



Bulletin No.: 2005-04

January 28, 2005

Upgrading SVMi-E Systems to Version 4.0.0.4

The purpose of this Technical Bulletin is to outline the correct procedures for upgrading SVMi-E Voice Processing Systems up to Version 4.0.0.4.

Although there are other methods for performing SVMi-E upgrades, Samsung Technical Support will only offer the Self Extracting File to our dealers. It is imperative the instructions listed in this document are followed exactly. If there is any deviation from the instructions it is possible that important PC files will be overwritten, and the functionality of the PC will be affected.

Important: Samsung is not responsible for any problems which may occur on a PC where the Self Extracting file was opened incorrectly.

Please refer to the following pages for detailed steps on performing an upgrade on the SVMi-E Voice Processing Platform to Version 4.0.0.4.

Upgrading SVMi-E Systems to Version 4.0.0.4

Section 1: Getting a Self Extraction Upgrade File on a PC

Once a dealer contacts Samsung Technical Support, and it is determined an upgrade to 4.0.0.4 is necessary, the appropriate Self Extracting file (within a Zipped file) will be sent to a specified email account. The table below summarizes the name of the Zipped file and the name of the associated Self Extracting file for each SVMi-E platform.

| Platform | Zipped File Name | Self Extracting File Names |
|----------|------------------------------|----------------------------|
| SVMi-2E | 4.0.0.4 2E email.zip | 2E4004U.EXE |
| SVMi-4E | 4.0.0.4 4E email.zip | 4E4004U.EXE |
| SVMi-8E | 4.0.0.4 8E email.zip | 8E4004U.EXE |
| SVMi-16E | 4.0.0.4 16E email.zip | 16E4004U.EXE |

Important: Dealers must have WINZIP or some other Zip program loaded on their PC to successfully open the '.zip' attachment. Zip files compress data and therefore save time and space and make downloading software and transferring e-mail attachments faster, and safer.

CRITICAL: Do not open, double click, or run the Self Extracting file on the PC for any reason. It overwrites important files and can disrupt the functionality of the PC's Operating System.

Getting a Self Extraction Upgrade File on a PC

| Step | Action |
|------|---|
| 1 | When the email is received save the attachment (Zip File) to a PC. |
| 2 | Once the Zip file is on the PC unzip it |
| 3 | A 4.0.0.4 XE email folder will appear where specified, and within that folder the Self Extracting Upgrade file will reside (The X Variables are 2, 4, 8, or 16 and equals the SVMi platform type) |
| 4 | For ease of operation Samsung Technical Support advises that the 4.0.0.4 XE email Folder containing the Self Extracting file be placed in the root of C:\ on the PC |
| 5 | In order to copy the appropriate folder to the root of C:\ on your PC put your mouse cursor over the folder and right click |
| 6 | Select Copy |
| 7 | Put your mouse cursor over My Computer , and double left click to open |
| 8 | Put your mouse cursor over C:\ and double left click to open |
| 9 | Put you mouse cursor within the newly opened C:\ window (do not point it at folder) and right click |
| 10 | Select Paste |
| 11 | 4.0.0.4 XE email folder will now be in the root of C:\ |

Upgrading SVMi-E Systems to Version 4.0.0.4

Section 2: SVMi-2E/SVMi-4E Upgrade Procedures

Ideally a flash adapter would be used to perform the upgrade file transfer to the SVMi-2E & 4E; however; if an adapter is not available it is possible to receive the self extracting file using HyperTerminal.

