

Bulletin No.: 2007-02 January 23, 2007 How to Upload and Install Foreign Language Prompt Sets to SVMi E-Series Platforms

The purpose of this document is to outline the procedure of uploading Foreign Language Prompt files into any SVMi E-Series platform and installing the prompts into the correct directory.

Installing the Foreign Language Prompt set is a two phase process. The first phase outlines how to upload the prompt set file to the PMT directory of the SVMi unit. The second phase outlines how to expand the file and unlock the Foreign Language Prompts.

Phase One:

This phase has two different methods. The first method outlines how to load the prompt files via a third party FTP Client software such as "WS FTP Pro" and requires access to the LAN port of the SVMi E-series platform. This method requires the SVMi to have an onboard LAN port i.e. SVMi 8E, 16E, or 20E.

Method One:

| Step | Action |
|------|---|
| 1 | You must first configure the IP Address of the SVMi platform. Reference |
| | Technical Bulletin 2005-03 Backup and Restore Procedures on the SVMi- |
| | 8E/SVMi-16E. Once the IP address is set and able to be pinged, proceed to |
| | step 2. |
| 2 | 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. |
| 3 | Select [G] Backup/Restore from the Operating Utilities Menu. This will shut |
| | down the SVMi and automatically start the SVMi's FTP Server program. |
| 4 | Using the third party FTP client software, log into the SVMi's FTP Server. |
| | Username and Password is "su". |
| 5 | Once connected, you can simply drag and drop the file to the location on the |
| | SVMi unit. In this case, you need to drop the {filename}.EXE to the PMT |
| | folder. |
| 6 | After the file has been successfully uploaded to the SVMi E-Series platform, |
| | reboot the SVMi. |
| 7 | Go to Phase Two |

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Method Two:

The second method utilizes a Compact Flash reader/writer to upload the files directly to the Compact Flash card of the SVMi unit. This method requires an SVMi platform that uses CF and not HDD. i.e. SVMi 2E, 4E, 8E, 16E, 20E that uses a CF card.

| Step | Action |
|------|---|
| 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 | Select [D] Shutdown System from the Operating Utilities Menu. This will |
| | perform a proper shutdown and take the interface to the DOS prompt. |
| 3 | Turn off the phone System and then remove the SVMi E-Series card. |
| 4 | Remove the CF card from the SVMi and insert into the CF reader/writer of |
| | your PC or laptop. |
| 5 | Using Windows file explorer, navigate to the Foreign Language System |
| | Prompt set that you downloaded to your PC. Reference Technical Bulletin |
| | 2007-03 How to download a Foreign Language System Prompt set. |
| 6 | Copy the prompt set to the PMT folder of the CF. |
| 7 | Properly eject the CF from the CF reader/writer. (DO NOT pull the CF card |
| | out while it is still writing data. File damage may occur.) |
| 8 | Insert the CF card back into the SVM/SVMi board. Insert the SVMi board |
| | back into the System and power up. |
| 9 | Go to Phase 2 |

Phase Two:

This phase demonstrates the process of extracting the actual prompt files from the Foreign Language System prompt executable file that was uploaded to the SVMi in Phase One.

| Step | Action |
|------|---|
| 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 | Select [D] Shutdown System from the Operating Utilities Menu. This will perform a proper shutdown and take the interface to the DOS prompt. "C:\" will be displayed. |
| 3 | Type "cd\PMT" to change directory to the PMT directory. |
| | "C:\PMT\" will be displayed. |

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| Execute the self extracting EXE file that you uploaded to the PMT folder in Phase One. If you installed multiple EXE files, you will need to execute them one at a time. |
|--|
| To run the executable: |
| Type: "{filename} /d /o" and press enter. |
| {filename} = the name of the self extracting EXE you installed |
| /d = follow zipped directory structure |
| /o = automatically overwrites duplicate files in a directory |
| Repeat step 4 for all new System Prompt sets to be installed. |
| Reboot the SVM/SVMi E-Series platform. |
| When the SVMi comes up you can navigate to System Wide Parameters page |
| 3 and all new prompt sets should be available. |
| Reference Technical Bulletin 2004-21 Setting Up Multiple Languages on the |
| SVMi E-Series for further instructions on usage of the prompts. |
| |

Other Bulletins of Reference:

2007-03 How to Download a Foreign Language System Prompt Set

2004-21 Setting up Multiple Languages on the SVMi E-Series

2004-22 SVM/SVMi E-Series Compact Flash – How to conserve Memory by Deleting Language Files

2005-03 Back Up and Restore Procedures on the SVMi8E/SVMi-16E

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: <u>BCS.Support@Samsung.com</u>