

Cisco Unity 3.1(6) Installation Guide: Voice Board Software Configuration

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Introduction

Note: This document is part of a set of documents that explain how to determine which Cisco Unity installation option is correct for your network. These documents also explain how to install the correct Cisco Unity option in your network. These documents are intended to be used for new Cisco Unity installations only. If you upgrade or otherwise change an existing Cisco Unity configuration, refer to the correct online product documentation for Cisco Unity.

Note: These documents do not explain how to integrate your Cisco Unity server with your phone system or how to configure your Cisco Unity server. Once the initial Cisco Unity installation is complete, you are referred to the online product documentation for further instructions. Refer to the Next Steps section on the Index page.

Note: This document set is written for networks that run a Windows 2000 server.

Note: Return to the Index page for this documentation set.

This document explains how to perform the tasks required to configure the software parameters for the Cisco Unity voice cards. The installation of Cisco Unity must be complete on the server before you can perform these tasks. If you have not done so, return to the Index page for this documentation set.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Intel Dialogic D/120JCT–LS and D/120JCT–EURO
- Intel Dialogic D/240PCI–T1

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Task 1: Configure the Intel Dialogic D/120JCT–LS and D/120JCT–EURO

Select the Country for D/120JCT–EURO Voice Cards

Complete these steps only if the Cisco Unity server contains D/120JCT–EURO voice cards.

1. Exit the Cisco Unity software if it currently runs. For more information, refer to *Exiting and Starting the Cisco Unity Software and Server*.
2. Select **Programs > Administrative Tools > Services**.
3. In the right pane of the Services dialog box, right-click **Telephony** and click **Stop**.
4. If there is a prompt to stop other services, click **Yes**.
5. From the Windows Start menu, select **Programs > Dialogic System Software > Dialogic Configuration Manager–DCM**.
6. When the message "DCM could not detect devices..." appears, click **OK**.
7. In the DCM toolbar, click the **red button** in order to stop the Dialogic service.
8. When the Dialogic service stops, click **Close**.
9. In the Dialogic Configuration Manager dialog box, in the list of installed cards, double-click a **D/120JCT–EURO** card.
10. In the Dialogic Configuration Manager Properties dialog box, click the **Country** tab.
11. In the Country list, click the applicable value:

Euro (CTR–21)	For Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Liechtenstein, Luxembourg, the Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, and the United Kingdom
Australia	For Australia
New Zealand	For New Zealand

12. If you chose Australia or New Zealand in the Country list, then click **FREQRES_LOW** in the Frequency Resolution list.
13. Click **OK**.
14. Repeat steps 9 through 13 for each D/120JCT–EURO card installed in the system.
15. Close the DCM.
16. Restart the Cisco Unity server.

If this is the last card in this server, return to the Index page for this documentation set.

Task 2: Configure the Intel Dialogic D/240PCI-T1

Set the Protocol

For a D/240PCI-T1 voice card, you must set the protocol manually after the Cisco Unity Setup program finishes.

1. From the Windows Start menu, select **Settings > Control Panel > Phone and Modem Options**.
2. In the Phone and Modem Options dialog box, click the **Advanced** tab.
3. Click **Dialogic Generation 2 Service Provider for NT**.
4. Click **Configure**.
5. In the Dialogic TSP Configuration dialog box, click **Advanced**.
6. In the Configuration Service dialog box, click the **Digital Protocols** tab.
7. In the Currently Assigned Protocols list, click **DtiB1 Undefined Protocol**.
8. In the Available Protocols list, click **Us_ls_fxs_io**.
9. Click **Set Protocol**. DtiB1 Undefined Protocol changes to Us_ls_fxs_io.
10. If the Currently Assigned Protocols list contains more than one item (when the Cisco Unity server contains more than one D/240PCI-T1 card), repeat steps 7 through 9 in order to change the items that remain from DtiB1 Undefined Protocol to **Us_ls_fxs_io**.
11. Click **OK** in order to close the Configuration Service dialog box.
12. Click **OK** in order to close the Dialogic TSP Configuration dialog box.
13. Click **Close** in order to close the Phone and Modem Options dialog box.
14. Close **Control Panel**.

Return to the Index page for this documentation set.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

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Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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