having trouble with them (The scenarios I give might be just examples, try the steps anyway). Also do these in order because the further down the list you go, the harder it is to do, and the more trouble it will take. I have included very simple steps for SL players (This guide is made for SP and TP players) there are more extensive instructions at the end of the guide.

Step 1 is generally for frozen, or non-responsive players, Step 2 is for the No Resource problem, and how to update your firmware, Step 3 is if your player is acting very strangely, and only if it cannot connect to your computer normally.

1. The most common problem I have come across in the forums is players getting frozen on the "Updating Music Library", or just getting frozen while your doing something. Players that are stuck on "Updating Music Library" usually just need to process the information. First just try leaving your player for 30 minutes, and when you come back, the "Updating Music Library" should be gone, and you are all set. To fix frozen players, hold down the enter button (The button that is on the bottom of the touchstrip that has the same symbol as the return button on keyboards) for a minute or so, or until your screen goes dark. Wait a few seconds, and restart. For those of you that are stuck while loading a playlist, that is a known bug, and just let your player sit for about a minute. The best thing to do is to play a song you like before you go to a playlist, as the song will keep playing while you wait for your playlist to load.

2.* Another common problem. You have just updated your firmware, or have just used DFU Tools and have a Green Screen saying No Resource!. Do this step also if your player is behaving erratically, but still is able to connect to your computer normally.

---To fix this, go here. Download the correct firmware for your player (The player version is found on the back of your player). Plug your player into your computer. Go to "My Computer". You should see your player's drive there. Take the two files that you have just downloaded, most likely a M6.ebn (M6SL.ebn for SL players) and a Resource.bin, and drag them into your players drive in My Computer. Safely Remove your player. Restart your player. Your player's screen will flash white, or stay on a steady white. Don't worry, your player isn't toast, it just shows that screen. Put your player down and don't touch it for 5 minutes. After 5 minutes your player should have shut off by itself, and you can now restart your player.

3.** Warning! Only use this step if all else has failed. This step is intended for M6 TP and SP players, but will also work for SL players if you use the DFU Tools supplied here (There are some small extra steps for SL players, which will be denoted by a " ^ " in this guide), check the back of your player to make sure! If your player is completely bricked, as in when you try to charge it, nothing happens, you have tried leaving it plugged in to your computer for a night, you have tried resetting it (Step 1.), then most likely you will need to use DFU Tools, but before you do, make sure that your player is not responsive at all to anything, or if something is seriously wrong with it, and you cannot connect it to your computer. If your player is still recognized normally as a removable drive in My Computer, follow the Steps in Step 2, starting after the dashes, and you should be all set. If all else has failed, download DFU Tools (Attached are my pre-made copies for SP, TP, and SL, so it's all set up, and you can skip to the 4 asterisks, or continue if you want to make a set for yourself). You might need to have a un-ZIPper. You can go here to download WinRAR. Also, DFU Tools does not play nice with x64 OS's, so try to get your hands on a x86 (32 Bit) OS if you are going to attempt DFU Tools. Now, run the DFU Tools Setup and install it to preferably your Desktop, but anywhere will work (It'll save you some work later). Now go here. Download the

correct firmware for your player. I have had most luck with the 2.003.2 firmware with DFU Tools. Kahveisteyen has recommended that you work with the newest 2.004.6 firmware, as that was the most successful for him. You might have to un-ZIP it or un-RAR it first. You should be left with two files, M6.ebn, and Resource.bin ^People with SL players should be left with M6SL.ebn and Resource.bin files^. Put both of those files into your installed DFU Tools folder (The one I told you to install to your Desktop earlier).

****Now Hold down the M and Power buttons simultaneously. Do NOT let go of them until I tell you, if you do you will permanently brick your player, although if you do accidentally let go, here is an absolute last resort option, although I have not tried it before. Look at the P.S. of the first post. Keep those buttons held down tightly, and plug your player into your computer. Your player should be recognized as a DFU Device ^People with SL players can let go of the M and Play buttons now^. A window should pop up saying new hardware found. Say you want to manually look for the files. Check the box saying "Include this folder in the search" and navigate to your installed DFU Tools folder. Click Ok. It should install (Using the Hardware Wizard is not necessary, if it doesn't install correctly, skip the Hardware Wizard and click cancel) ^People with SL players should now see a popup saying "Blues DFU Device"^. Now, open the DFU Tools folder you installed earlier. Run the Secdfu.exe ^People with SL players should make sure their SL is the only thing plugged into their computer (That means unplug any printers, USB mice etc.)^. If you are using Vista, make sure to right click, and then click "Run as Administrator". Make sure SST39VF800.dfu is selected in Image 1, and the M6.ebn ^M6SL.ebn for SL players^ you downloaded earlier is selected in the Image 2 box. Now click download. Remember keep the M and Power buttons pressed down firmly ^Does not apply to SL players^, if you let go now while the firmware is downloading, you will brick your player. If it doesn't finish within 5 minutes, and it says enumerating..., let go and see if it will boot. If not, redo the DFU Tools download to the player. When it is done, Safely Eject your player, and Now, you can let go of the M and Power buttons. Reboot your player. If you get a No Resource error, go to Step 2 of this guide. If DFU Tools does not work the first time, try it again (It took me 29 tries once to get my player working).

4. Lite has suggested that if your player cannot be fixed by DFU Tools, your options are to return your player for a refund, or return your player for a replacement. You would also be able to sell it on eBay for parts, as some people have broken screens, broken headphone jacks, etc., if your warranty has run out.

*Step 2 is also how to upgrade your player's firmware. Just follow the instructions after the 3 dashes.

**M6 SLs use a different version of DFU Tools. For instructions and the SL DFU Tools go here. JooSH has had luck by doing this with his SL player: First of all I click on Download and wait for the process to finish. After that, unplug the player and plug it back in (Holding M and Play) again. Open DFU Tools again and go to the "NAND" tab. Click on Download, and then click on "ERASE NAND" choosing before the first and the third. Unplug the player and after that, push Play and FF then a yellow screen appears. Wait for it to finish formatting and then a Green Screen appears. Then just follow Step two, but remember to use SL firmware.

Hope this guide helps a lot of people get their players back on track. Any suggestions, amendments, etc. are all welcome, and thanks for everybody's contributions to the guide!