

Bulletin No.: 156_SVMi_Prompt_Sets

January 23, 2007

Additional Foreign Language System Prompt Sets

The SVM/SVMi E-Series was developed with 12 different Foreign Language System Prompt sets. All SVM/SVMi E-Series System Prompt Sets are now available to download from the GSBN Web Site. Downloaded System Prompts sets can be distributed freely to as many sites as required.

The following is a list of all of the available Prompt sets.

- EN_US: English-United States (Default)
- SP_CA: Spanish-Castilian (Default)
- FR_CA: French-Canadian (Default)
- DA_DE: Danish-Denmark
- DU_HO: Dutch-Holland
- GE_AS: German-Austrian

IT_IT: Italian-Italy KR_KR: Korean-Korea PO_PO: Portugese-Portugal RU_RU: Russian-Russia SP_SP: Spanish-Spain SW_SW: Swedish-Sweden

Every E-Series unit ships with three languages already installed from the factory (English-United States, Spanish-Castilian, and French-Canadian).

IMPORTANT NOTE

Each additional Foreign Language Prompt set installed will consume 30 – 40 Minutes of Message storage. Please watch carefully when installing the additional System Prompt sets that you do not seriously decrease the Message Storage capacity of the system.

The documented approximate Message Storage Capacity is as follows: (with three language sets installed)

64MB CF	=	2.5 Hours
128MB CF	=	7 Hours
256MB CF	=	15 Hours
2GB ··· HDD	=	140 Hours

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How to Download - a Foreign Language System Prompt Set(s):

Downloaded Prompt sets are stored on your Local Hard drive. Once you download the System Prompt set(s) required, refer to Tech Bulletin: 2007-02 to install them onto a SVM/SVMi E-Series unit.

To Download one or multiple E-Series Prompt set(s) follow the steps outlined below:

1. In Windows File Explorer create a folder to store the downloaded Prompt Set(s).

For example in either "Local Disk (C:)" or "My Documents" create a folder named: PMT

NOTE: This can be done during Step 9 as well. The folder name and location can be anything and anywhere that you have access. We suggest you create a folder that you can easily remember and find.

- 2. Log into the GSBN Website
- 3. Select "Communication"
- 4. Select "Technical Support"
- 5. Select "Downloads"
- 6. Select "Software"
- 7. From the list of available Software downloads select "SVM/SVMi E-Series Foreign Language System Prompt"
- 8. When the selection opens you will be able to select the installation guide and/or any of the available Prompt Sets.
- 9. When prompted to select a folder for downloaded files, select the folder created in step one above or you can create one now.

NOTE: The website only allows for one item to be downloaded at a time. After one completes you can then select another.

10. After the download(s) is (are) complete, you must rename the Prompt Set File before it can be installed onto one of the E-Series platforms.

Prompt set files are self-extracting executable files. To help with problems caused by virus and spam blockers the file extension names are *"{filename}*.EX_". Rename the file to *"{filename}*.EXE"

11. Follow the "How to install - a Foreign Language System Prompt Set(s):" to learn how to upload and install them onto a SVM/SVMi E-Series unit.

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How to install - a Foreign Language System Prompt Set(s):

Installing the System Prompt set is a two phase process. The first phase installs the self-extracting EXE onto the E-Series drive and the second phase extracts the PMT files for use on the E-Series Platform.

NOTE: This installation REQUIRES that you be connected to the SVM/SVMi E-Series platform via the SIO to complete certain steps.

Phase ONE:

The install of the downloaded Foreign Language System Prompts Set(s) can be performed using one of the two following methods (Platforms containing an HDD **MUST** use the first method).

- The first method, which is only available on the SVMi-8E, 16E, and/or 20E units, requires the use of a 3rd party FTP Client Software program loaded on your PC or Laptop, such as WS FTP Pro, and requires access to the LAN port of the E-Series platform.
 - 1. Using a PC or Laptop plugged into the SIO connector of the SVMi E-Series Platform, log into System Administration and navigate to Operating Utilities.
 - 2. From Operating Utilities select option: "[G] Backup and Restore". This option shuts down the SVMi and automatically starts the SVMi's FTP Server program.
 - 3. Using the 3rd Party FTP Client Software, log into the SVMi's FTP Server. (The Username and Password is "su" for both.
 - 4. Using the FTP Client software, copy the downloaded self-extracting EXE to the PMT folder on the SVMi E-Series Platform.
 - 5. After the file has been successfully uploaded to the SVMi E-Series platform, reboot the SVMi.
 - 6. Go to Phase TWO.
- The second method, which is only available on E-Series units containing a Compact Flash (CF), uses a CF Adaptor to copy downloaded files to the PMT Folder on the E-Series CF.
 - 1. Using a PC or Laptop plugged into the SIO connector of the SVMi E-Series Platform, log into System Administration and navigate to Operating Utilities.
 - 2. From Operating Utilities select option: "[D] Shutdown System". This option performs a proper system shutdown and drops the SVMi to a DOS prompt.
 - 3. Turn off the Phone System and remove the SVM/SVMi E-Series card.
 - 4. Remove the CF from the platform, and insert it into a CF adaptor of your PC or Laptop.

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- 5. Using Windows File Explorer, navigate to the downloaded file and copy it to the PMT folder on the CF.
- 6. Properly eject the CF from the adaptor (*DO NOT* pull the CF out while it is still writing as file damage may occur)
- 7. Insert the CF back into the SVM/SVMi E-Series platform, insert the platform back into the system, and power it up.
- 8. Go to Phase TWO:

Phase TWO:

Regardless of how you elected to install the self-extracting EXE onto the SVM/SVMi E-Series platform, you must extract the files so they can be available by the SVM/SVMi E-Series' application Software.

- 1. Using a PC or Laptop plugged into the SIO connector of the SVMi E-Series Platform, log into System Administration and navigate to Operating Utilities.
- 2. From Operating Utilities select option: "[D] Shutdown System". This option performs a proper system shutdown and drops the SVMi to a DOS prompt.
- 3. Change directories to the PMT Directory (or Folder). To change directoris, type: *cd\PMT*
- 4. Now execute the self extracting EXE you installed on the system in the earlier steps. If you installed multiple EXEs you will need to execute them one at a time. To run the self-extracting EXE, type: *{filename} /d /o*

{filename} = the name of the self-extracting EXE you installed

/d = follow zipped directory structure

- /o = automatically overwrites duplicate files in a directory
- 5. Repeat step 4 for all new System Prompt sets installed. When completed, go to step 6.
- 6. Reboot the SVM/SVMi E-Series platform.
- 7. When the SVMi powers up, navigate to System Wide Parameters page 3 and all new Prompt sets should be available.

How to use - a Foreign Language System Prompt Set(s):

Refer to Tech Bulletin: 2004-21

How to uninstall - a Foreign Language System Prompt Set(s):

Refer to Tech Bulletin: 2004-22

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