

Synway DST Series

Digital Station Tap Board Configuration Manual

Synway Information Engineering Co., Ltd

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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.

Basic setup Advanced setup Advanced tone setup Debugview setup
Basic setup Advanced setup Advanced tone setup Debugview setup
System Setting
Total boards: 1 SS1 Fax FSK ISUP
Total AppCh: 24 ISDN SS7 and TUP Spy Set PCM
Board to supply clock: 0 Set AppCh SIFComSet
Board Setting
0 DST-24B/PCI+ 112 24 24
Add Board Modify Board Delete Board Exchange ID1 V <==> V ID2

Figure 2-1



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

elect a board:	DST-24B/PCI+	Record and play	DTMF
erial number of	112	User Channel	AGC
ard Type:		Record Channel	BargeIn Detector
ClockReferenceLi	-1	Tone Detector	Others
		Tone Generator	PCM
Total Used Ch:	24	SetModuleType	H323 Setting

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'.

Note	
į)	Note: 1) configuration of module type depends of switch type. if switch type is changed, then module type should be reconfigured. 2) proper type informaton can be achieved only after "Apply" button is clicked and configuration is successful. 3) A type card must excute "Set" Operation if you changed switch type but B type card need not. 4) after successful write of "new type", click "Apply". if configuratio is successful, then click "SetModuleType" to check whether module type has been applied properly. 5) it may take a few minutes to write module type.
	CK

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.

lognterg	Installed	Type	Version	
	YES YES YES YES	UNICOR UNICOR UNICOR UNICOR	0, 0 0, 0 0, 0 0, 0 0, 0	
SET PBX A Set F Set Phon	ND PHONE 'bx Siemer e Type 0, 0, 0,	ıs Hicom/Hipath 💌 0,0,0,0,0,0,0,0,0,0,0,0,0	DEvent U	pdate:
Bin Void	e Format	🕶 A-law 🔿 U-law	Set	
				1082

Figure 2-4 For A-type Boards



logarera	Installed	Туре	Version	
	YES YES YES	Alcatel 4200/4400 Alcatel 4200/4400 Alcatel 4200/4400	1.0 1.0 1.0	
SET PBX / Set I Set Phon	AND PHONE Pbx Siem e Type 0,0,0	ens Hicom/Hipath ▼ 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,	☐ DEvent Up 0, 0, 0, 0, 0, 0, 0, 0, 0,	dates
Bin Void	ce Format	🏵 A-law 🔿 U-law		

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.

oduleId	Installed	Type	Version	
	YES	UNKNOW	0.0	
	YES	UNKNOW	0.0	
	ILS	UNKNUY	0.0	
CET PRV AL	NT PHONE			
Set P	bx Siemens	Hicom/Hipath 💌	DEvent	. Update:
Set Phone	туре 0,0,0,0	, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,	, 0, 0, 0	
Bin Voic	e Format (🖲 A-law 🔿 U-law	S	et
			🔽 Rec	Raw Mode



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.

Noduleid)	Installed YES YES YES YES	Type UNKNOW UNKNOW UNKNOW UNKNOW	Version 0.0 0.0 0.0 0.0	
SET PBX & Set P Set Phon	ND PHONE bx e Type	Operation finis	ihed!	dates
Bin Void dule 3 is	e Format 🦷 🖗	● A-law	Set	Mode

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..



1	e			-
oduleId	Installed	Туре	Versi	on
	YES	UNKNOW	0.0	
	YES	UNKNOW	0.0	
	YES	UNKNOW	0.0	
	IES:	ONKNOW	0.0	
Set Phone	bx Siemens e Type 1, 1 0, 0	: Hicom/Hipath ▼ ,0,0,0,0,0,0,0,0,0,0,) DE1	Set
bin yore		• A-law + 0-la	·	

Figure 2-8 For A-type Boards

nodarera	Installed	Туре	Version
	YES YES YES	Alcatel 4200/4400 Alcatel 4200/4400 Alcatel 4200/4400	1.0 1.0 1.0
Set Phon Bin Voic	bx Siem e Type 1,1,0 :e Format	ens Hicom/Hipath ▼ 0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,	DEvent Updates
	law Mode		

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.

and the state of t	Installed	Туре	Version
I.	YES	UNKNOW	0.0
51:	YES	UNKNUW	0.0
	ILD VEC	UNIXION	0.0
SET PBX / Set I	AND PHONE	Hicom/Hipath 💌	DEvent Updates
Set Phon	e Type 1, 110,0	, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,	0,0
	ze Format (• A-law 🔿 U-law	Set
Bin Void			

Figure 2-10 For A-type Boards

	Installed	Туре	Version	
)	YES	Alcatel 4200/4400	1.0	
	YES	Alcatel 4200/4400	1.0	
	IES	Alcatel 4200/4400	1.0	
SET PBX A	ND PHONE			
Set P	bx Siem	ens Hicom/Hipath 💌	🔲 DEvent Updat	es
Cat Phane	T			1
Set Inone	Type I, It	, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,	0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,	1
		• 4-1 ow • 11-1 ow		
Bin Voic	e Format	- A T du - O T du		
Bin Voic	e Format			
Bin Voic	e Format aw Mode			
Bin Voic	e Format aw Mode			

