

Synway Voice Board

# **Driver Installation Manual**

Synway Information Engineering Co., Ltd

www.synway.net



# Contents

Contents	i
Copyright Declaration i	ii
Chapter 1 Overview	1
1.1 Brief Introduction	1
1.2 Installation Packages	1
1.3 Common Operations	1
1.3.1 Initial Installation	1
1.3.2 Driver Upgrade/Reinstallation	2
1.3.3 Add/Replace Board or Change Slot	2
Chapter 2 Driver Installation	3
2.1 Preparation	3
2.1.1 Check Hardware Installation before System Boot-up	3
2.1.2 Close 'Found New Hardware' Dialog Box	3
2.1.3 Backup Important Configuration Files	3
2.1.4 Check Driver Version and Computer Type	3
2.1.5 Set Installation Path	3
2.2 Installation/Upgrade	4
2.2.1 Driver Installation Interface	4
2.2.2 Driver Installation Procedure	4
2.3 Directory Structure	
2.4 Shortcuts in Start Menu18	8
Chapter 3 Application Installation 19	9
3.1 Brief Introduction19	9
3.2 Embed Application Installation Program19	9
3.3 Repack	0
Chapter 4 Driver Uninstallation	6
Appendix A Technical/sales Support 28	B



# **Copyright Declaration**

All rights reserved; no part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, without prior written permission from Synway Information Engineering Co., Ltd (hereinafter referred to as 'Synway').

Synway reserves all rights to modify this document without prior notice. Please contact Synway for the latest version of this document before placing an order.

Synway has made every effort to ensure the accuracy of this document but does not guarantee the absence of errors. Moreover, Synway assumes no responsibility in obtaining permission and authorization of any third party patent, copyright or product involved in relation to the use of this document.

# **Chapter 10verview**

# **1.1 Brief Introduction**

This document describes how to use SynCTI Driver Ver.5.3.2.7 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.

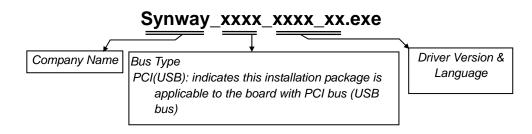


Figure 1-1

Below is the installation package for SynCTI Driver Version 5.3.2.7.

Bus Type	Driver Installation Package	Note
	I(USB) SYNWAY_PCI(USB)_5327_EN.exe	Using the PCI board or USB voice box
PCI(05B)		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* <u>2.2</u>.



#### 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 procedure is the same as initial installation. Note that if the earlier version has not been uninstalled or the configuration file has not been deleted during uninstallation, the program will skip "Step 13 Configure Board" described in Section <u>2.2.2</u> Driver Installation Procedure.

#### 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.



# **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. Eliminate all faults and errors 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 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 <u>1.2</u> in this file.

#### 2.1.5 Set Installation Path

The default installation path for both 32 bit and 64 bit systems is C:\ShCti. If you want to set a special installation path, do the following operations: decompress the driver installation package, add the item of the special installation path under the [Startup] section of the script file setup.ini. For example, ShctiDirectory32=C:\ShCti32, ShctiDirectory64=C:\ShCti64.

Likewise, you can add UnInstallAPIAndHelpFile under the [Startup] section of the setup.ini file to set whether to install the API header file and the instruction documents or not: the default value 0 means "Install", and the value 1 means "Not install".



# 2.2 Installation/Upgrade

#### 2.2.1 Driver Installation Interface

S Instellation for Voice-board		- • ×
ShCti5.3.2.7_windows(USB, PC	CI)	
Installation for Voice-b	coard .	
	Cancel	



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)\_5327\_EN.exe' (the installation package of SynCTI Driver Version 5.3.2.7 for PCI boards) for example to unfold the installation procedure.

# Step 1: Run 'SYNWAY\_PCI(USB)\_5327\_EN.exe' and go to the 'Choose Setup Language' interface

Go to the directory of the driver installation package, double click on 'SYNWAY\_PCI(USB)\_5327\_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-ext	tracting archive	
	Extracting Tools\ExeFile\MsuDecode.exe Extracting Tools\ExeFile\ShCtiConfig.exe Extracting Tools\ExeFile\ShTA.exe Extracting Tools\ExeFile\ShTA.exe Extracting Tools\ExeFile\Ss7Monitor.exe Extracting Tools\ExeFile\Ss7Monitor.exe Extracting Tools\ExeFile\TestShg.exe Extracting Tools\ExeFile\UserNo7Cfg.exe Extracting Tools\ExeFile\ShUninstall.exe Extracting Tools\ExeFile64\CasTool.exe Extracting Tools\ExeFile64\Ss7Ctfg.exe Extracting Tools\ExeFile64\Ss7Ctfg.exe	
	Destination folder H:\Program Files (x86)\ShCtiSetup	Bro <u>w</u> se
	Install	Cancel