SVMi-2E/SVMi-4E Using a Flash Adapter:

| Step | Action |
|------|---|
| 1 | Copy the appropriate 4.0.0.4 XE email folder to the root of C:\ on a PC *Reminder: Do not open, double click, or run the self extracting file within this folder. It overwrites important files and can disrupt the functionality of the PC. |
| 2 | Go to MMC 746 to Halt the SVMi-E , and then power down the KSU |
| 3 | Remove the SVMi-E Flash card from the SVMi-E Voice Processing Server |
| 4 | Insert the SVMi-E Flash card into a Flash Adapter |
| 5 | Insert the Flash Adapter into a PC |
| 6 | Double Click My Computer on the PC to View Removable Disk (Flash Card) |
| 7 | The Flash Adapter is represented by a Removable Disk ICON See Figure 1 below |
| 8 | Double Click the Removable Disk ICON to Open Flash Adapter |
| 9 | The Root of the SVMi-E will now be displayed See Figure 2 below – The exact files displayed on your Flash Card may be different than the ones shown in Figure 2 |
| 10 | Back on the root of C:\ on your PC point your Mouse cursor onto the 4.0.0.4 XE email folder, and double left click to open |
| 11 | Within the 4.0.0.4 XE email window point the mouse cursor onto the Self Extracting file |
| 12 | Left Click on the file, and while holding down the left mouse button Drag the Self Extracting file into the window representing the removable disk, and then release the left mouse button |
| 13 | The Self Extracting File should now be inside the Removable Disk Window. See Figure 3 below |
| 14 | Once the file is copied remove the Flash card from the Flash Adapter, and re-insert the Flash card into the SVMi-E Voice Processing Server |
| 15 | Power up KSU and Boot the SVMi-E to Shell |
| 16 | At the C:\> type in the following EXACTLY AS SHOWN a. For the 2E – C:\> 2E4004U /d /o <enter> {The last character is the letter o not the number zero, and there is a space between 2E4004U and /d, and a space between /d and /o} b. For the 4E – C:\> 4E4004U /d /o <enter> {The last character is the letter o not the number zero, and there is a space between 4E4004U and /d, and a space between /d and /o} |
| 17 | When the extraction is completed go to MMC 740 & restart the SVMi-E |
| 18 | Check System Wide Parameters in the SVMi-E for Version Number. It should now be V4.0EXP Sept 24, 2004 |

