

Synway Voice Board

# **Driver Installation Manual**

Synway Information Engineering Co., Ltd

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# **Chapter 10verview**

## **1.1 Brief Introduction**

This document describes how to use SynCTI Driver Ver.5.2.0.0 or above under Windows2000/2003/XP/2008/Win7 for those people who need to install the driver for any voice board from Synway.

## **1.2 Installation Packages**

Each version of the SynCTI driver can be read from the name of the installation package. See below for details.

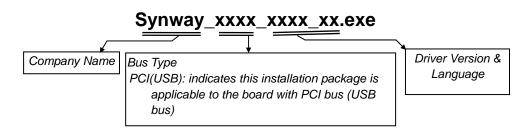


Figure 1-1

Below is the installation package for SynCTI Driver Version 5.2.0.0.

Bus Type	Driver Installation Package	Note	
		Using the PCI board or USB voice box	
PCI(USB) SYNWAY_PCI(USB)_5200_EN.exe		on a PCI computer	

Table 1-1

## **1.3 Common Operations**

#### 1.3.1 Initial Installation

Initial installation means the SynCTI driver was never installed in this system before. You can easily complete it following the prompts of the installation program. *For more details, refer to Section 2.2.* 

#### 1.3.2 Driver Upgrade/Reinstallation

Driver upgrade or reinstallation means to install a new version of the driver in a system where the driver has been installed. The installation program will detect the version and the installation path of the existing driver and ask the user to select the setup type: 'new install' or 'upgrade install'. *Regarding the similarity and difference between 'new install' and 'upgrade install', refer to 'Section 2.2.2 Driver Installation Procedure - Step 5: Choose Setup Type'.* 

#### 1.3.3 Add/Replace Board or Change Slot

When you are adding or replacing a board, there are two situations as shown below, depending on the board model and the operating system.

- Situation 1: The driver is automatically installed for the newly inserted board. In such case, the user only needs to run ShCtiConfig.exe to configure the board, not having to run the driver installation package.
- Situation 2: The driver is not automatically installed for the newly inserted board. In such case, the user is required to run the driver installation package to install the driver. For more information, refer to 'Section 1.3.2 Driver Upgrade/Reinstallation'.



# **Chapter 2Driver Installation**

## 2.1 Preparation

#### 2.1.1 Check Hardware Installation before System Boot-up

Check if all hardware devices have been properly installed according to the hardware manual for the installed voice board. Remove any fault or error before you turn on the computer for the safety of your PC and other devices.

#### 2.1.2 Close 'Found New Hardware' Dialog Box

After the computer is booted up, the operating system will search for new hardware automatically. Once the 'Found New Hardware' dialog box appears, click on 'Cancel' to close it.

#### 2.1.3 Backup Important Configuration Files

Although the system will ask for your permission on any modification to important configuration files during the driver installation, we strongly recommend you to backup those files ahead of time for safety reasons.

#### 2.1.4 Check Driver Version and Computer Type

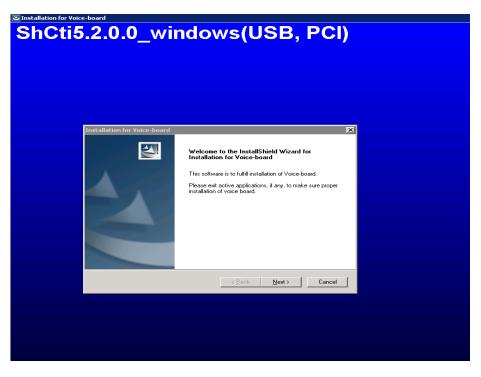
Using a wrong installation package may cause improper running of the voice board. Therefore, you have to be sure before installation that this driver version to be used matches your computer type (PCI computer) and is just what you need.

Note: Regarding how to get the driver version and the computer type the installation package matches, refer to Section 1.2 in this file.



## 2.2 Installation/Upgrade

#### 2.2.1 Driver Installation Interface





This driver supports Windows 2000, Windows 2003, WindowsXP, Windows 2008 and Windows 7. The installation program could identify your operating system and perform the corresponding installation. Follow the procedure below to complete the installation.