Figure 2-2

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

Figure 2-3

#### 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.



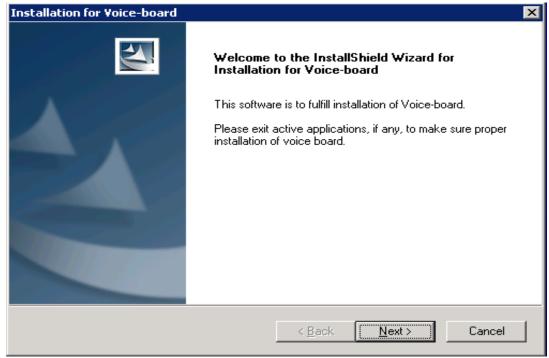


Figure 2-4

#### Step 3: Select an installation mode

Select a mode from Typical, Advance, Full and Special. See Figure 2-5. If you select Typical, the system will install the SynCTI driver only and Step8 to Step10 will be skipped. If you select Advance, Step10 will be skipped. If you select Special, Step7 to Step9 will be skipped. For a 32 bit windows operating system, Step5 will be skipped.

Installation	for Voice-board	×
Select Features Select the feature	e you want to install.	
Please select the	efeature that you want to install.	
	Typical Install SynCTI Driver,most users use this options.	
3	Advance Install SynCTI Driver, SynIPAnalyzer, SynIPRecorder Master	
	Full SynCTI Driver,SynIPAnalyzer,SynIPRecorder Master,SynIPRecorder Slaver	
	Special\Only Install SynIPRecorder Slaver	
InstallShield		_
	< <u>B</u> ack <u>N</u> ext > Cancel	

Figure 2-5



#### Step 4: Choose a destination location

Enter a new folder name or click on 'Browse' to choose a folder for installation. Click on 'Next' to continue. See Figure 2-6.

Installation for Voice-board	×
Choose Destination Location Select folder where setup will install files.	
Please enter the location where you would like to install the program. folder name or click the Browse button to find a new location.	You may type a new
C:\ShCt	
	Bīomse
InstallShield	lext > Cancel

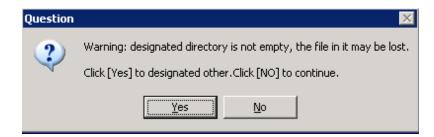
Figure 2-6

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 2-7.

Confirm New Folder
You have entered the following folder specification:
C:\ShCti\
This folder does not exist. Should setup create it for you?
<u>Yes</u> <u>N</u> o

Figure 2-7

If the folder you specified is not empty, the installation program will give such a prompt as shown in Figure 2-8. Choose 'Yes' to designate another folder; choose 'No' to continue.







#### Step 5: 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.	
You are running 64 bit OS. Please select the driver work mode:	
32bit mode. (Only Support 32bit Application)	
64bit mode.(Only Support 64bit Application)	
InstallShield	Next > Cancel

Figure 2-9

#### Step 6: Copy files

The installation program starts to copy files upon collecting enough information. See Figure 2-10.

Copyingmpeg25.bin

Figure 2-10

#### Step 7: Scan boards

After copying all files, the installation program starts to scan the boards.





#### Step 8: Install WinPcap

During the installation of the IPR driver, you are required to install WinPcap. If this software already exists in your computer, a prompt will appear as shown in Figure 2-12.



Figure 2-12

Click "OK" to install WinPcap 4.1.3, see the figures below.



Figure 2-13



WinPcap	License Agreement Please review the license terms before installing WinPcap 4.1.3.						
Press Page Down to see the rest of the agreement.							
Copyright (c) 1999 - 2005 NetGroup, Politecnico di Torino (Italy). Copyright (c) 2005 - 2010 CACE Technologies, Davis (California). Copyright (c) 2010 - 2013 Riverbed Technology, San Francisco (California). All rights reserved.							
	Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:						
conditions and the followin	<ol> <li>Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.</li> <li>Redistributions in binary form must reproduce the above copyright notice, this list of </li> </ol>						
If you accept the terms of agreement to install WinPc	the agreement, dick I Agree to continue. You must accept the ap 4.1.3.						
Nullsoft Install System v2,46 -							
	< Back I Agree Cancel						
	Figure 2-14						
😙 WinPcap 4.1.3 Setup							
WinPcap							
	1110						
Nullsoft Install System v2.46	ne WinPcap driver at boot time						

Figure 2-15





Figure 2-16

#### Step 9: Install HASP

When the installation of WinPcap finishes, the program will automatically detect the USB-KEY driver and start to install HASP. A prompt will appear as shown in Figure 2-17.

