Synway DST Series

Digital Station Tap Board Configuration Manual

Synway Information Engineering Co., Ltd

www.synway.net

Contents

Copyright Declaration

Preface

This document offers a detailed configuration instruction for the digital station tap board.

ShCtiConfig is a tool that enables the visualized setting of the system configuration file ShConfig.ini, which is mandatory to Synway voice boards.

During the SynCTI driver installation, a voice board is configured as original default factory setting. For a digital station tap board, the two parameters PBXType and ModuleType are by default set to Alcatel. In a practical use, if it is a DST A-type board that you install, **you must reconfigure such parameters according to actually monitored PBX and phone models**; if it is a DST B-type board that you install, you just modifies relative configurations according to actually monitored PBX and phone models.

The DST series A-type board models include SHR-16DA-CT/PCI and SHR-24DA-CT/PCI, while B-type board models include DST-24B/PCI, DST-24B/PCI+, DST-24B/PCIe and DST-24B/PCIe+.

Only with a correct configuration performed by a specific software tool can the A-type digital station tap board work properly. Once the driver is upgraded or the related vme file is modified, ModuleType must be reset via ShCtiConfig.exe. **Note**: The backup configuration file ShConfig.ini is not allowed to copy to the current application directory before the reset of ModuleType; otherwise, the digital station tap board will use the old vme file instead of the new one.

For B-type digital station tap board, you can set PBX and phone models either by modifying the configuration file ShConfig.ini directly or by using ShCtiConfig.exe. And the system will automatically load the PBX and phone model that you configure. When the driver is upgraded, you may use the backup configuration file ShConfig.ini.

The DST series boards have two working modes: **Common Working Mode** and **Raw Data Acquisition Mode**. Only in Common Working Mode can the call recording system work normally. Raw Data Acquisition Mode is a mode used in debugging to acquire raw waveforms (to B-type boards) or raw code streams (to A-type boards) on the line for analysis or troubleshooting .

Before configuring a digital station tap board, you should get the following information:

- The manufacturer and model of your monitored PBXes
- The specific model of the used digital phones

Chapter 1 Start ShCtiConfig.exe

During initialization, ShCtiConfig.exe will check whether there is the system configuration file ShConfig.ini under the current directory. If there is, the program will read and use the configuration information in the file; otherwise, it will use the default settings for configuration and then create the file ShConfig.ini under the current directory.

To ensure the use of those modified configuration items, the configuration file shconfig.ini loaded by the application must be the correct one.

Chapter 2 Configure DST Board (Common Working Mode)

Please follow the procedures below to configure the digital station tap board to run in Common Working Mode.

Step 1 : After a digital station tap board and its driver are installed properly, locate ShCtiConfig.exe in c:/scti provided the installation path is set to c:/shcti, and run it.

Then click the button 'Default'. The basic information of the board installed will be displayed in the list, including ID, Board Model, PCI Serial Number, etc. as shown in the figure below.

Select the board model in the list and click the button 'Modify Board' to enter the 'Modify board' dialog box.

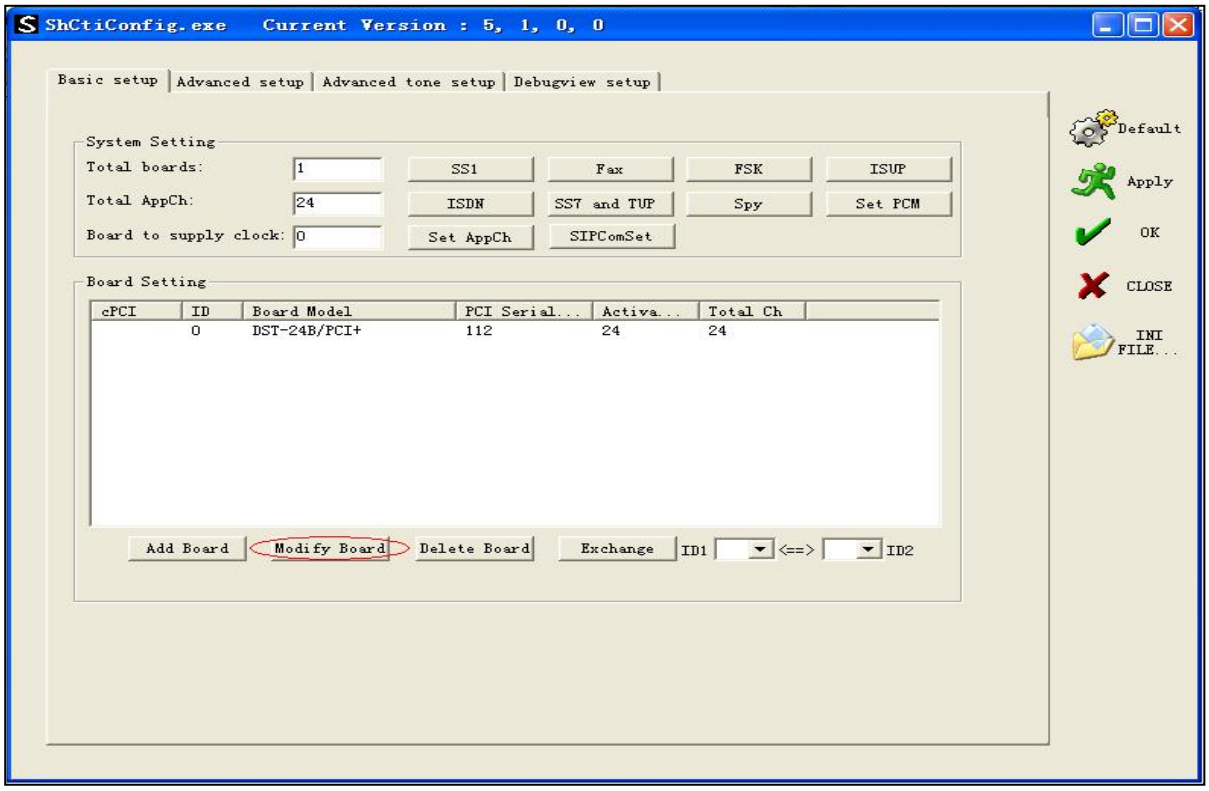

Figure 2-1

Step 2 : In the dialog ‘Modify board’, click the button ‘SetModuleType’ as shown in Figure 2-2.

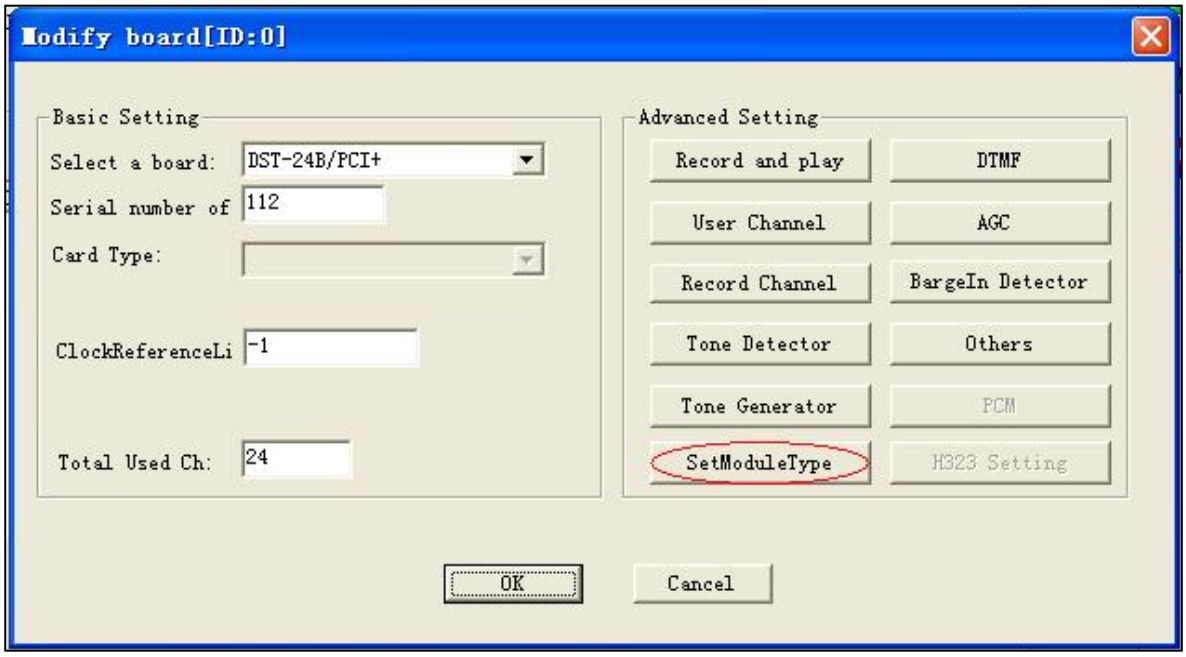

Figure 2-2

Step 3 : Now there pops up the dialog ‘Note’ as shown in Figure 2-3. Click the button ‘OK’ to enter the dialog box ‘SetMooduleType’.