Upgrading SVMi-E Systems to Version 4.0.0.4

Figure 1: Removable Disk Icon

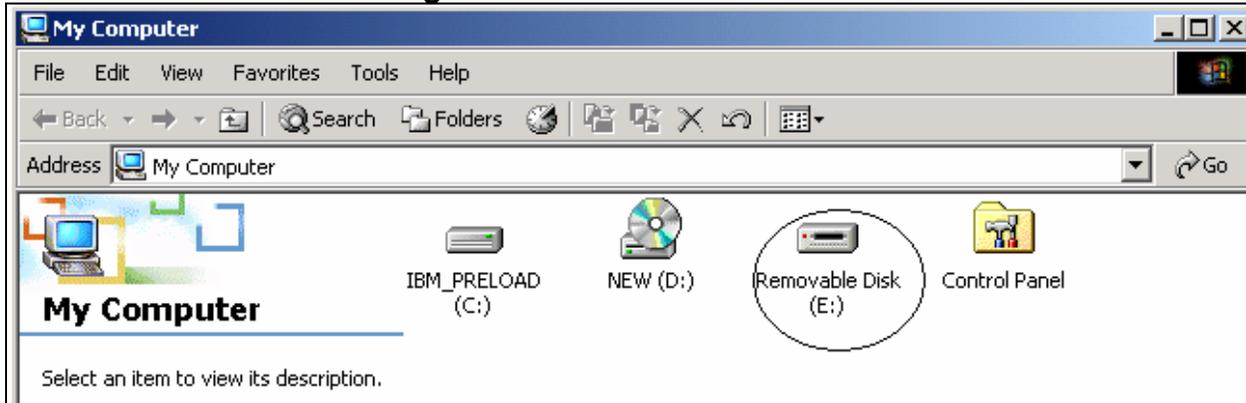


Figure 2: Root Directory of the SVMi-E

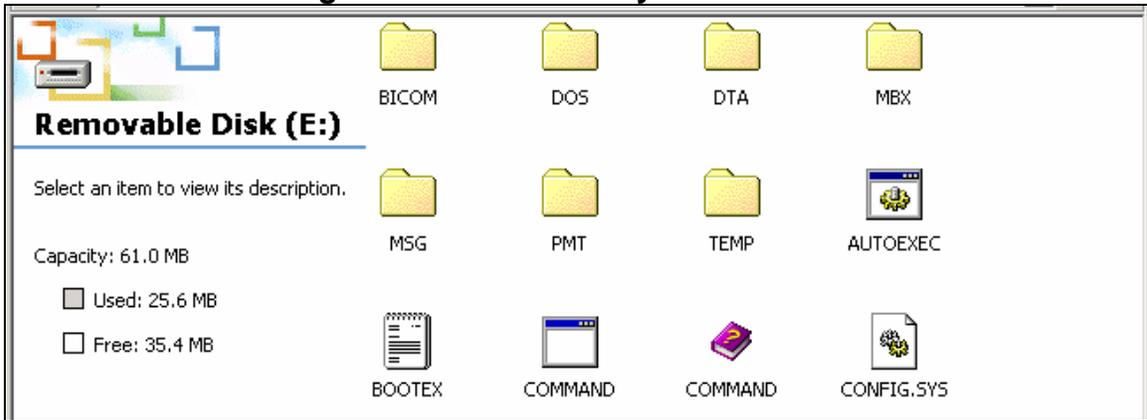
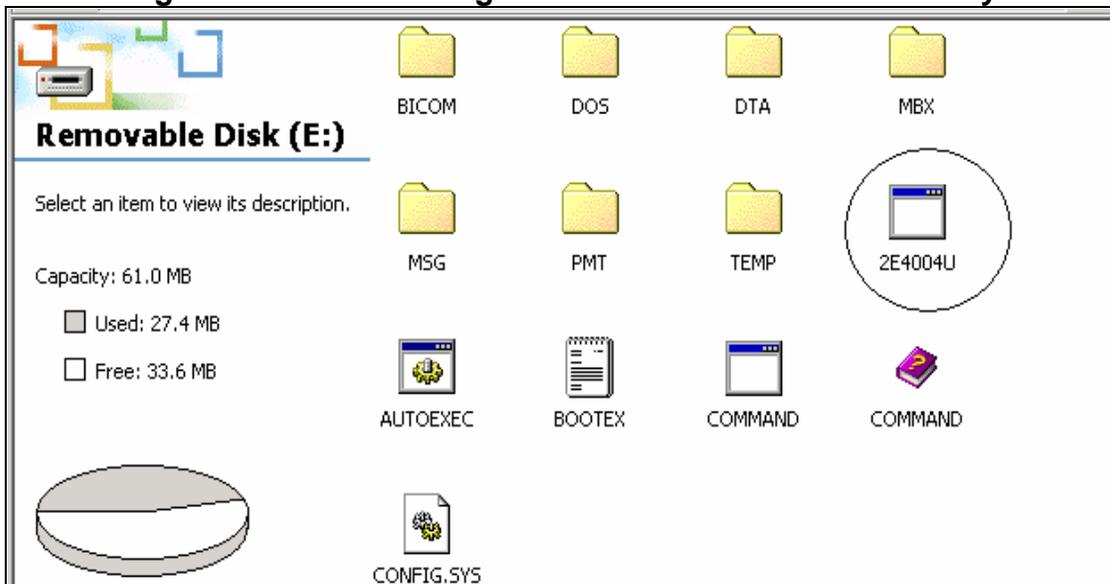


Figure 3: Self-Extracting File in Removable Disk Directory



Samsung Telecommunications America
Business Communications Systems
1301 East Lookout Drive
Richardson, TX 75082

