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Upgrading SVMi E-Series Systems

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

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 for important PC files will be overwritten causing the functionality of the PC to 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.

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

Once a dealer contacts Samsung Technical Support and it is determined an upgrade is necessary, the appropriate Self Extracting file (within a Zipped file) will be sent to a specified email account.

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 zipped attachment (Self Extracting File upgrade) to a PC.
2	Once the Zip file is on the PC unzip it .
3	A folder will appear where specified, and within that folder the Self Extracting Upgrade file will reside.
4	For ease of operation Samsung Technical Support advises that the 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	The folder will now be in the root of C:\.

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Section 2: SVMi-E Upgrade

There are several methods by which the upgrade file may be placed on the SVMi-E, using file transfer protocol (FTP), using a flash adapter, and using HyperTerminal. Detailed steps for each method are provided below.

Upgrade Using FTP

Step	Action
1	Copy the appropriate folder containing the upgrade file 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, or ProComm Plus, and go to Operating Utilities.
4	Prepare the SVMi-E for Back Up & Restore functionality (see Technical Bulletin 2005-03-Revision 2 for instructions) .
5	Connect to your SVMi-E with the FTP Client (see Technical Bulletin 2004-25 for instructions) and navigate to the folder containing the upgrade file.
6	Transfer the appropriate file over to the Root of C:\ on the SVMi-E.
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 <u>EXACTLY AS SHOWN</u> At C:\>type in (without the .exe) filename /d /o <enter> {The last character is the letter o not the number zero, and there is a space between filename 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.

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Upgrade Using a Flash Adapter

Step	Action
1	Copy the appropriate folder containing the upgrade file 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 and 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 below.
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 below – 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 folder containing the upgrade file, and double left click to open.
11	Within the upgrade folder's 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 <u>EXACTLY AS SHOWN</u> At C:\>type in (without the .exe) filename /d /o <enter> {The last character is the letter o not the number zero, and there is a space between filename 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.

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Figure 1: Removable Disk Icon