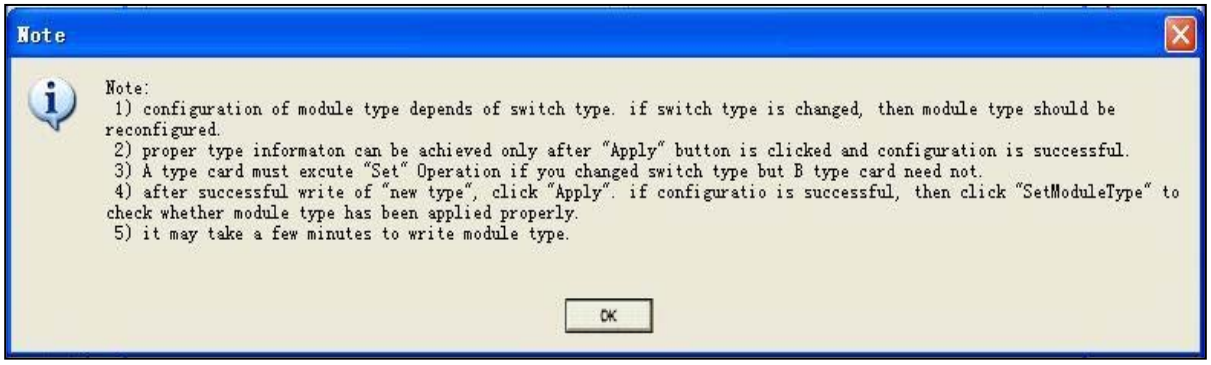

Figure 2-3

Step 4 : In the dialog 'SetModuleType', all module information is displayed in the list:

ModuleId----the number of the installed module;

Installed----indicates the module state;

(with two values: YES---means the module is installed; NO---means no module is installed);

Type---- the module type;

Version----the module version.

Select a module in the list and choose the PBX model that you use in the options menu 'Set Pbx'. (At present the Synway DST series boards have supported such mainstream PBX series as ALCATEL, SIMENS and MERIDIAN. For details about our supported PBX models, refer to the file DST_PBX_Support.xls) The operation interface for DST A-type boards has a button 'set' on it, as shown in Figure 2-4 below, while that for B-type boards doesn't have such button, as shown in Figure 2-5 below.

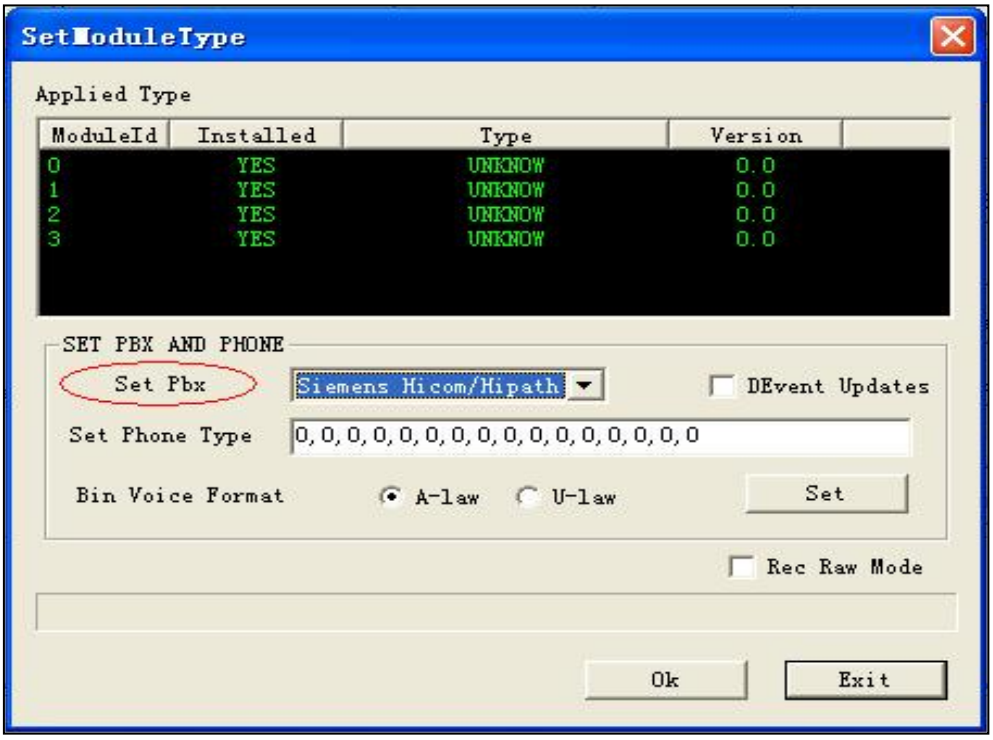

Figure 2-4 For A-type Boards

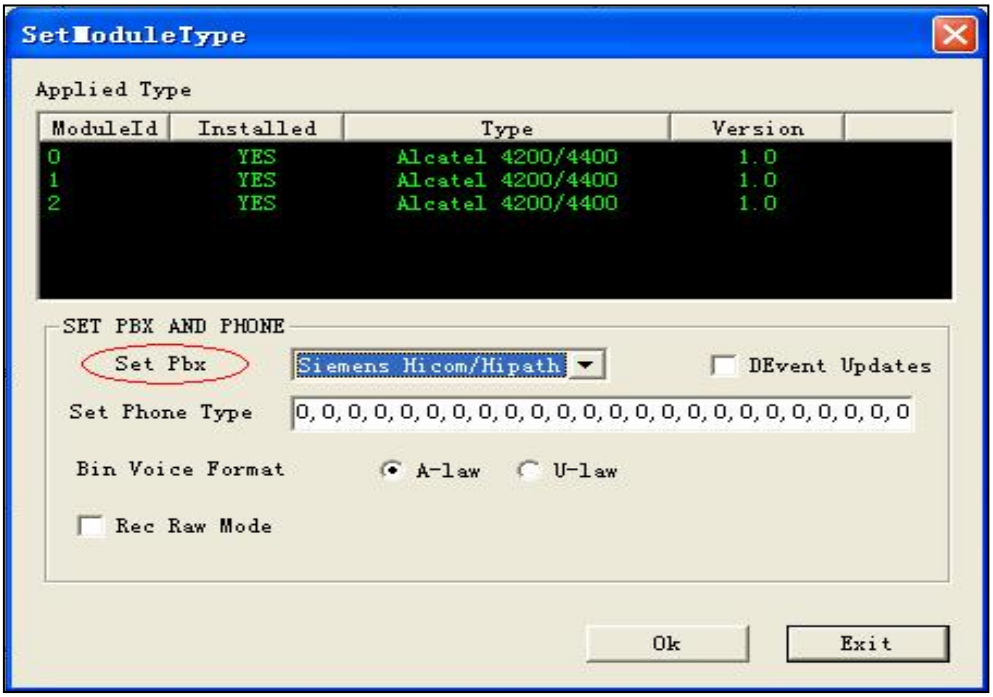

Figure 2-5 For B-type Boards

Regarding how to deal with those PBX models not mentioned in this file, another document *'FAQ for Use of DST Board'* provides some useful suggestions.

Step 5 : After that, click the button 'Set' to evaluate the module type with the PBX model that you chose. If necessary, set other modules displayed in the list in the same way.

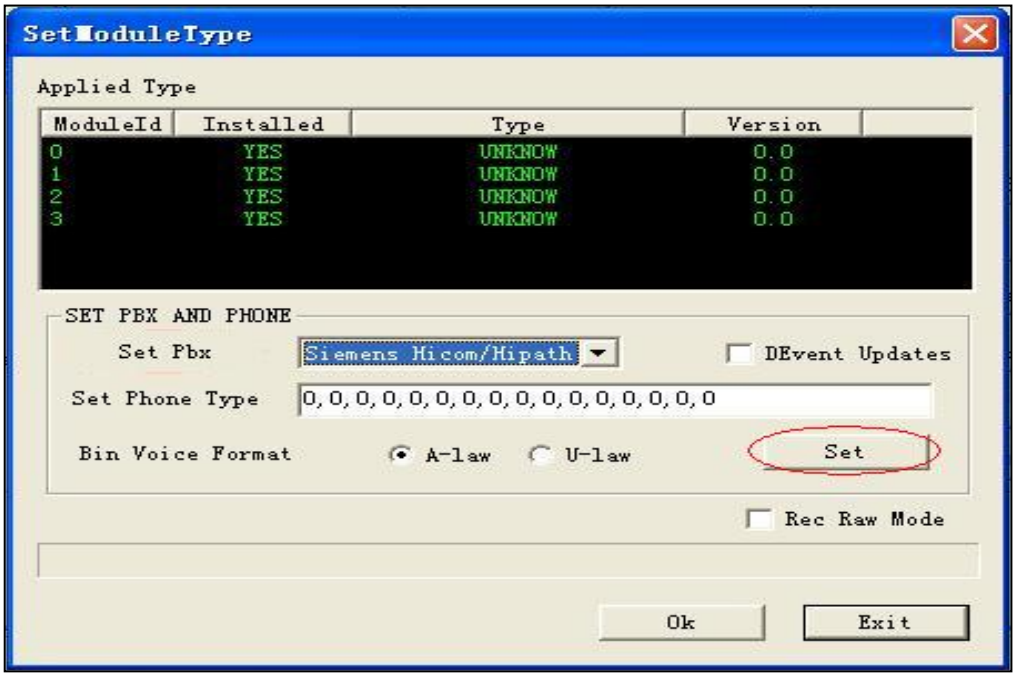

Figure 2-6 For A-type Boards

Note:

- **For DST B-type boards, this step can be skipped. Go directly to Step 7**;

- For DST A-type boards, this step cannot be skipped for the first time installation;
- If the PBX model is not changed with the driver upgrade, the old configuration file still can be used; however, the vme file must be updated for the monitoring module. Otherwise, there may appear such problems as instability in operation and abnormality in monitoring;
- If the PBX model is changed with the driver upgrade, the vme file must be updated for the monitoring module to comply with the new PBX model;
- This step perhaps takes a few minutes.