#### 2.2.2 Driver Installation Procedure

Here we takes 'SYNWAY\_PCI(USB)\_5200\_EN.exe' (the installation package of SynCTI Driver Version 5.2.0.0 for PCI boards) for example to unfold the installation procedure.

#### Step 1: Run 'SYNWAY\_PCI(USB)\_5200\_EN.exe' and go to 'Choose Setup Language'

Go to the directory of the driver installation package, double click on 'SYNWAY\_PCI(USB)\_5200\_EN.exe' to extract the archive (See Figure 2-2). Then the 'Choose Setup Language' dialog box will appear (See Figure 2-3). Select a prompt language you want for the installation from the option menu and click on 'OK'.



🛜 WinRAR self-ex	stracting archive		
	Extracting Tools\ExeFile\MsuDecode.exe Extracting Tools\ExeFile\ShCtiConfig.exe Extracting Tools\ExeFile\ShTA.exe Extracting Tools\ExeFile\ShTA.exe Extracting Tools\ExeFile\SS7Cfg.exe Extracting Tools\ExeFile\Ss7Monitor.exe Extracting Tools\ExeFile\TestShg.exe Extracting Tools\ExeFile\TestShg.exe Extracting Tools\ExeFile\SsTNo7Cfg.exe Extracting Tools\ExeFile\ShUninstall.exe Extracting Tools\ExeFile64\CasTool.exe Extracting Tools\ExeFile64\MsuDecode.exe Extracting Tools\ExeFile64\SS7Cfg.exe		
	Destination folder H:\Program Files (x86)\ShCtiSetup Installation progress	7	Bro <u>w</u> se
		Install	Cancel

Figure 2-2

Synway CTI driver - InstallShield Wizard		
<b>Choose Setup Language</b> Select the language for the installation from the	e choices below.	
Chinese (Simplified)		
Chinese (Traditional) English		
InstallShield		
	< Back	Next > Cancel



#### Step 2: Exit other active applications

Follow the prompt given by the installation program to close other active applications. Then click on 'Next' to continue the driver installation. See Figure 2-4.



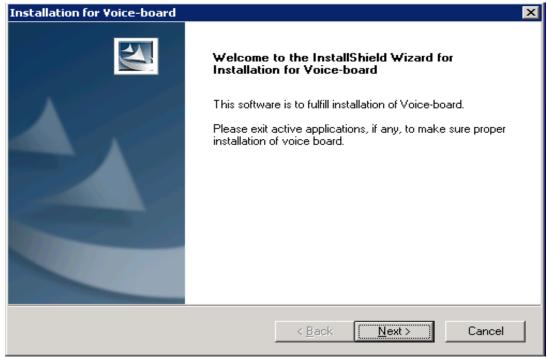


Figure 2-4

#### Step 3: Select an installation mode

Select the Typical or Custom mode for installation. See Figure 2-5. If you select Typical, the system will install with default options. In such case, Step 5 and Step 8 will be skipped. Even Step7 will aslo be skipped if in a 32 bit operating system. If you select Custom, the system will go to Step 5 directly.

As to the Typical installation, if this driver was never installed before, it amounts to New Install mentioned in Step 5; if this driver was ever installed, it amounts to Upgrade Install in Step 5.

Installation for Voi	ce-board			×
Select Features Select the featur	e you want to install.			No.
Please select the	e feature that you want to insta	all.		
	Typical Install with default options.			
	Custom More options can be custom	ized.		
InstallShield				
		< <u>B</u> ack	<u>N</u> ext >	Cancel

Figure 2-5



#### Step 4: Detect other versions

The installation program prompts it is detecting whether any other version has been installed in the system as shown in Figure 2-6.

2	Detecting whether other version had been installed or not, please wait
---	--

#### Figure 2-6

As to the Custom installation, if the installation program doesn't detect any other version, it will skip Step 5 and automatically run ShCtiConfig.exe to configure the board once the installation is finished; otherwise, it will enter Step 5 and ask you to select the 'setup type'.

#### Step 5: Choose setup type

The installation program displays the detected version information and asks you to select the setup type.