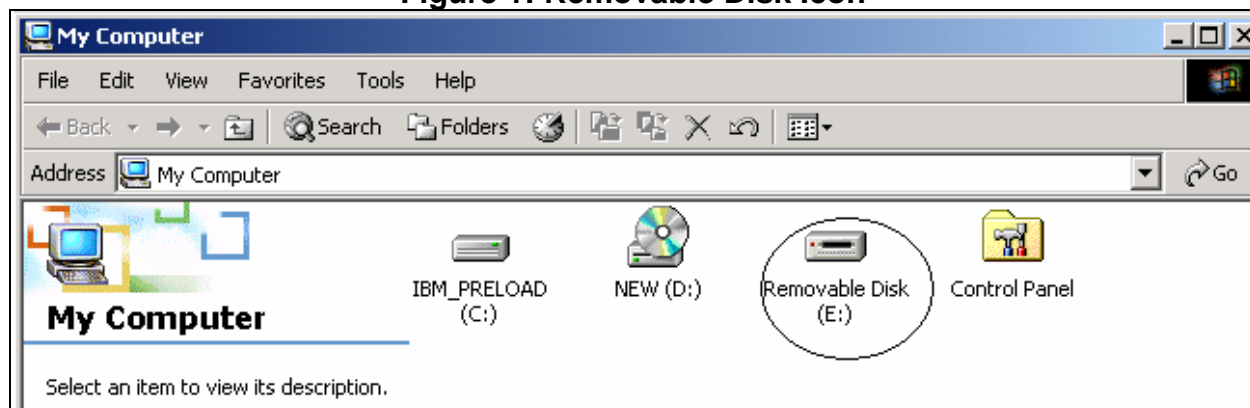


Figure 2: Root Directory of the SVMi-E

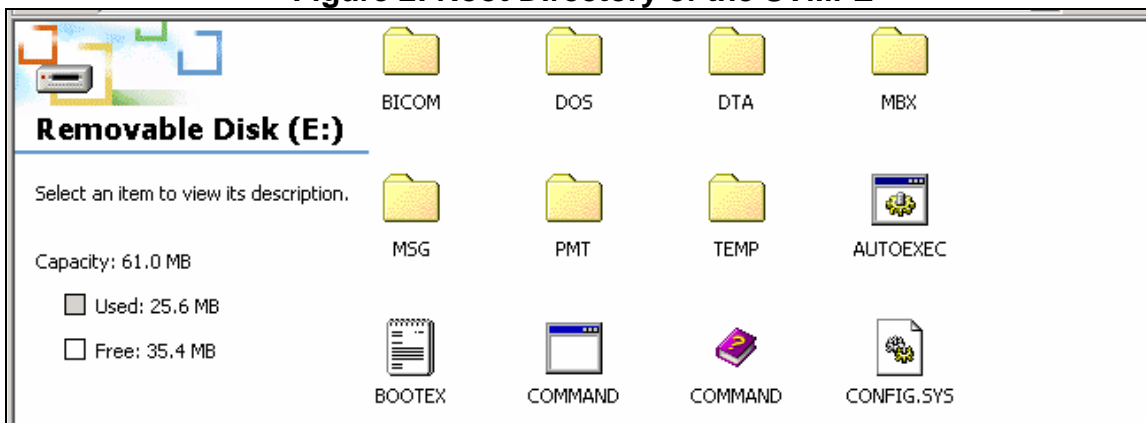
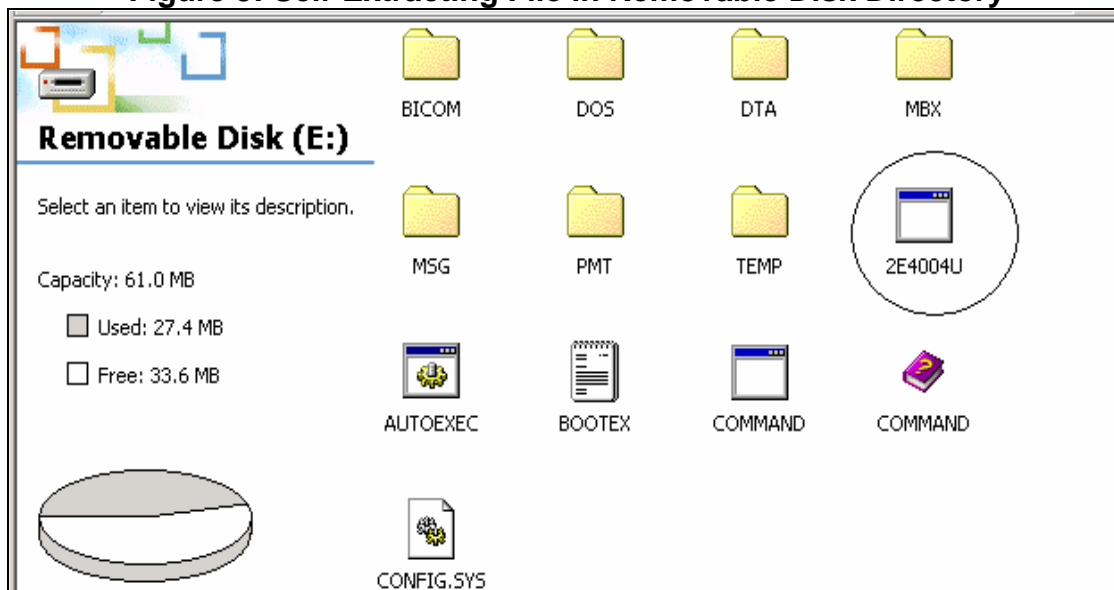


Figure 3: Self-Extracting File in Removable Disk Directory



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Upgrade Using a HyperTerminal

Step	Action
1	Copy the appropriate folder containing the upgrade file 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, or ProComm Plus.
4	Log into the SVMi-E & go to Port Activity.
5	Type in the following at Port Activity > RX C:\filename.EXE <enter>.
6	Within the HyperTerminal, or ProComm Plus window select Transfer/Send File.
7	Browse to the folder containing the upgrade file 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 EXACTLY AS SHOWN At C:\>type in (without the .exe) filename /d /o <enter> {The last character is the letter o not the number zero, and there is a space between filename 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.

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.