Step 6 : Once a module setting is done, the dialog 'success' pops up. Click the button 'OK' as shown in Figure 2-7.

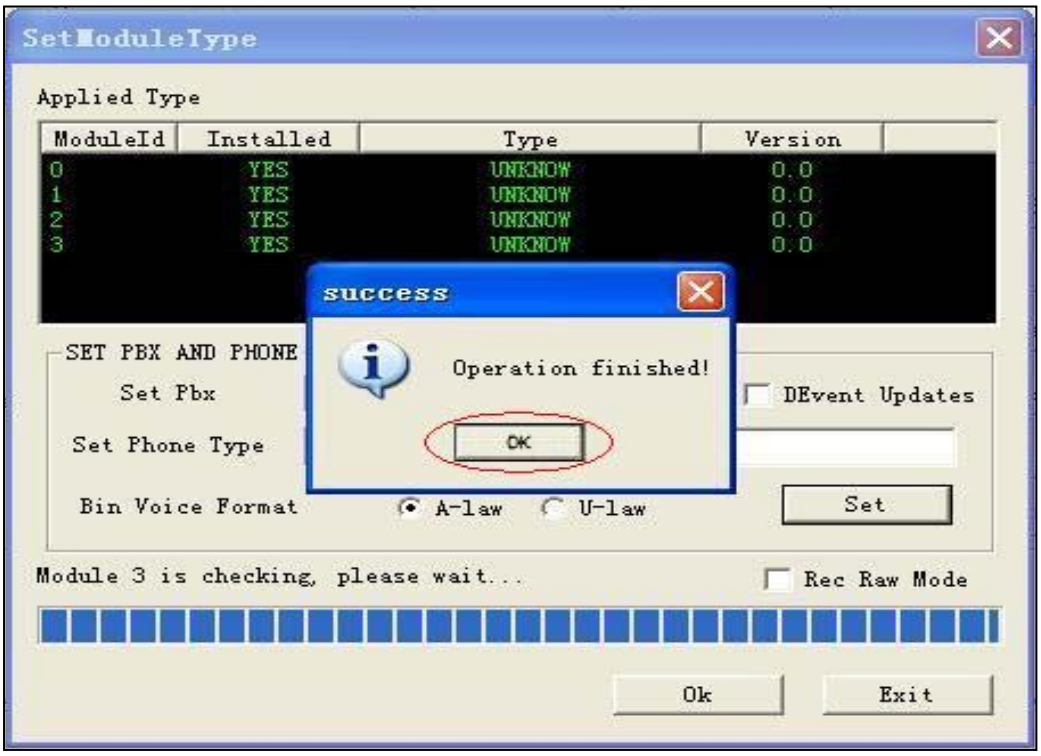

Figure 2-7 For A-type Boards

Step 7 : Go back to the dialog 'SetModuleType' and set the item 'Set Phone Type' according to your actually used phone model (refer to the file DST_PBX_Support.xls for details) as shown in Figure 2-8 and Figure 2-9..

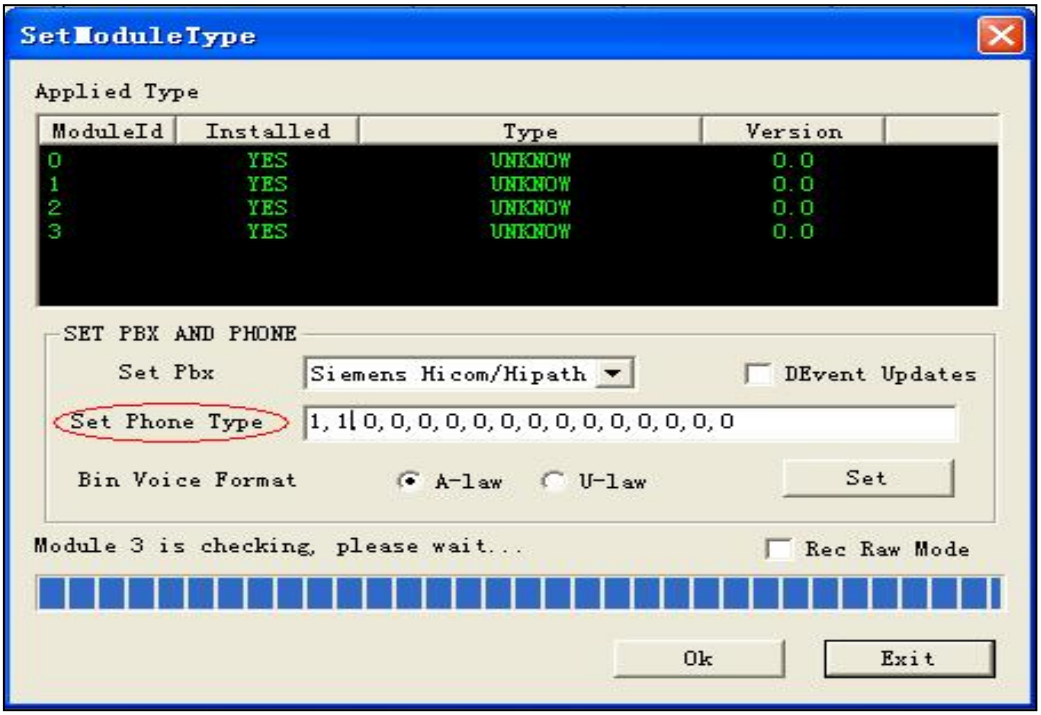

Figure 2-8 For A-type Boards

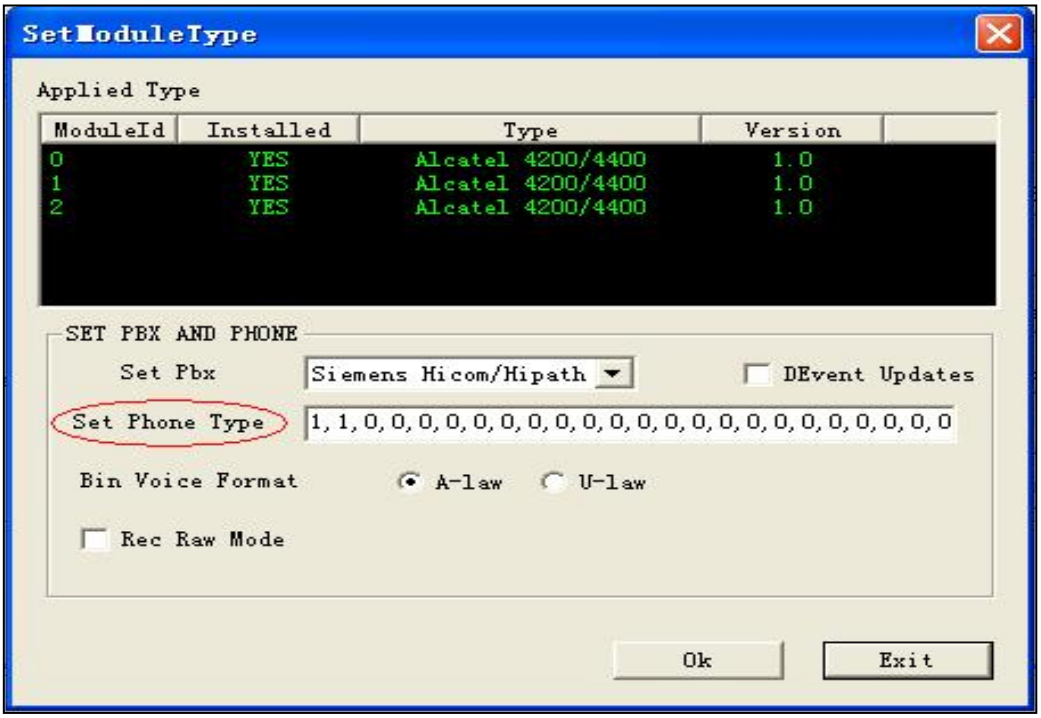

Figure 2-9 For B-type Boards

For those phone models unmentioned in that section, you can try the value 0, 1 or 2. For more information, refer to the document *'FAQ for Use of DST Board'*.

The voice data format supported by the .bin file means the supported encoding format on the line. A wrong configuration may probably cause noises in recorded voices, so it is necessary to confirm the line encoding format with the PBX at the other end upon

configuration. Generally there is no problem using the default configuration. In case the recorded voice has a lot of noises in it or sounds quite indistinct, you can modify the configuration item to reset the voice data format supported by the .bin file. If the problem is still not solved, refer to the document *'FAQ for Use of DST Board'*.