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

DCT OAD (DCT)			DTUR
rial number of 112		Kecord and play User Channel	AGC
ard Type:	*	Record Channel	BargeIn Detector
lockReferenceLi -1	1	Tone Detector	Others
		Tone Generator	PCM
otal Vsed Ch: 24		SetModuleType	H323 Setting

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.

otal AppCh: 24 ISDN SS7 and TUP Spy Set PCM oard to supply clock: 0 Set AppCh SIPComSet oard Setting cPCI ID Board Model PCI Serial Activa Total Ch 0 DST-24B/PCI+ 112 24 24 ShCtiConfig		G		I div	SS1	1	ards:	otal bo
oard to supply clock: 0 Set AppCh SIPComSet oard Setting cPCI ID Board Model PCI Serial Activa Total Ch 0 DST-24B/PCI+ 112 24 24 ShCtiConfig		Set PCM	Spy	SS7 and TUP	ISDN	24	pCh:	otal Ap
cPCI ID Board Model PCI Serial Activa Total Ch 0 DST-24B/PCI+ ShCtiConfig	V			SIPComSet	Set AppCh	k: 0	supply clock	oard to
cPCI ID Board Model PCI Serial Activa Total Ch 0 DST-24B/PCI+ ShCtiConfig	V						tting	oard Se
0 DST-24B/PCI+	-		Total Ch	ial Activa	PCI Seri	ard Model	ID Bos	cPCI
Current configuration succeeds!			cceeds!	Configuration su	Cwrent			
Add Board Modify Board Delete Board Exchange ID1 💽 <=> 💌 ID2		▼ ID2	D1 💽 <==>	Exchange	Delete Board	Modify Board	dd Board	A

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.

ModuleId	Installed	Туре		Version	
)	YES YES YES YES	Siemens Hicom/ Siemens Hicom/ Siemens Hicom/ Siemens Hicom/	Hipath Hipath Hipath Hipath	0.0 0.0 0.0 0.0	
SET PBX A Set F Set Phon	ND PHONE bx Siemens e Type 1,1,0,0	5 Hicom/Hipath 1, 0, 0, 0, 0, 0, 0, 0,	0, 0, 0, 0, 0, 0	🖵 DEvent Vp	dates
Bin Void	ce Format (• A-law	∬-law	Set	
				- P	

Figure 2-14 For A-type Boards

	Installed	Туре	Version	
)	YES YES YES	iemens Hicom/Hipath iemens Hicom/Hipath iemens Hicom/Hipath	1.0 1.0 1.0	
SEI PEX P Set F Set Phon Bin Voic	Ybx Siemens e Type 1,1,0,0,	Hicom/Hipath ▼ 0,0,0,0,0,0,0,0,0,0,0, A-law C U-law	☐ DEvent Up 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,	dates 0,0
	am Mada			

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.

h: 24 ISDN SS7 and TUP Spy Set PCM upply clock: 0 Set AppCh SIPComSet ing ID Board Model PCI Serial Activa Total Ch 0 DST-24B/PCI+ 112 24 24 Board Modify Board Belete Board Exchange ID1 \checkmark (==> \checkmark ID2
apply clock: 0 Set AppCh SIPComSet ing ID Board Model PCI Serial Activa Total Ch 0 DST-24B/PCI+ 112 24 24 Board Modify Board Delete Board Exchange ID1 $\checkmark <=> \checkmark$ ID2
ID Board Model PCI Serial Activa Total Ch 0 DST-24B/PCI+ 112 24 24 Board Modify Board Delete Board Exchange ID1 T <=> TID2
ID Board Model PCI Serial Activa Total Ch 0 DST-24B/PCI+ 112 24 24 Board Modify Board Delete Board Exchange ID1 The second is a second is
D DST-24B/PCI+ 112 24 24 Board Modify Board Delete Board Exchange ID1 $\checkmark <=> \checkmark$ ID2
Board Modify Board Delete Board Exchange ID1 V <=> VID2
Board Modify Board Delete Board Exchange ID1 V==> VID2
Board Modify Board Delete Board Exchange ID1 💌 <=> 💌 ID2
Board Modify Board Delete Board Exchange ID1 💌 <==> ▼ ID2
Board Modify Board Delete Board Exchange ID1 🔍 <==> 💌 ID2
Board Modify Board Delete Board Exchange ID1 💌 <==> 💌 ID2
Board Modify Board Delete Board Exchange ID1 - <=> ID2
Board Modify Board Delete Board Exchange ID1 🔍 <==> 💌 ID2
Board Modify Board Delete Board Exchange ID1 - <=> ID2

Figure 3-1



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

elect a board:	DST-24B/PCI+	 Record and play 	DTMF
erial number of	112	User Channel	AGC
ard Type:		Record Channel	BargeIn Detector
ClockReferenceLi	-1	Tone Detector	Others
		Tone Generator	PCM
Fotal Used Ch:	24	SetModuleType	H323 Setting

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'.