 New Install – Delete the detected version. The old setting and configuration information will be lost.

If this type is selected, the installation program will uninstall the old driver version detected and automatically run ShCtiConfig.exe to configure the board after the new installation is finished. In such case, ShConfig.ini will be modified.

• Upgrade Install – Replace the detected version with the new version. The old setting and configuration information will be reserved.

If this type is selected, the installation program will not uninstall the old driver version detected but replace it with the new one. In such case, Step 6, Step 7 and Step 8 will be skipped; ShCtiConfig.exe will not run automatically to configure the board after the installation is finished, and; ShConfig.ini will not be modified either.

If you select Typical in Step 3, the installation program will not show the Setup Type dialog but run the Upgrade Install automatically.

Select one type and click on 'Next' to continue. See Figure 2-7.



Installation for Voice-board	×
<b>Setup Type</b> Select the setup type that best suits your needs.	
Other version has been detected, C:\ShCti VER: 5.2.0.0 .	
C New install	
🔿 Upgrade install.	
InstallShield <u>Kack N</u> ext	Cancel

Figure 2-7

#### Step 6: Choose destination location

Enter a new folder name or click on 'Browse' to choose a folder for installation. Click on 'Next' to continue. See Figure 2-8.

Installation for Voice-board		×
Choose Destination Location Select folder where setup will install files.		24
Please enter the location where you would like folder name or click the Browse button to find a		You may type a new
C:\ShCti		
		B <u>r</u> owse
InstallShield	< <u>B</u> ack 1	Next > Cancel



If the folder you specified doesn't exist, the following dialog box appears. Choose 'Yes' to create it or choose 'No' to set a new one. See Figure 2-9.



Confirm New Folder	
You have entered the following folde	er specification:
010101	
C:\ShCti\	
This folder does not exist. Should se	etup create it for you?
Yes	No
<u>.</u>	

Figure 2-9

If the folder you specified is not empty, the installation program will give such a prompt as shown in Figure 2-10.





#### Step 7: Select the 32 or 64 bit mode

Running in a 64 bit operating system, the installation program will query if you'd like to install the 32 or 64 bit DLL. In a 32 bit operating system, this step will be skipped as such OS only supports the 32 bit DLL. If you choose 32bit mode, 32 bit DLL files and 32 bit executable programs will be installed, applicable to 32 bit application programs running in a 64 bit operating system. If you choose 64bit mode, 64 bit DLL files and 64 bit executable programs will be installed, applicable to 64 bit application programs running in a 64 bit operating system. (Note: If you are using a .net application which is adaptive to the system structure, you must select 64bit mode; otherwise, it will lead to unexpected error.)



Installation for Voice-board			×
<b>Setup Type</b> Select the setup type that best suits your needs	i.		N
You are running 64 bit OS. Please select the dr	iver work mode:		
<ul> <li>32bit mode.(Only Support 32bit Application)</li> </ul>			
64bit mode.(Only Support 64bit Application)			
InstallShield			
	< <u>B</u> ack	<u>N</u> ext >	Cancel

Figure 2-11

#### Step 8: Determine whether to install the API header and library files

If it is necessary for your development to install the API header and library files, click on 'Yes'; otherwise, click on 'No'.

Question	×
2	Would you like to install the include files and the library files with the driver?
	<u>Y</u> es <u>N</u> o

Figure 2-12

#### Step 9: Copy files

The installation program starts to copy files upon collecting enough information. See Figure 2-13.



Figure 2-13

If you choose Upgrade Install in Step 5, the folder will have an .ini file with the same name as the file being copied, and the following dialog box will appear to ask whether you want to cover this file. See Figure 2-14.



Note: If you choose not to execute the 'replace' order, the installation program will skip Step 12 and not run ShCtiConfig.exe to configure the board.

Question	×
2	"SccpConfig.ini"exists, which may contain important configuration information, replace it?
	Yes No

Figure 2-14

#### Step 10: Install board driver

Once all files have been copied, the installation program starts to install the driver as shown in Figure 2-15.

Note: The time needed for driver installation depends on the computer configuration and the quantity of boards. Usually it is about 2 minutes.