Step 8 : After setting the phone model, click the button 'Ok' to exit the dialog 'SetModuleType' as shown in Figure 2-10 and Figure 2-11.

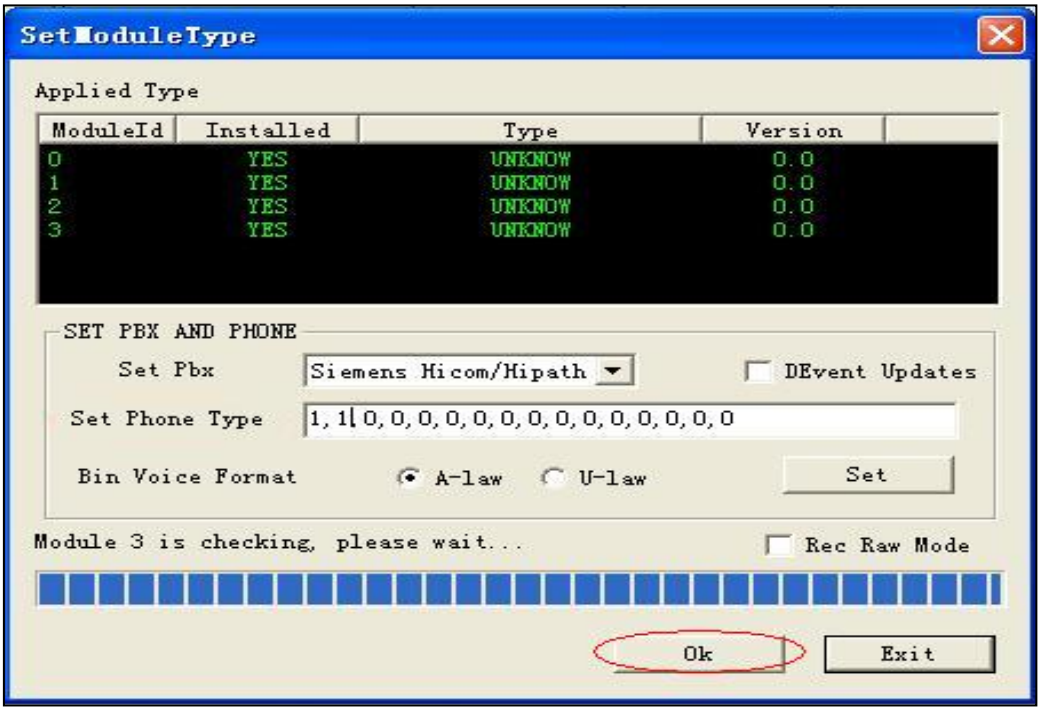

Figure 2-10 For A-type Boards

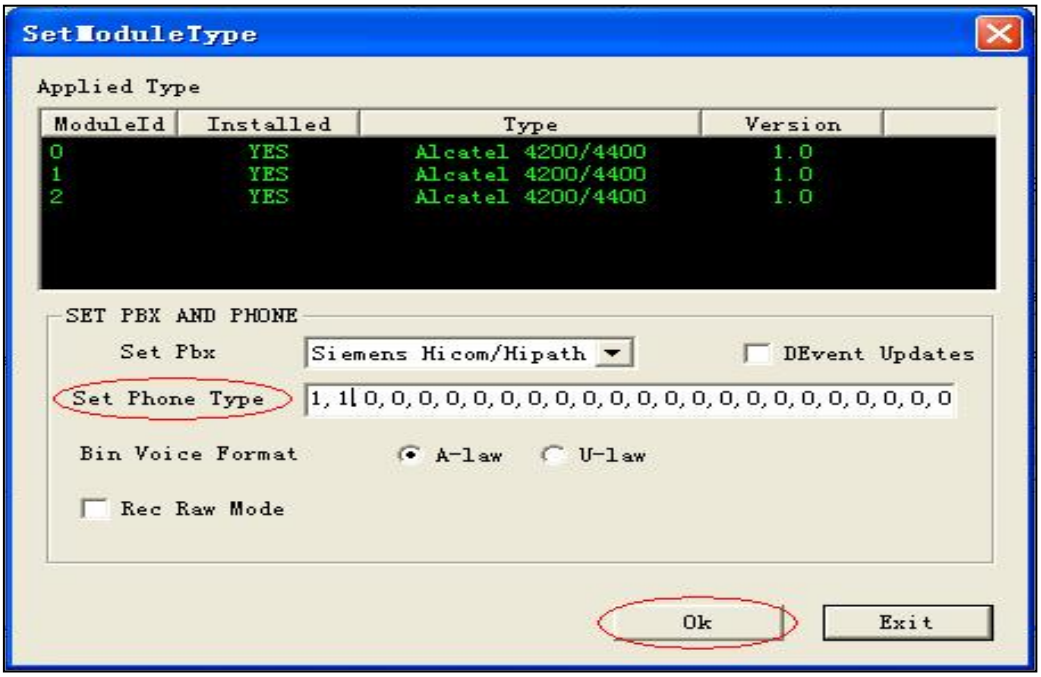

Figure 2-11 For B-type Boards

Step 9 : Then click the button 'OK' to exit the dialog 'Modify board' as shown in Figure

2-12.

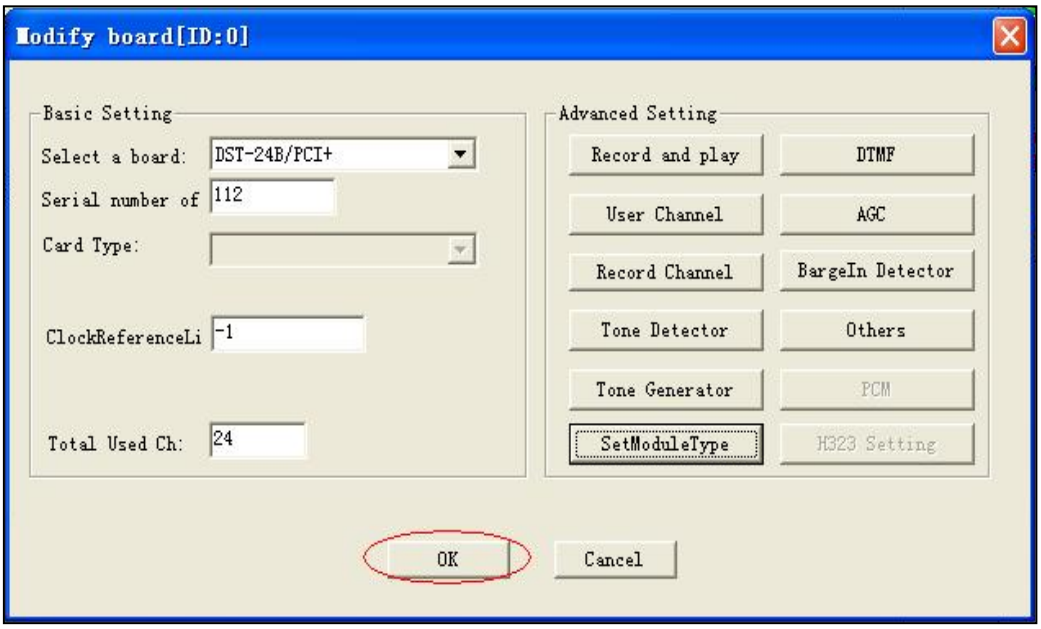

Figure 2-12

Step 10 : Finally click on 'Apply' to apply the settings made above and the message 'Current configuration succeeds' will pop up as shown in Figure 2-13 if all settings are done properly.

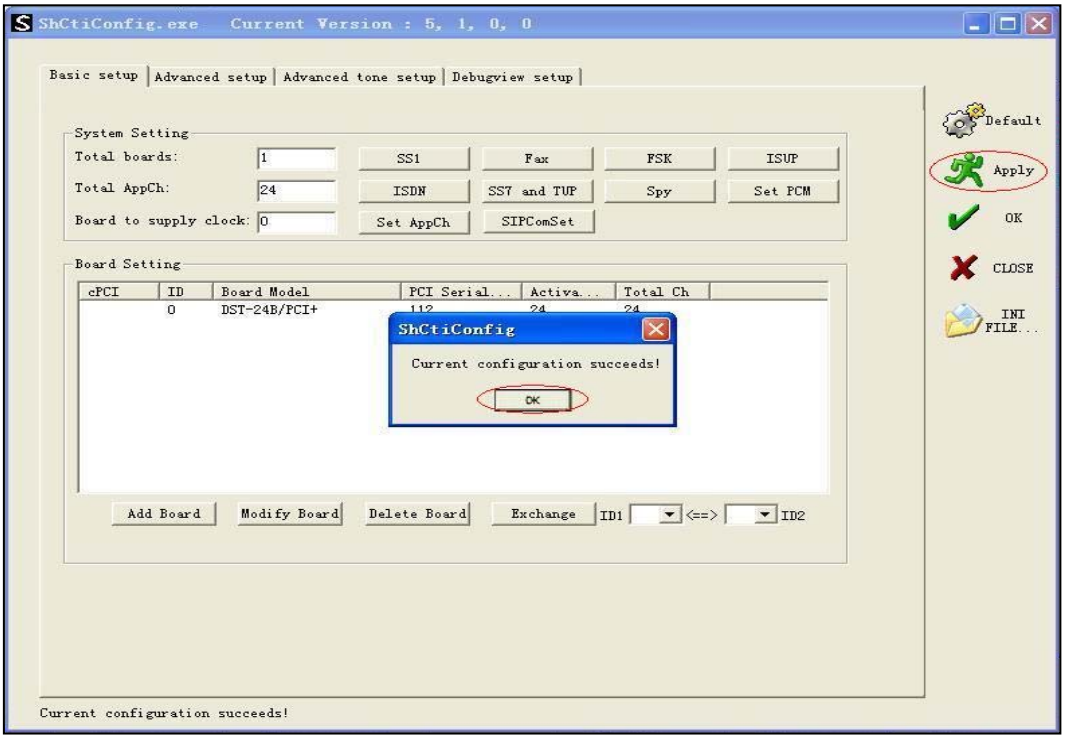

Figure 2-13

Note:

- The module information displayed on the interface will not be updated.until you press the button 'Apply' and see the dialog saying 'Current configuration succeeds'. That is, only when you go back to 'SetModuleType' again after passing the verification could

you find the module type as configured shown on the interface. Refer to Figure 2-14 and Figure 2-15 below.

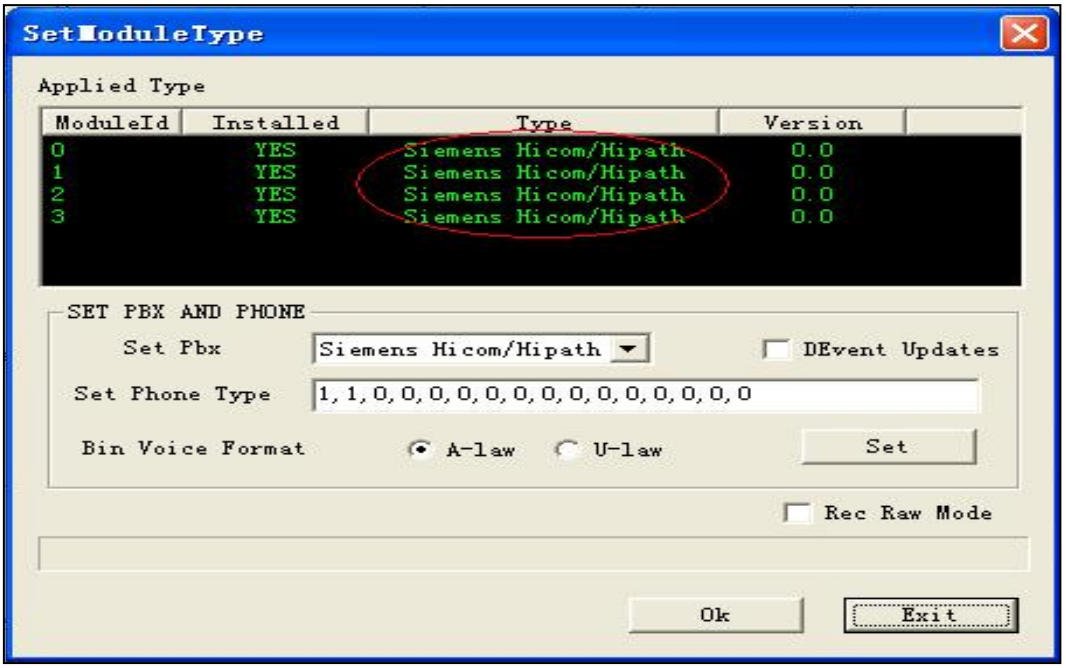

Figure 2-14 For A-type Boards

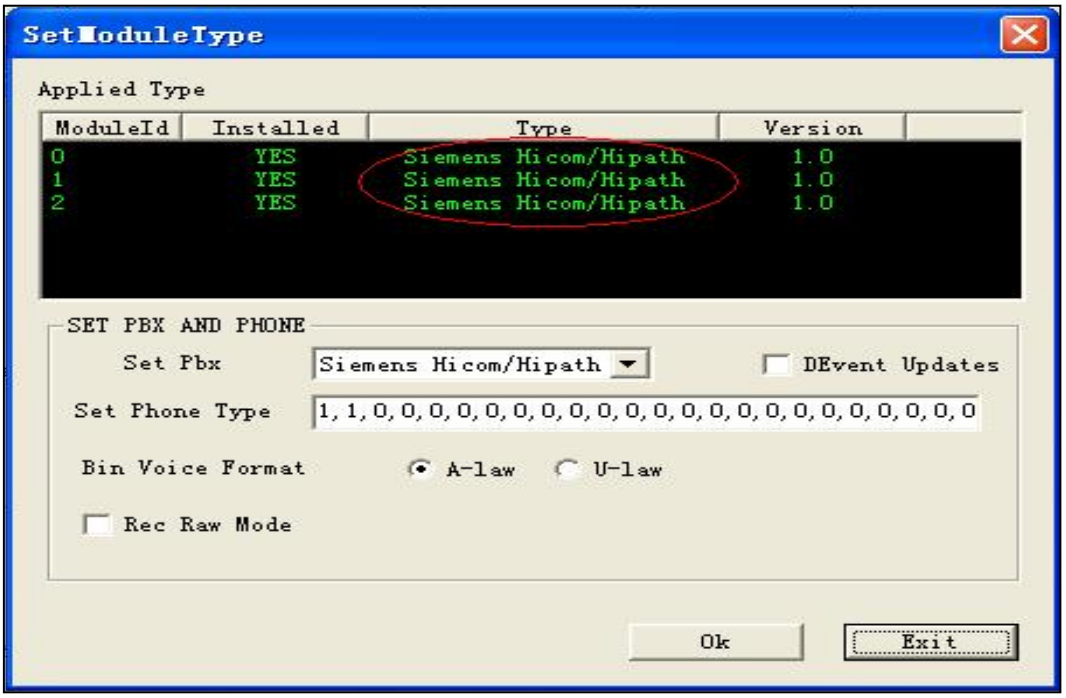

Figure 2-15 For B-type Boards

- To check if the module type has been successfully updated, click the button 'Apply' after your setting to see the current information.

Chapter 3 Configure DST Board (Raw Data Acquisition Mode)

Please follow the procedures below to configure the digital station tap board to run in Raw Data Acquisition Mode.

Step 1 : After a digital station tap board and its driver are installed properly, locate ShCtiConfig.exe in c:/scti provided the installation path is set to c:/shcti, and run it.

Then click the button 'Default'. The basic information of the board installed will be displayed in the list, including ID, Board Model, PCI Serial Number, etc. as shown in the figure below.

Select the board model in the list and click the button 'Modify Board' to enter the 'Modify board' dialog box.

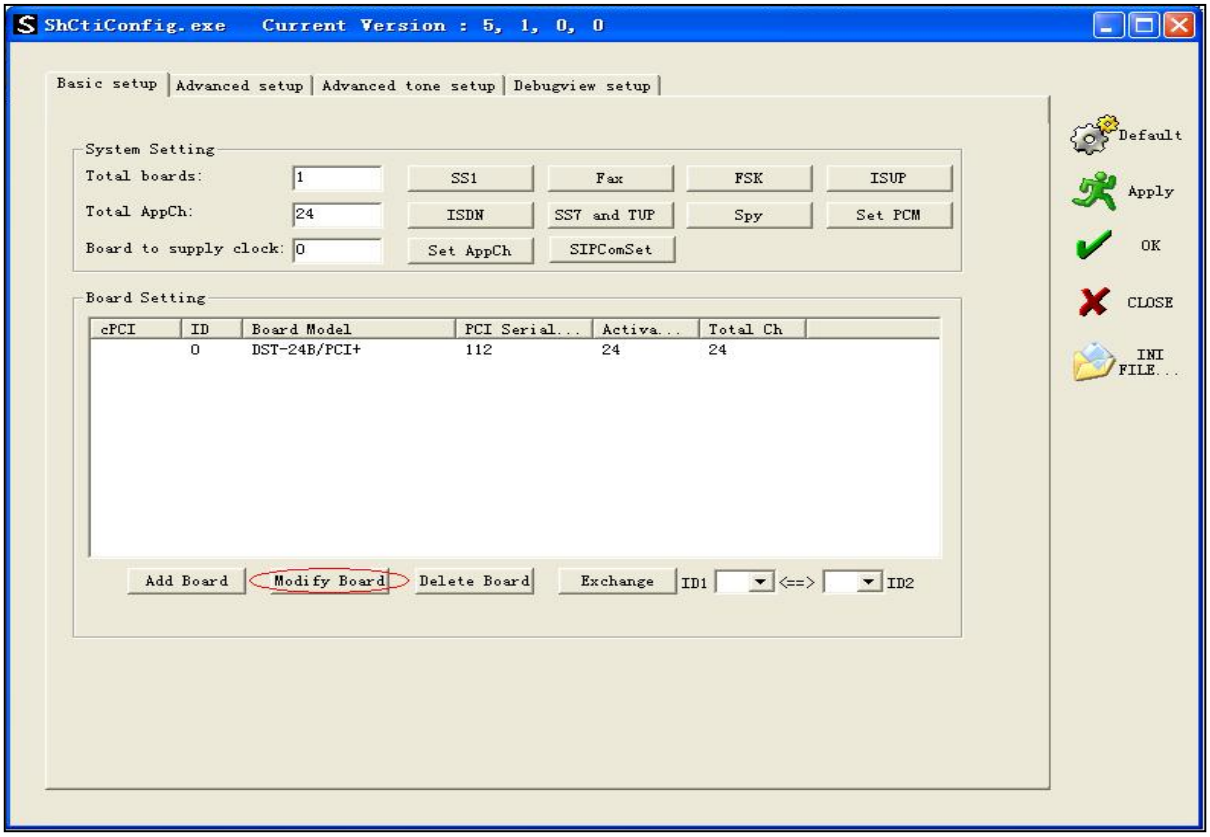

Figure 3-1

Step 2 : In the dialog ‘Modify board’, click the button ‘SetModuleType’ as shown in Figure 3-2.