Note	
į)	 Note: 1) configuration of module type depends of switch type. if switch type is changed, then module type should be reconfigured. 2) proper type informaton can be achieved only after "Apply" button is clicked and configuration is successful. 3) A type card must excute "Set" Operation if you changed switch type but B type card need not. 4) after successful write of "new type", click "Apply". if configuratio is successful, then click "SetModuleType" to check whether module type has been applied properly. 5) it may take a few minutes to write module type.
	СК

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.

oduleId	Installed	Туре	Version	
	YES	Siemens Hicom/Hipath	0.0	
	IES	Siemens Hicom/Hipath	0.0	
	YES	Siemens Hicom/Hipath	0.0	
Set Phone	bx Sien e Type 1,1,	nens Hicom/Hipath 💌 0,0,0,0,0,0,0,0,0,0,0,0,0,0	DEvent Up	date
Bin Voic	e Format	€ A-law C U-law	Set	
			Rec Raw	Mode

Figure 3-4 For A-type Boards

	Installed	Туре	Version
	YES	Siemens Hicom/Hipath	1.0
	YES	Siemens Hicom/Hipath	1.0
SET PBX A	ND PHONE		
Set P	bx Sien	nens Hicom/Hipath 🔻	□ DEvent Upd
_			
Set Phone	• Type 1, 1,	0,0,0,0,0,0,0,0,0,0,0,0,0	, 0, 0, 0, 0, 0, 0, 0, 0
Bin Voic	e Format	C A-law C H-law	
		* A Lan + O Lan	
E P	aw Mode		
Kec K			
Kec K			

Figure 3-5 For B-type Boards

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



Setlodule	Туре			
Applied Typ	e			
ModuleId	Installed	Туре	Version	
0 1 2 3	YES YES YES YES	Siemens Hicom/Hipath Siemens Hicom/Hipath Siemens Hicom/Hipath Siemens Hicom/Hipath	0.0 0.0 0.0 0.0	
SET PBX Set 1	AND PHONE	nens Hicom/Hipath 💌	🔽 DEvent Upd	ates
Set Phon	е Туре 1, 1,	0,0,0,0,0,0,0,0,0,0,0,0,0	0, 0	
Bin Void	ce Format	€ A-law C U-law	Set	\square
3			🔽 Rec Raw M	lode
		0	k Exi	t

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.

NOGATETA	YES YES YES YES YES	Siemens Hicom/Hipath Siemens Hicom/Hipath Siemens Hicom/Hipath Siemens Hicom/Hipath	0.0 0.0 0.0 0.0 0.0
SET PBX A Set F	ND PHONE	Operation finished!	DEvent Updates
Set Phon Bin Voic	e Type ce Format	C J-law	Set
dule 3 is	checking, pl	ease wait	🔽 Rec Raw Mode



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



and Figure 3-9.

etlodule	Type		1
Applied Typ	e		
ModuleId	Installed	Туре	Version
0 1 2 3	YES YES YES YES	Siemens Hicom/Hipath Siemens Hicom/Hipath Siemens Hicom/Hipath Siemens Hicom/Hipath	0.0 0.0 0.0 0.0
-SET PBX A Set F Set Phon	ND PHONE bx Sien e Type 1.1.	nens Hicom/Hipath 💌 0,0,0,0,0,0,0,0,0,0,0,0,0,0	DEvent Updates
Bin Void	e Format	C A-law C U-law	Set
odule 3 is	checking, pl	.ease wait	🔽 Rec Raw Mode
		U	k Exit

Figure 3-8 For A-type Boards

loganera	Installed	Type	Version
	YES YES YES	Siemens Hicom/Hipath Siemens Hicom/Hipath Siemens Hicom/Hipath	1.0 1.0 1.0
SET PBX A Set F Set Phon	ND PHONE 'bx Sier e Type 1,1,	nens Hicom/Hipsth 💌 0,0,0,0,0,0,0,0,0,0,0,0,0,0,	DEvent Updates
Bin Void	e Format law Mode	☞ A-law C U-law	

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.

asic Setting		Advanced Setting	
elect a board:	DST-24B/PCI+	Record and play	DTMF
erial number of	112	User Channel	AGC
ard Type:		Record Channel	BargeIn Detector
ClockReferenceLi	-1	Tone Detector	Others
		Tone Generator	PCM
Total Used Ch:	24	SetModuleType	H323 Setting

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.

Total bo	etting — ards:	1	SS1	Fax	FSK	ISUP	
Total App	Ch:	24	ISDN	SS7 and TUP	Spy	Set PCM	
Board to	supply c	lock: 0	Set AppCh	SIPComSet		·	~
Boord So	ting		- 20 				
cPCI	ID	Board Model	PCI Ser	ial. Activa	Total Ch		
			Current	configuration suc	cceeds!		
Ad	d Board	Modify Board	Delete Board	Exchange I	01 💽 <==>	▼ ID2	

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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