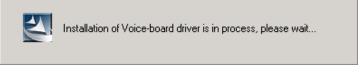


Figure 2-15

#### Step 11: Prompt installation result

When the installation is completed, the following dialog box will appear to show the quantity of installed boards and their serial numbers. See Figure 2-16.



Figure 2-16

#### Step 12: Configure board

The installation program will automatically configure the board after the driver is successfully installed. See Figure 2-17 and Figure 2-18.

Note: If you select 'Upgrade Install' in Step 5 or click on 'No' in Step 9 (i.e. reserve the .ini file already existing), this step will be skipped.





ShCtiCon	fig 🛛 🗙
♪	Current configuration succeeds!
	ОК

Figure 2-18

#### Step 13: Finish and choose the program to run after completion

If you select Typical in Step 3, the installation program will prompt installation finished here as shown in Figure 2-19.

Installation for Voice-board				
	Installation has finished			
	Installation of voice board driver have completed.			
	< Back Finish Cancel			

Figure 2-19

If you select Custom in Step 3, the installation program will give a choice of running ShCtiConfig.exe or test.exe. If you want ShCtiConfig.exe or test.exe to run automatically after the installation is complete, tick the first option on the dialog box below (See Figure 2-20) and click on 'Finish' to exit the installation program.



Installation for Voice-board				
	Installation has finished			
	Installation of voice board driver have completed.			
	Start "ShCtiConfig.exe" to set configuration information.			
	Start "test.exe" to check application information.			
	< <u>B</u> ack <b>Finish</b> Cancel			

Figure 2-20

## 2.3 Directory Structure

After the driver installation, all software tools and relevant documents are copied to the folder you specified. Meanwhile, all driver files are copied to the system directory. Here we display the directory structure for your reference (assume your installation directory is C:\ShCti).



Installation Path\

┿ Api	API header and library files for software development		
- ShCtiConfig.exe	Visual configuration program for voice boards		
— Test.exe	API function test program provided by the driver		
- Ss7Monitor.exe	SS7 server		
SS7Cfg.exe	SS7 configuration program		
- MsuDecode.exe	SS7 MSU decoder		
- ShConfig.ini	Sample system configuration file for the driver		
- ShIndex.ini	Sample configuration file for a form where lists voice files used for		
	memory playback by index		
Ss7server.ini	Configuration file for SS7 server		
- SccpConfig.ini	SCCP system configuration file		
— TcapConfig.ini	TCAP system configuration file		
ShConfig_advanced_options_s	sample.ini Sample configuration file for driver's 'advanced options'		
ShCti_Drivers_User_Manual.cl	hm SynCti programmer's manual		
SS7Cfg_User_Manual.doc	SS7Cfg.exe user manual		
MsuDecode_User_Manual.doc	MsuDecode.exe user manual		
Setup.log	Log file for driver installation		

The following dll files have been copied to the system directory. Refer to 'ShCti\_Drivers\_User\_Manual.chm' for how to use them:

- SHP\_A3.dll API dynamic link library of SynCti driver
- ShdPci.dll Dynamic link library component for WinNT PCI voice board
- ShdUsb.dll Dynamic link library file for USB voice box
- IsdnUser.dll
   ISDN interfacing component
- ShReco.dll Voice recognition component
- MacmCvt.dll GSM encoding component for recording
- MmfCInt.dll SS7 client-end component for single-computer edition
- MmfServer.dll SS7 server-end component for single-computer edition
- Mtp3.dll SS7 MTP3 component
- Ss7Server.dll SS7 server scheduling component
- TcpCInt.dll SS7 client-end component for network edition
- TcpServer.dll SS7 server-end component for network edition
- TCAP.dll Transaction control application part
- SCCP.dll Signaling connection control part
- Bmputil.dll Dynamic link library file
- shinitpci.dll used to store information about installed board
- ShPcmHandle.dll used for format conversion between PCM files

The driver files (\*.sys, \*.bin) which have been copied to the directory '%SystemRoot%\system32\drivers' can be scheduled and used by the operating system and the driver via API functions, not requiring any operation by users.



