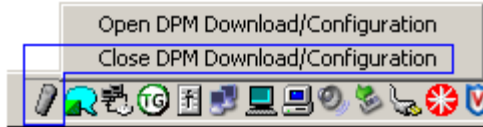


## Manual copying of the firmware (\*.dpm) file

Normally, upgrading the firmware for a Philips hardware device is an automatic process handled via the "Settings > General Settings > Updates > DPM firmware" feature of a Philips *SpeechExec* application while the device is connected via USB cable to the PC.

Note: If you are using the Philips DPM Download Configuration software you **must** use the below procedure to upgrade your device firmware.

1. Save the firmware (\*.dpm) file to a location on your PC..i.e My Documents.
  2. Temporarily close any running SpeechExec or DPM Download Configuration software application as follows:
    - SpeechExec ( Dictate, Pro Dictate, Pro Transcribe )  
From the menu choose File > Exit
    - DPM Download Configuration  
Locate the following icon in the system tray and select "Close DPM Download/Configuration".
- 
3. Temporarily remove the telephone cable from the back of the DTD9850.
  4. With the USB connected between the DTD9850 and PC, press the DTD9850 "Download" button once. This will cause the PC to recognize the DTD9850 and supply it with a "Removable Disk" drive letter..i.e. G:.
  5. Locate the saved firmware (\*.dpm) file and "right-click" on it. In the pop-up context menu choose the "Send To" option.
  6. In the pop-up context menu you should see a Removable Disk icon which represents the connected DTD9850 device..i.e G:. Select this device as the destination where the firmware file will be copied. The firmware file is copied to the "root" of the DTD9850 memory card. The process should only take about 15 seconds.
  7. Press the DTD9850 "Stop/Play" button at the conclusion of the firmware copy process. This will "free" the DTD9850 from the PC connection. The DTD9850 will display that it is being updated with the applied firmware file. "Update in Progress..please wait".
  8. When the update process has completed the DTD9850 device will be returned to the normal LCD display state and be ready to be put back into use.
  9. Make the following changes to the DTD9850 before reconnecting the telephone line.

**Suggested Settings**

10. Place the DTD9850 into MENU mode ( consult your user guide ) by pressing down on the JogDial/Menu wheel for about 2 seconds and then release it once the menu is presented. Moving the wheel left or right will present you with the available options.



- Press down and release the wheel momentarily to access the possible choices. Move the wheel left or right to locate the desired setting.

**Set Busy = 3**

Press down and release the wheel to accept the setting.

*A setting of 3 should be sufficient enough to prevent the device from prematurely disconnecting when hearing short duration, constant level, background tones such as when in close proximity to a cell phone that is about to "ring"...the "tut..tut..tut.." sound.*




- Press down and release the wheel momentarily to access the possible choices. Move the wheel left or right to locate the desired setting.

**Set INACTIVE = 5 (minutes)**

Press down and release the wheel to accept the setting.

*INACTIVE is now a dual purpose setting in that the session will remain active for the specified time whether recording has been paused by a keypress or the user has simply stopped talking. After the preset duration, if there is no further action, the device will prompt the user to dictate and if no sound is heard, the device will disconnect after 30 seconds.*

- **Microphone/Telephone input Sensitivity**   
Press down and release the wheel momentarily to access the possible choices. Move the wheel left or right to locate the desired setting.

**Set Sensitivity to medium (middle step/bar)** 

Press down and release the wheel to accept the setting.

**Exit the menu** and return to normal operation by pressing the "Delete" key once.

11. Reconnect the telephone line to the back of the DTD9850

12. **Restart** your associated SpeechExec or DPM Download/Configuration software.

**The DTD9850 is now ready to accept calls..**

Continued..

## DigitalTelephoneDesktop 9850: Copying device firmware

### Support Utility Added:

With the introduction of FW 5.24, a log file [ Trace.Log] is automatically created and updated on the root directory of the MMC/SD card.

It will contain the date and time of the call as well as the exit "reason" code.

This file should be supplied to technical support if problems or issues arise.

Example of log file "trace.log" contents..

```
=====
YY MM DD HH MM SS Discon UserID
-----
07-03-21 19:21:41 04 +1234
07-03-21 19:23:43 04 12
07-03-21 19:28:07 10 1
**07-03-21 19:36:28 09 12
=====
```