Waiting fo	HASP finish i	nstall	
[			

Figure 2-17



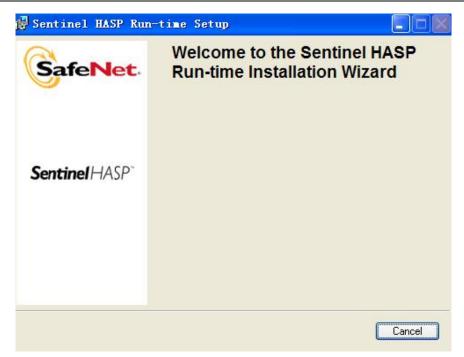


Figure 2-18

🛃 Sentinel HA	SP Run-time Setup	
Application Mainter Select the mainter	enance nance operation to perform.	
⊙ <u>R</u> epair	Reinstall missing or corrupt files, registry keys, Preferences stored in the registry may be rese	
O R <u>e</u> move	Uninstall Sentinel HASP Run-time from this co	omputer.
Wise Installation Wizar	1? K <u>B</u> ack	Next > Cancel

Figure 2-19

Usually choose "Repair".



🙀 Sentinel HASP Run-time Setup	
Updating System The features you selected are currently being installed.	SafeNet
Repair drivers	
Wise Installation Wizard®	Cancel

Figure 2-20



Figure 2-21

Click "Finish" to complete the installation of HASP.



#### Step 10: Configure IPRecorder

Installat	ion for Voice-board	
SynIPRec	order Master's IP _Port:	
Please Inp	out SynIPRecorder Master's IP & Port:	
IP:	127.0.0.1	
Port:	9888	
InstallShield —	< <u>B</u> ack	Next > Cancel

Figure 2-22

IP: Sets the IP address of SynIPRecorder Master. It can be 127.0.0.1 or the actual IP address of the PC.

Port: Its default value is 9888 and usually needn't be modified.

Installat	tion for Voice-board	
SynIPRec	corder Slaver's IP _Port:	Z
Please Ing	put SynIPRecorder Slaver's IP & Port:	
IP:	127.0.01	
Port	9886	
InstallShield —		
	< Back Next >	Cancel
	Figure 2-23	

Figure 2-23

IP: Sets the IP address of SynIPRecorder Slaver. It can be 127.0.0.1 or the actual IP address of the PC.

Port: Its default value is 9886 and usually needn't be modified.

#### Step 11: Install the board driver



Then the installation program starts to install the driver. See Figure 2-24.

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



Figure 2-24

#### Step 12: Prompt the 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 2-25.



Figure 2-25

#### Step 13: Configure the board

The installation program will automatically configure the board after the driver is successfully installed. See Figure 2-26 and Figure 2-27.

Note: If the driver has been installed in the PC or if the configuration file is not deleted in driver uninstallation, this step will be skipped.



Figure 2-27

#### Step 14: Finish the installation and Exit

After configuration, the installation program will prompt 'Installation has finished'. Click "Finish" to exit the installation program. See Figure 2-28.



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

Figure 2-28

# 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:





# **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)\_5327\_EN.exe (the installation package of SynCTI Driver Version 5.3.2.7 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 the description below is the fully proper for the WinRAR version you use.

# **3.2 Embed Application Installation Program**

#### Step 1: Preparation

- A. Get the driver installation package 'SYNWAY\_PCI(USB)\_5327\_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 and extract the driver installation package 'SYNWAY\_PCI(USB)\_5327\_EN.exe'.



1111

(NIWA)		Open	
ISB)_5= INLex	8	Run as administrator	
OCT-Se		Troubleshoot compatibility	
	1	使用金山毒霸进行扫描	
	S		
	0		
		Share with	•
		Add to archive	
		Add to "SYNWAY_PCI(USB)_5327_EN.rar"	
		Compress and email	
		Compress to "SYNWAY_PCI(USB)_5327_EN.rar" and email	
		Extract files	
		Extract Here	
		Extract to SYNWAY_PCI(USB)_5327_EN\	
		Open with WinRAR	
		Pin to Taskbar	
		Pin to Start Menu	
		Restore previous versions	
		Send to	•
		Cut	
		Сору	
		Create shortcut	
		Delete	
		Rename	
		Properties	

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)\_5327\_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)\_5327\_EN\\_exe' too, but anyhow, you must ensure all of them can be visited properly by Install.exe.

## 3.3 Repack

Note: This step is optional. If you don't want to repackage the installation program, run 'SYNWAY\_PCI(USB)\_5327\_EN\setup.exe' to start the installation and perform the other steps as stated above.

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



Go to the directory '\SYNWAY\_PCI(USB)\_5327\_EN' which is generated after decompression (Step 2), select all files therein, right click and select 'Add to archive'. See Figure 3-2.