Upgrading SVMi-E Systems to Version 4.0.0.4

SVMi-2E/SVMi-4E Using HyperTerminal:

| Step | Action |
|------|--|
| 1 | Copy the appropriate 4.0.0.4 XE email folder to the root of C:\ on a PC * Reminder: Do not open, double click, or run the self extracting file within this folder. It overwrites important files and can disrupt the functionality of the PC. |
| 2 | To get to the Root of C:\> simply double click My Computer , and then double Click C:\ |
| 3 | Connect to the SVMi-E Voice Processing Server using HyperTerminal |
| 4 | Log into the SVMi-E & go to Port Activity |
| 5 | Type in the following at Port Activity a. For the 2E - > RX C:\2E4004U.EXE <enter> b. For the 4E - > RX C:\4E4004U.EXE <enter> |
| 6 | Within the HyperTerminal window select Transfer/Send File |
| 7 | Browse to the 4.0.0.4 XE email folder and select the Self Extracting File (Remember to look in C:\) |
| 8 | Select Protocol XModem |
| 9 | Press Send to begin transfer |
| 10 | When transfer is complete go to Operating Utilities and Shut Down SVMi-E |
| 11 | At the C:\> type in the following <u>EXACTLY AS SHOWN</u> a. For the 2E – C:\> 2E4004U /d /o <enter> {The last character is the letter o not the number zero, and there is a space between 2E4004U and /d, and a space between /d and /o} b. For the 4E – C:\> 4E4004U /d /o <enter> {The last character is the letter o not the number zero, and there is a space between 4E4004U and /d, and a space between /d and /o} |
| 12 | When the extraction is completed go to MMC 740 & restart the SVMi-E |
| 13 | Check System Wide Parameters in the SVMi-E for Version Number. It should now be V4.0EXP Sept 24, 2004 |

Upgrading SVMi-E Systems to Version 4.0.0.4

Section 3: SVMi-8E/SVMi-16E Upgrade Procedures

Ideally a FTP client would be used to perform the files transfers on the SVMi-8E & 16E; however, if you have a Flash Version you can transfer files using a Flash Adapter, or by receiving the self extracting file using HyperTerminal.

SVMi-8E/SVMi-16E Using FTP:

| Step | Action |
|------|--|
| 1 | Copy the appropriate 4.0.0.4 XE email folder to the root of C:\ on a PC * Reminder: Do not open, double click, or run the self extracting file within this folder. It overwrites important files and can disrupt the functionality of the PC. |
| 2 | To get to the Root of C:\> simply double click My Computer , and then double Click C:\ |
| 3 | Log into the SVMi-E with HyperTerminal and go to Operating Utilities |
| 4 | Prepare the SVMi-E for Back Up & Restore functionality (see Technical Bulletin 2004-25 for instructions) |
| 5 | Connect to your SVMi-E with the FTP Client (see Technical Bulletin 2004-25 for instructions) and navigate to the 4.0.0.4 XE email folder |
| 6 | Transfer the appropriate file over to the Root of C:\ on the SVMi-E <ol style="list-style-type: none"> For the 8E – 8E4004U.EXE For the 16E – 16E4004U.EXE |
| 7 | When file transfer is complete disconnect the FTP Client |
| 8 | Go to MMC 740 and restart SVMi-E |
| 9 | Boot to shell |
| 10 | At the C:\> type in the following EXACTLY AS SHOWN <ol style="list-style-type: none"> For the 8E – C:\> 8E4004U /d /o <enter> {The last character is the letter o not the number zero, and there is a space between 2E4004U and /d, and a space between /d and /o} For the 16E – C:\> 16E4004U /d /o <enter> {The last character is the letter o not the number zero, and there is a space between 4E4004U and /d, and a space between /d and /o} |
| 11 | When the extraction is completed go to MMC 740 & restart the SVMi-E |
| 12 | Check System Wide Parameters in the SVMi-E for Version Number. It should now be V4.0EXP Sept 24, 2004 |