## 2.4 Shortcuts in Start Menu

The installation program will create useful shortcuts in the 'start menu' for your convenience. Path: Start\All Programs\ShCti

Shortcut Name:

	Readme
8	ShCti Drivers User Manual
S	ShCtiConfig
ଓ	Test
UN	UnInstall



# **Chapter 3Application Installation**

## 3.1 Brief Introduction

If your application software has an executable installation program, it can be embedded into the driver installation package provided by Synway. Thus a simple 'Setup' command can help you to complete the installation of both the driver and the application software. Follow the procedure below to enable this feature if necessary.

Here we takes 'SYNWAY\_PCI(USB)\_5200\_EN.exe (the installation package of SynCTI Driver Version 5.2.0.0 for PCI boards) for example to unfold the description.

#### Important Notes:

- 1. The following procedure involves the use of WinRAR which is a copyrighted software product. Therefore you need to obtain its copyright or license agreement by yourselves. Synway has no responsibility for that.
- 2. Regarding how to use WinRAR, refer to the help manual of WinRAR. Synway doesn't guarantee below is the fully proper description for the WinRAR version you use.

## 3.2 Embed Application Installation Program

#### Step 1: Do the preparation

- A. Get the driver installation package 'SYNWAY\_PCI(USB)\_5200\_EN.exe'. You can download it from <u>www.synway.net</u> or contact Synway directly.
- B. Rename the executable installation program of your application to be 'Install.exe'.

Step 2: Right click the mouse and extract the driver installation package 'SYNWAY\_PCI(USB)\_5200\_EN.exe'.





Figure 3-1

#### Step 3: Embed the application installation program into the driver installation package

Copy the renamed application installation program 'Install.exe' to '. \ SYNWAY\_PCI(USB)\_5200\_EN\\_exe'.

Note: Apart from Install.exe, the application installation program may include other relevant files. You are allowed to put them under '. \ SYNWAY\_PCI(USB)\_5200\_EN\\_exe' too, but anyhow, you must ensure all of them can be visited properly by Install.exe.

## 3.3 Repackage

Note: This step is optional. If you don't want to repackage the installation program, run 'SYNWAY\_PCI(USB)\_5200\_EN\setup.exe' to start the installation and perform the other steps as stated above.

If you want to repackage the installation program, follow the steps below or refer to the help manual of WinRAR.

Go to the directory '\SYNWAY\_PCI(USB)\_5200\_EN' which is generated after decompression (Step 2), select all files therein, click on the right mouse button and select 'Add to archive'. See Figure 3-2.

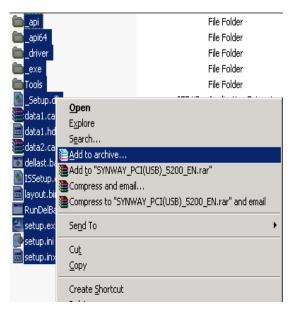


Figure 3-2

Tick the checkbox labeled 'Create SFX archive' and click on the tab 'Advanced' as shown in Figure 3-3.



🔚 Archive name and para	nmeters 🔗 🔀		
General Advanced Optio	ns Files Backup Time Comment		
Archive name	Change filename here Browse		
SYNWAY_PCI(USB)_520	00_EN.exe		
Profiles	Update mode Add and replace files		
Archive format ● <u>B</u> AR ● <u>Z</u> IP Compression method	Archiving options  Delete files after archiving  Create SFX archive  Create <u>s</u> olid archive  Put authenticity verification		
Normal 💌	Put recovery record		
Split to <u>v</u> olumes, bytes	Test archive     Lock archive		
	OK Cancel Help		

Figure 3-3

Click on 'SFX Options' shown in Figure 3-4.

🔚 Archive name and parameters	? ×
General Advanced Options Files Backup	Time   Comment
NTFS options	Recovery record
Volumes □ Pause after each <u>v</u> olume □ Old style volume names	Compression
O recovery volumes	Set password
System <u>B</u> ackground archiving Turn PC off when done	
☐ <u>W</u> ait if other WinRAR copies are active	
ΟΚ	Cancel Help

Figure 3-4

Click on the tab 'General', input 'ShCtiSetup' in the text area under 'Path to extract' and select "Create in 'program files'". Then input 'setup.exe' in the text area under 'Run after extraction' and click on the tab 'Modes'. See Figure 3-5.



