UPGRADING SVMi-20E TO Version 5.3.3.5 Date Code (09.04.22)

This is the procedure to upgrade the SVMi-20E Voice Mail System to Software Version 5.3.3.5 (09.04.22) on the Samsung OfficeServ 7200 and OfficeServ 7400 Phone Systems.

We have placed a zip file called upgrade 5.3.3.5.zip on GSBN. Please unzip and save the folder (UPGRADE_5.3.3.5) to your computer to upgrade to the latest software load. <u>Do not double-click</u> on the executable file within the folder. The folder will have one file called (5335UPGD.EXE) that will be transferred to the Root Directory of the SVMi-20E to be upgraded.

You will need a FTP (File Transfer Protocol) program and HyperTerminal program to complete the upgrade on the SVMi-20E. These programs will need to be working on the technician's PC.

The hard drive versions of SVMi-20E must use this procedure to upgrade the Voice Mail system but the Flash version Technician can manually transfer the file to the root directory of the SVMi-20E with a card reader.

Procedure to Upgrade the SVMi-20E to Version 5.3.3.5

- 1. You will need to connect a PC to the Serial port of the SVMi-20E (SIO Connector) with a Serial Cable using hyperterm program at 38.4k bps.
- 2. You will need a IP connection to the SVMi-20E LAN Port, from you PC. The default IP address of the SVMi-20E is (10.10.108.6). You can get the current IP address of the voice mail by accessing the Port activity section and typing (NET) to get the current address.
- 3. Log into the SVMi-20E with HyperTerminal on the Serial connection and go to Operating Utilities section. Access the Backup and Restore functionality. This puts the SVMi-20E in a state for the upgrade. No calls can be processed in this state.
- 4. Connect the SVMi-20E with FTP Client and backup all SVMi files to your PC in case the unexpected happens. The user id for the voice mail is (SU) and the Password (SU) in lower case. The backup is a safety measure. Navigate to the Folder (UPGRADE 5.3.3.5) on the technicians PC.
- 5. Transfer the appropriate file (5335UPGD.EXE) over to the Root of the C:\ on the SVMi-20E.
- 6. When the file transfer is completed, DISCONNECT the FTP CLIENT.
- **7.** From the Serial Connection, with HyperTerminal program, you will complete the upgrade. RESET the SVMi-20E by pressing the Reset Button on the faceplate of the SVMi-20E. Watch the SVMi-20E boot with the HyperTerminal connection and select the Boot to Shell which is selection 2. The SHELL will respond with C:>
- At the C:\> Prompt, on the SVMi-20E, Type in the following command to activate the patch. 5335UPGD /d /o then press enter. Example, 5335UPGD_/d_/o and enter, the (_) specifies a space in the sequence. The (o) is a letter o and not the number.
- 9. From the **C:\>** prompt, change the directory by typing (cd c:\dta). The system response should be C:\DTA. Type in (SVM /V) The system response should be 5.3.3.5 09.04.22 to show the correct software release.
- 10. After step 9, restart the SVMi-20E by hitting the reset button on the faceplate.
- 11. Login into the SVMi-20E after the voice mail comes back into service and access the SYSTEM WIDE PARAMETERS to verify the software load shows 5.3. Also verify the ports come into service and make several test calls.
- 12. You have successfully completed the upgrade to Software V5.3 (09.04.22).