Upgrading SVMi-E Systems to Version 4.0.0.4

SVMi-8E/SVMi-16E Using a Flash Adapter:

| Step | Action |
|------|--|
| 1 | Copy the appropriate 4.0.0.4 XE email folder to the root of C:\ on a PC *Remember: Do not open, double click, or run the self extracting file within this folder on the PC. It overwrites important files and can disrupt the functionality of the PC. |
| 2 | Go to MMC 746 to Halt the SVMi-E, and then power down the KSU |
| 3 | Remove the SVMi-E Flash card from the SVMi-E Voice Processing Server |
| 4 | Insert the SVMi-E Flash card into a Flash Adapter |
| 5 | Insert the Flash Adapter into a PC |
| 6 | Double Click My Computer on the PC to View Removable Disk (Flash Card) |
| 7 | The Flash Adapter is represented by a Removable Disk ICON Please see Figure 1 |
| 8 | Double Click the Removable Disk ICON to Open Flash Adapter |
| 9 | The Root of the SVMi-E will now be displayed Please see Figure 2 – The exact files displayed on your Flash Card may be different than the ones in Figure 2 |
| 10 | Back on the root of C:\ on your PC point your Mouse cursor onto the 4.0.0.4 XE email folder, and double left click to open |
| 11 | Within the 4.0.0.4 XE email window point the mouse cursor onto the Self Extracting file |
| 12 | Left Click on the file, and while holding down the left mouse button Drag the Self Extracting file into the window representing the removable disk, and then release the left mouse button |
| 13 | The Self Extracting File should now be inside the Removable Disk Window See Figure 3 |
| 14 | Once the file is copied remove the Flash card from the Flash Adapter, and re-insert the Flash card into the SVMi-E Voice Processing Server |
| 15 | Power up KSU and Boot the SVMi-E to Shell |
| 16 | At the C:\> type in the following EXACTLY AS SHOWN <ol style="list-style-type: none"> For the 8E – C:\> 8E4004U /d /o <enter> {The last character is the letter o not the number zero, and there is a space between 2E4004U and /d, and a space between /d and /o} For the 16E – C:\> 16E4004U /d /o <enter> {The last character is the letter o not the number zero, and there is a space between 4E4004U and /d, and a space between /d and /o} |
| 17 | When the extraction is completed go to MMC 740 & restart the SVMi-E |
| 18 | Check System Wide Parameters in the SVMi-E for Version Number. It should now be V4.0EXP Sept 24, 2004 |

Upgrading SVMi-E Systems to Version 4.0.0.4

SVMi-8E/SVMi-16E Using HyperTerminal:

| Step | Action |
|------|--|
| 1 | Copy the appropriate 4.0.0.4 XE email folder to the root of C:\ on a PC *Remember: Do not open, double click, or run the self extracting file within this folder on the PC. It overwrites important files and can disrupt the functionality of the PC. |
| 2 | To get to the Root of C:\> simply double click My Computer , and then double Click C:\ |
| 3 | Connect to the SVMi-E Voice Processing Server using HyperTerminal |
| 4 | Log into the SVMi-E & go to Port Activity |
| 5 | Type in the following at Port Activity a. For the 8E - > RX C:\8E4004U.EXE <enter> b. For the 16E - > RX C:\16E4004U.EXE <enter> |
| 6 | Within the HyperTerminal window select Transfer/Send File |
| 7 | Browse to the 4.0.0.4 XE email folder and select the Self Extracting File (Remember to look in C:\) |
| 8 | Select Protocol XModem |
| 9 | Press Send to begin transfer |
| 10 | When transfer is complete go to Operating Utilities and Shut Down SVMi-E |
| 11 | At the C:\> type in the following <u>EXACTLY AS SHOWN</u> a. For the 8E – C:\> 8E4004U /d /o <enter> {The last character is the letter o not the number zero, and there is a space between 2E4004U and /d, and a space between /d and /o} b. For the 16E – C:\> 16E4004U /d /o <enter> {The last character is the letter o not the number zero, and there is a space between 4E4004U and /d, and a space between /d and /o} |
| 12 | When the extraction is completed go to MMC 740 & restart the SVMi-E |
| 13 | Check System Wide Parameters in the SVMi-E for Version Number. It should now be V4.0EXP Sept 24, 2004 |

If you have any questions about this or any other Technical Support bulletins please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com.