Advanced SFX options ? 🗙
Text and icon License Module General Advanced Modes Update
Path to extract ShCtiSetup Create in "Program Files"
<ul> <li>C Create in the <u>c</u>urrent folder</li> <li>C <u>A</u>bsolute path</li> </ul>
Save and restore paths
Setup program Run after extraction setup.exe
Run <u>b</u> efore extraction
<u>Save current settings as default</u>
OK Cancel Help

Figure 3-5

Select 'Hide start dialog' under 'Silent mode' and 'Overwrite all files' under 'Overwrite mode'. Then click on 'OK'. See Figure 3-6.

Advanced SFX options
Text and icon License Module
General     Advanced     Modes     Update       Temporary mode     ✓     Unpack to temporary folder       Optional guestion         Question title         Silent mode         O Display all         ✓     Hide start dialog
OK Cancel Help

Figure 3-6



Advanced SFX op	tions		? ×
Text and ic		License	Module
O Extract an O <u>F</u> resh exi: Overwrite more	nd <u>replace files</u> nd <u>update files</u> sting files only de <u>e overwrite</u> all files	Modes	Update
	OK	Cancel	Help

Figure 3-7

Click on 'OK' to start creating the .exe file. See Figure 3-8 and Figure 3-9.

🔚 Archive name and parameters	? ×
General Advanced Options Files Backup NTFS options Save file security Save file streams	Time Comment Recovery record
Volumes         Pause after each volume         0jd style volume names         0 recovery volumes	<u>C</u> ompression SF⊻ options Set <u>p</u> assword
System <u>B</u> ackground archiving Turn PC off when done <u>W</u> ait if other WinRAR copies are active	
ОК	Cancel Help

Figure 3-8



Ereating archive SYNW	AY_PCI(USB)_	_5 <b>_ _</b> ×
Archive SYNWAY_PCI(USB) adding	_5200_EN.exe	
ShdUsb.dll		23%
Elapsed time		00:00:02
Time left		00:00:05
Compression ratio		35%
Processed		26%
Background	<u>P</u> au	ise
Cancel	<u>M</u> ode	Help

Figure 3-9

After the file is created, WinRAR will exit automatically.



# **Chapter 4Driver Uninstallation**

Follow the steps below to uninstall the driver.

#### Step 1: Run ShUninstall.exe

Go to the installation directory or <u>Start\All Programs\ShCti</u> to run ShUninstall.exe. Then the following dialog box appears. See Figure 4-1. If you don't want to do the uninstallation at this moment or you launch the uninstallation program by mistake, click on 'No'; otherwise, click on 'Yes'.

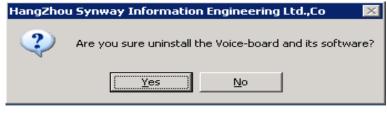


Figure 4-1

#### Step 2: Close other applications

Follow the prompt given by the uninstallation program to close other applications. Then click on 'OK' to continue. See Figure 4-2.



Figure 4-2

#### Step 3: Start uninstallation

The uninstallation progress will be prompted as shown in Figure 4-3.

Uninstall Voice-board	
	12%

Figure 4-3

To prevent important ini files being deleted by mistake, the uninstallation program will ask for your permission as shown in Figure 4-4.





Figure 4-4

#### Step 4: Display uninstallation result

If the driver is successfully uninstalled, the following dialog box will appear.

HangZhou Synway Information Engineering Ltd.,Co	×
Uninstall successfully!	
OK	



If some files fail to be uninstalled, the following dialog will appear.

HangZhou Synway Information Engineering Ltd.,Co	×
This file deleted error, you need delet it by youself:	
H:\ShCti\ShCtiConfig.exe	
ΟΚ	

Figure 4-6

# **Appendix A Technical/sales Support**

Thank you for choosing Synway. Please contact us should you have any

inquiry regarding our products. We shall do our best to help you.

## **Headquarters**

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