🔰 _api		7/25/2014 1:41 PM	File folder		
🍌 _api64		7/25/2014 1:41 PM	File folder		
📙 _driver		7/25/2014 1:44 PM	File folder		
📙 _exe		7/25/2014 1:44 PM	File folder		
📙 _selfinstall		7/25/2014 1:44 PM	File folder		
📙 _synipsla 🚺	使用金山毒霸进行扫描	7.05.00111.4.014	F1. F.1.1		
📙 _synipsla	Share with		•		
📙 _synipsla 🗎	Add to archive				
📕 Tools 🛛 📓			•		
🗟 _Setup.dl 🧕			•	ens	377 k
🛢 data1.cal 🖉	Add to "SYNWAY_PCI(USE	3)_5327_EN.rar"		e	778 k
🗋 data1.hd 📒	Compress and email				13 K
🖥 data2.cal	Compress to "SYNWAY_P	CI(USB)_5327_EN.rar" and	l email	e	1 K
🐻 dellast.ba	Send to		•	h File	1 K
💩 ISSetup.c				ens	540 K
layout.bi	Cut				1 K
RunDelB	Сору				24 K
setup.exe	Create shortcut				445 k
] setup.ini	Delete			Sett	1 K
setup.inx	Rename				277 k
	Properties				

#### 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 parameters	8 ×
General Advanced Options Files	Backup Time Comment
Archive name	Browse
SYNWAY_PCI(USB)_5327_EN.rar	The file name is modifiable
	<u>U</u> pdate mode
Pro <u>fi</u> les	Add and replace files 🔹
Archive format <u>RAR</u> RAR <u>5</u> <u>ZIP</u> <u>Compression method</u> <u>Normal</u> <u>Dictionary size</u> 4096 KB	Archiving options          Delete files after archiving         Create SFX archive         Create solid archive         Add recovery record         Test archived files         Lock archive
Split to <u>v</u> olumes, size	Set password
	OK Cancel Help

Figure 3-3

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

E Archive name and parameters	? ×
General Advanced Options Files Backup NTFS options Save file security Save file streams	Recovery record
Volumes Pause after each volume Ojd style volume names	©ompression SF⊻ options Set <u>p</u> assword
System <u>B</u> ackground archiving Turn PC o <u>f</u> f when done <u>W</u> ait if other WinRAR copies are active	
OK	Cancel Help



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"
C Create in the current folder
C Absolute path
Save and restore paths
Setup program
Run after extraction
Run <u>b</u> efore extraction
Save current settings as default
OK Cancel Help

Figure 3-5

Go to 'Modes', click 'Silent mode' and select 'Hide start dialog'. Go to 'Update', click 'Overwrite mode' and select 'Overwrite all files'. Then click on 'OK'. See Figure 3-6 and Figure 3-7.

Text and icon License Module General Advanced Modes Update Temporary mode ✓ Unpack to temporary folder Optional guestion Question title Silent mode ⓒ Display all ⓒ Hide start dialog ⓒ Hide all
Temporary mode
Hide start dialog



Figure 3-6

		94.0000		
vanced SFX op	tions		?	1
Text and icc		License	Module	
General	Advanced	Mode	s Update	
Update mode				1
<ul> <li>Extract and replace files</li> </ul>				
<ul> <li>Extract an</li> </ul>	d <u>u</u> pdate files			
○ <u>F</u> resh exis	ting files only			
C Skip exist				
	OK	Cano	cel 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	Time Comment
NTFS options Save file <u>s</u> ecurity Save file s <u>t</u> reams	Recovery record
Volumes         □       Pause after each volume         □       0]d style volume names	<u>C</u> ompression SF⊻ options
0 == recovery volumes	Set password
System <u>B</u> ackground archiving Turn PC o <u>f</u> f when done <u>W</u> ait if other WinRAR copies are active	
OK	Cancel Help

Figure 3-8



### Synway Information Engineering Co., Ltd

Archive SYNWAY_PCI(U adding	SB)_5327_EN.rar
ShTA_UserManual.pdf	48%
Elapsed time	00:00:05
Time left	00:00:33
Compression ratio	28%
Processed	19%
Background	Pause



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'.

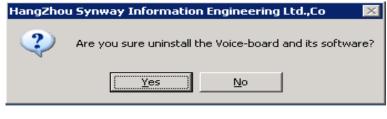


Figure 4-1

#### 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**

Synway Information Engineering Co., Ltd http://www.synway.net/ 9F, Synway D&R Center, No.3756, Nanhuan Road, Binjiang District, Hangzhou, P.R.China, 310053 Tel: +86-571-88860561 Fax: +86-571-88850923

# **Technical Support**

Tel: +86-571-88864579 Mobile: +86-18905817070 Email: techsupport@sanhuid.com Email: techsupport@synway.net MSN: synway.support@hotmail.com

# Sales Department

Tel: +86-571-88860561 Tel: +86-571-88864579 Fax: +86-571-88850923 Email: sales@synway.net