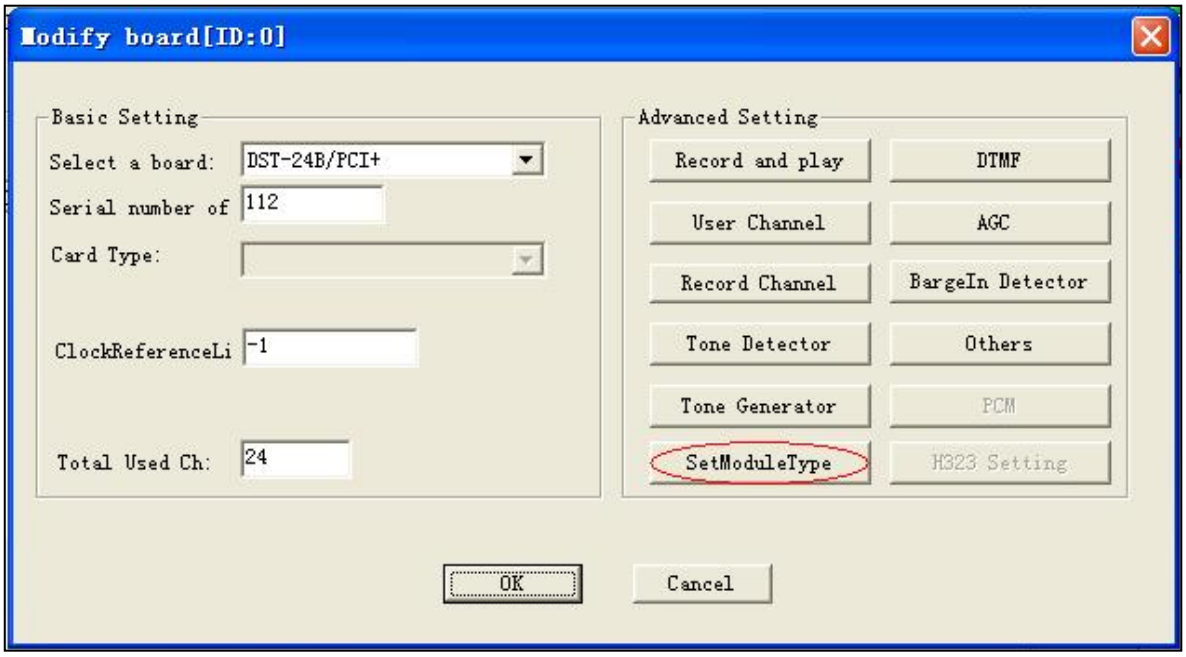

Figure 3-2

Step 3 : Now there pops up the dialog ‘Note’ as shown in Figure 3-3. Click the button ‘OK’ to enter the dialog box ‘SetMooduleType’.

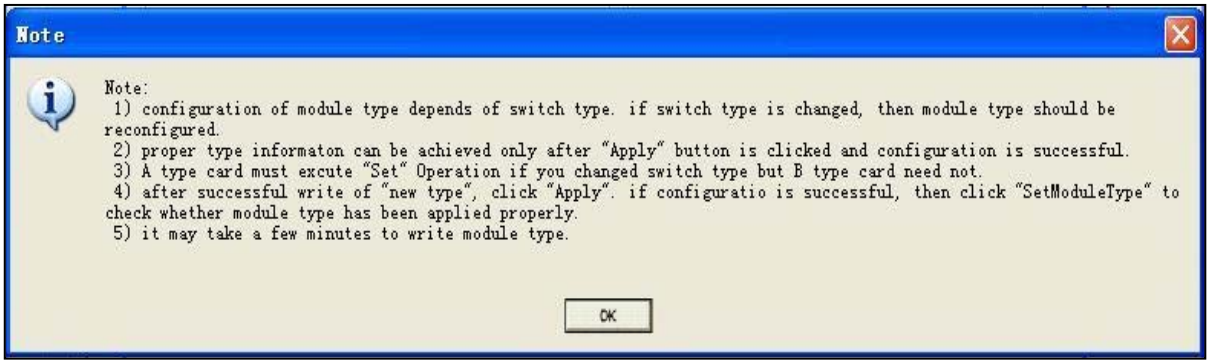

Figure 3-3

Step 4 : Tick the option 'Rec Raw Mode' in the dialog 'SetModuleType' and do not change any other configurations. Note that, to A-type boards, you still need to use the button 'set' for configuration. See Figure 3-4 and Figure 3-5 below.

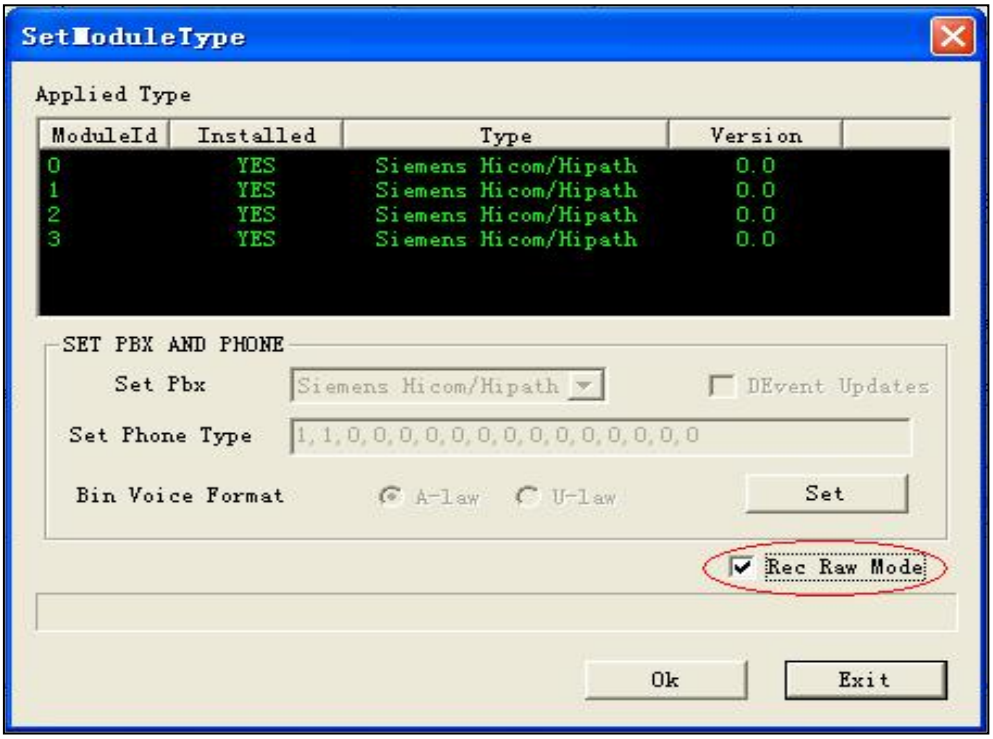

Figure 3-4 For A-type Boards

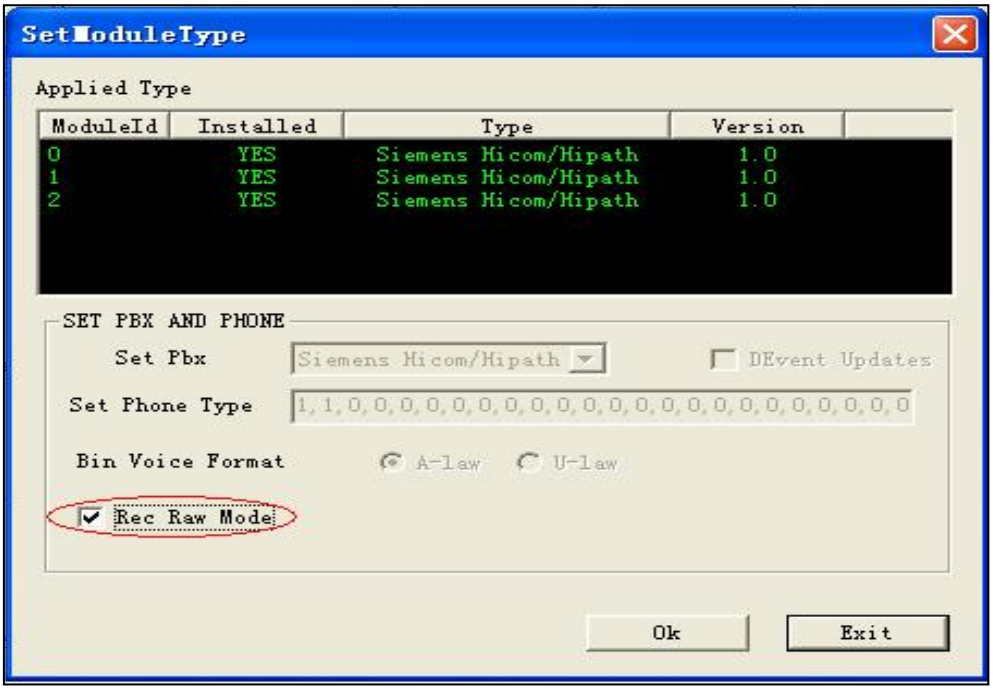

Figure 3-5 For B-type Boards

Step 5 : Click the button 'Set' in Figure 3-4 above.

