

TO: Valued Customer Philip Hill

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Customer Service Manager

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RE: Upgrading 3500 Plus Huntsville, AL 35805

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This is the process for upgrading a 3500 Plus controller.

- 1. Save the current 3500 configuration to a hard drive or diskette
- 2. You will need a CD of the "Load 3500" program. The part number is 81906522680.
- 3. Once you have this CD, install the "Load 3500" program onto your PC.
- 4. Power down the controller and set the four position dip switch located in the center of the 3500 CPU to Position 1 = ON
- 5. If you have a dual controller remove the standby CPU. This sequence should be performed on only one CPU board at a time.
- 6. Connect the PC running the "Load 3500" program to COM 1 of the 3500 controller, power the controller back up.
- 7. If you have a dual controller remove the standby CPU. This sequence should be performed on only one CPU board at a time.
- 8. From WindowsTM go to "Start", "Programs", "Load 3500" program and then "double click" on the "Load User V 2.1 file.
- 9. Once complete, if you have a dual controller, remove the active controller CPU and insert the standby CPU performing steps 4-7 above on this standby CPU board.
- 10. Place the four position dipswitch on the controller CPU board(s) back to Position 1 = OFF
- 11. Install the controller CPU(s) back into the router mainframe or controller chassis.
- 12. Install/Run the WIN3500 Plus V 2.0 software program
- 13. In the "File" menu of the WIN3500 Plus, perform an open configuration from the drive, directory, and file location in which you previously saved the system original configuration information as performed Step 1.
- 14. Once complete, in the "System" menu of the WIN3500 Plus, select "Download configuration to Controller". This will save the existing/original configuration information to the EPROM's on the 3500 CPU(s).
- 15. At this point, the upgrade is complete.

If you have questions or concerns don't hesitate to call or fax.

Regards,