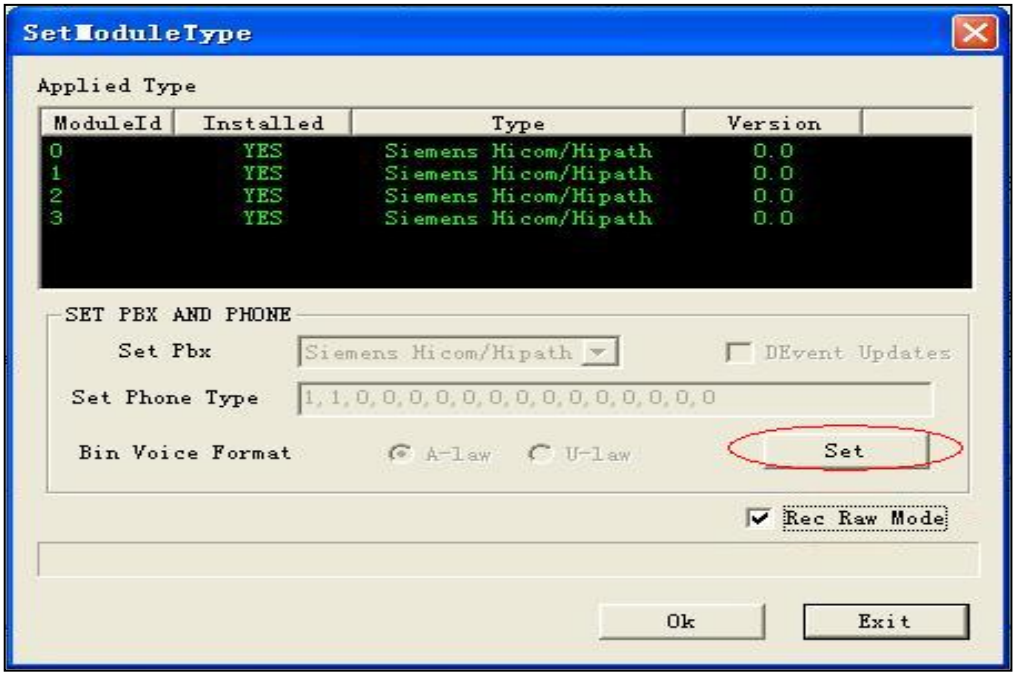

Figure 3-6 For A-type Boards

Note:
For DST B-type boards, this step can be skipped. Go directly to Step 7.

Step 6 : Once a module setting is done, the dialog 'success' pops up. Click the button 'OK' as shown in Figure 3-7.

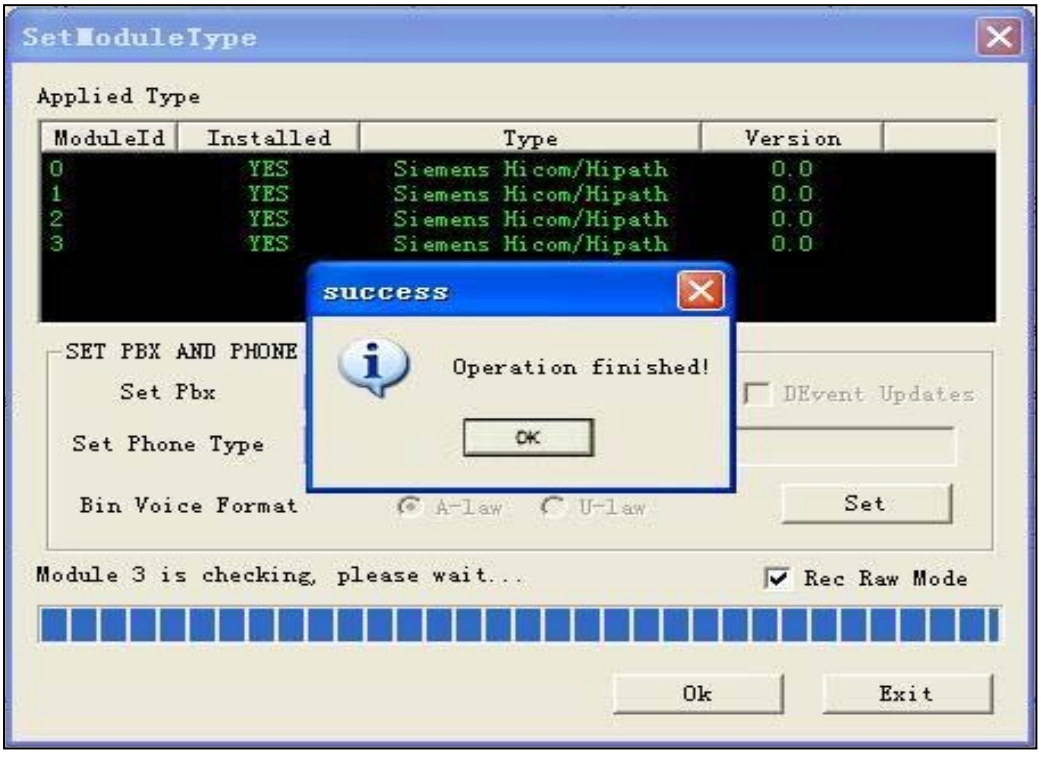

Figure 3-7 For A-type Boards

Step 7 : Click the button 'Ok' to exit the dialog 'SetModuleType' as shown in Figure 3-8

and Figure 3-9.

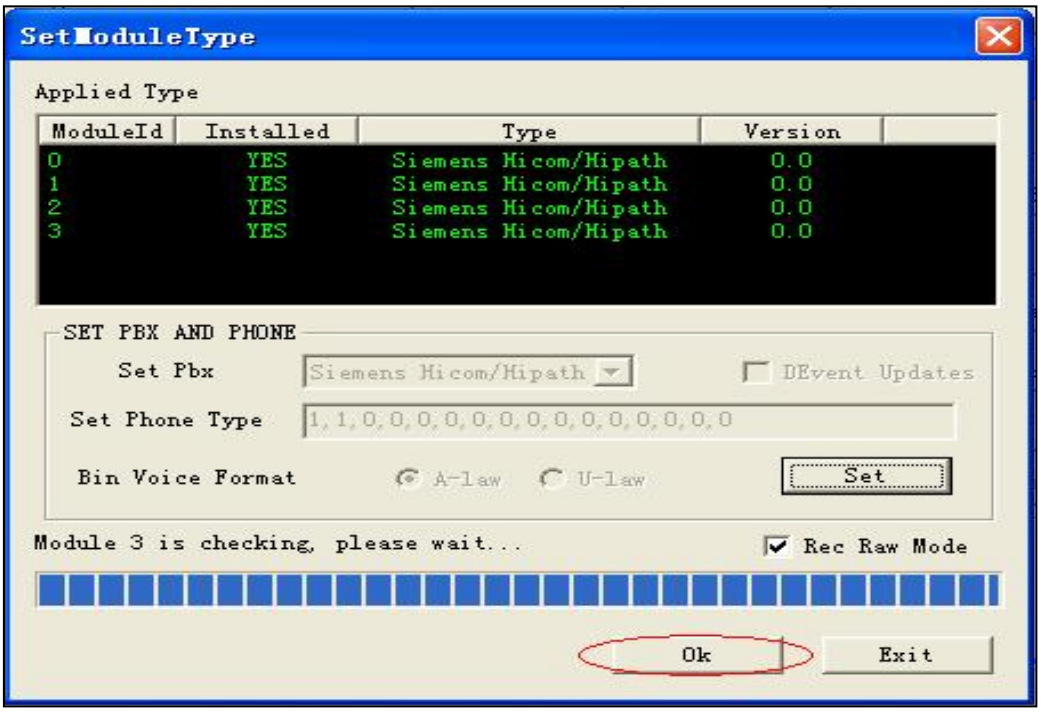

Figure 3-8 For A-type Boards

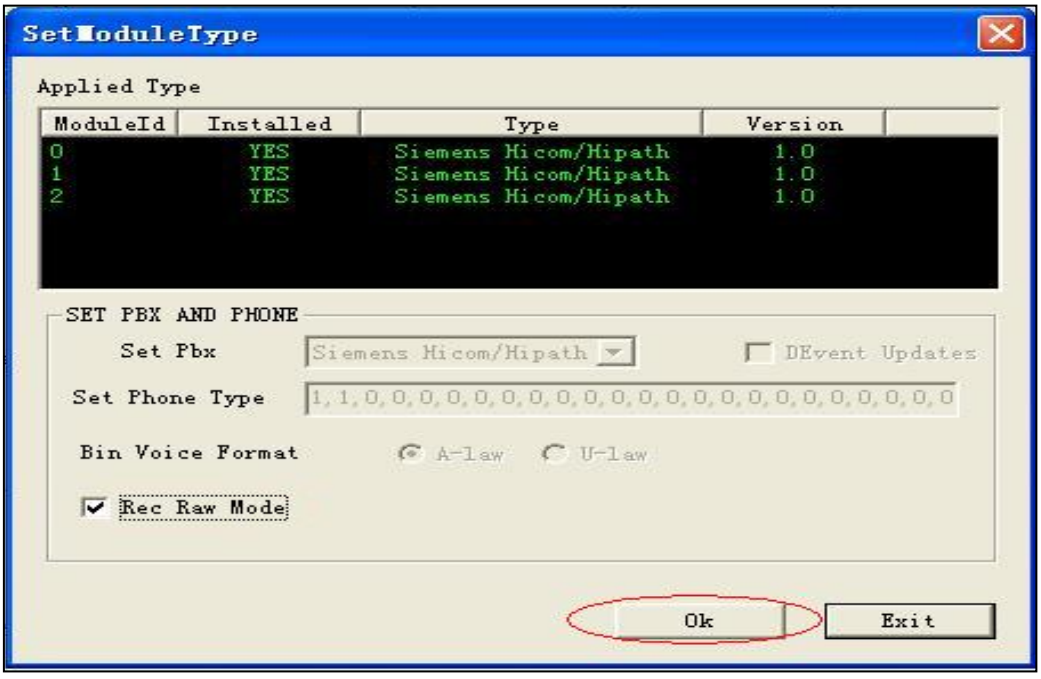

Figure 3-9 For B-type Boards

Step 8 : Then click the button 'OK' to exit the dialog 'Modify board' as shown in Figure 3-10.

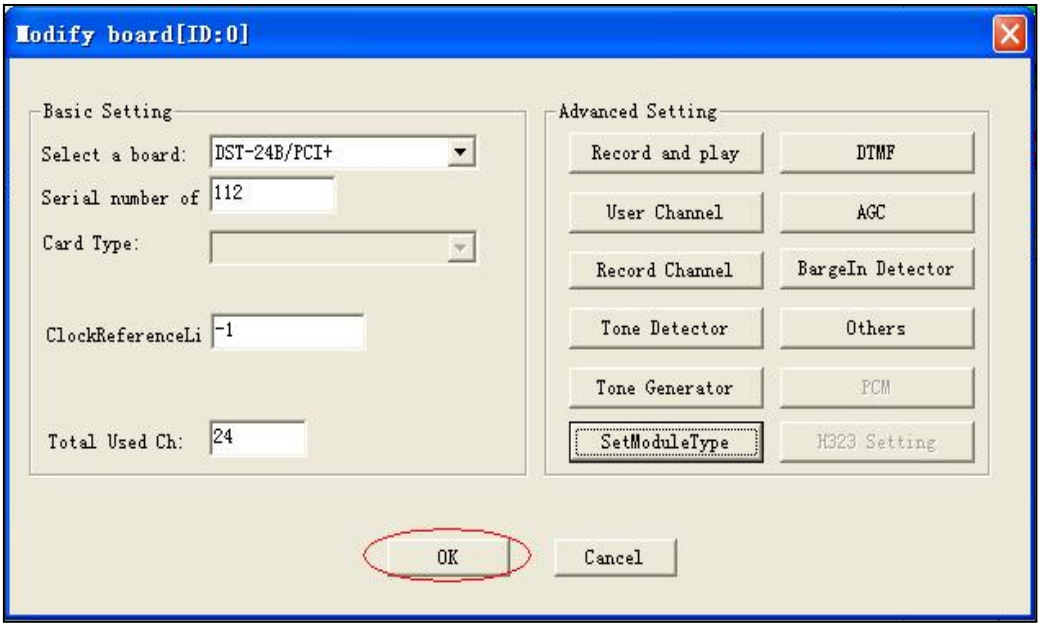

Figure 3-10

Step 9 : Finally click on 'Apply' to apply the settings made above and the message 'Current configuration succeeds' will pop up as shown in Figure 3-11 if all settings are done properly.

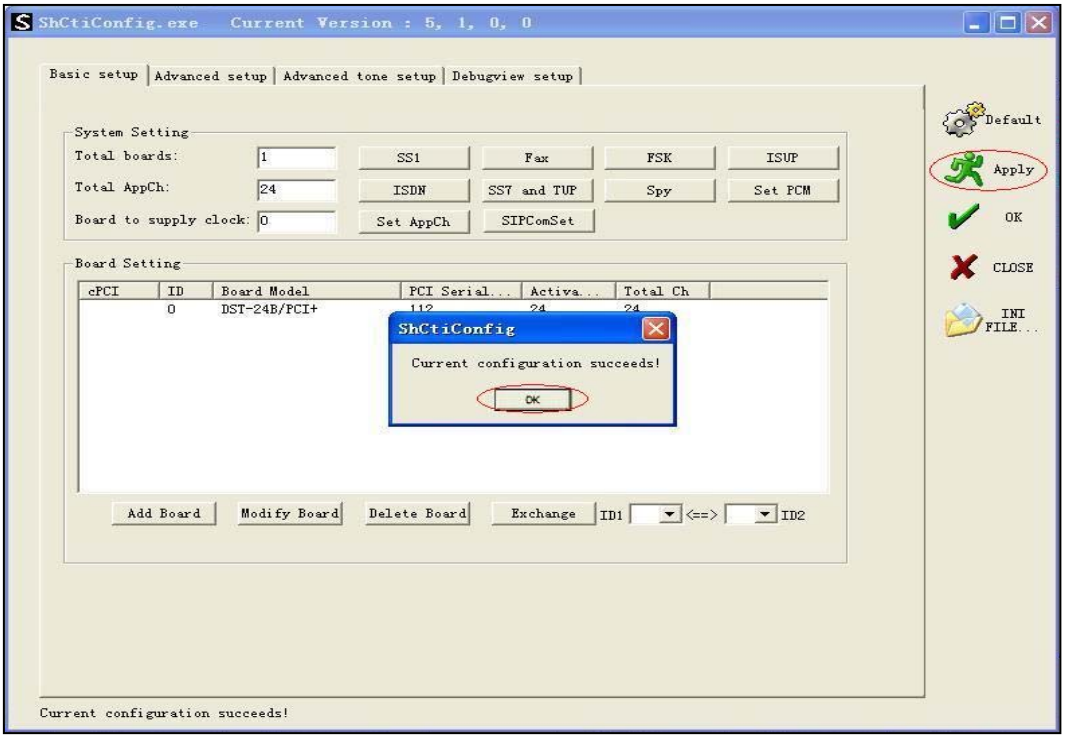

Figure 3-11

Chapter 4 FAQ

4.1 For A-type Boards

1) **Q: After an on-board module is set properly for the first time, when should it be reset?**

A: An on-board module should be reset in the following cases:

---the PBX model is changed;

---the driver is upgraded; or

---the related vme file is modified.

In other cases, it is not necessary to reset the module.

2) **Q: How to deal with such errors as 'can't find the board', 'initialization 9075 error' and 'incorrect board serial number' detected after the button 'Default' is clicked on shcticonfig.exe program?**

A: Check if the driver is installed properly; or change the PCI slot to find if the slot is damaged; or change the computer to see if there is something wrong with the computer. In case such errors still exist after you try all the three methods, please contact the Synway technical support for help.

3) **Q: After the driver is upgraded, how to reset the on-board module correctly and effectively?**

A: It depends on the driver version.

For a driver prior to 4801, due to a bug in the module setting program, in order to load new module information, you have to reset the module to an irrelevant type before setting to the proper one.

For example, assume that the monitored PBX model is Alcatel. After the driver is upgraded, in order to reset modules properly, you need to set the module type to other PBX model first, like Siemens, and then reset it to Alcatel to load correct information.

For a driver 4801 or above, in order to reset a module or load the new information, all you need to do is to reset the module type to Alcatel via ShCtiConfig.exe.

4.2 For B-type Boards

1) **Q: What's the main difference between the DST B-type and A-type boards?**

A: As B-type boards will automatically load the corresponding RBF file at each start of running, to configure the PBX model for a B-type board, the button 'Set' and all relative operations are not necessary, which greatly reduces the time for changing the PBX model setting.

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.

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