



Voice Cards

This appendix contains the following sections:

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- [Intel Dialogic D/240PCI-T1, page A-8](#)
- [Removing Intel Dialogic Software, page A-13](#)

Intel Dialogic D/41EPCI, D/41JCT-LS, and D/41JCT-Euro

The D/41EPCI, D/41JCT-LS, and D/41JCT-Euro voice cards provide four independent voice-processing ports in a single PCI slot. The cards connect four phone-line interface circuits directly to analog loop-start lines by using RJ-11 connectors.

If you are installing cards that have H.100 connectors, you need an H.100 cable that has at least as many connectors as you have cards (you must connect all cards by using a single cable) but no more than five extra connectors.

Figure A-1 D/41EPCI, D/41JCT-LS, and D/41JCT-Euro Top and Side Views

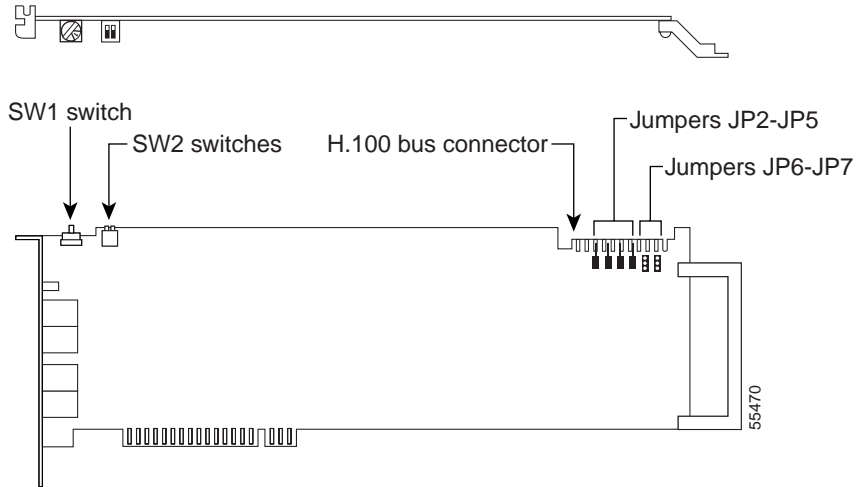
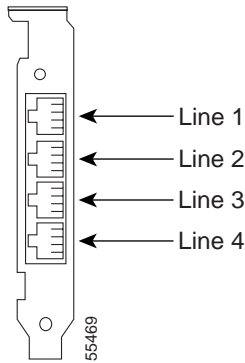


Figure A-2 D/41EPCI, D/41JCT-LS, and D/41JCT-Euro Connection Pinouts and Backplate

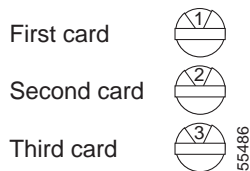


Hardware Settings

To set switches and jumpers

Step 1 Set the rotary switch (SW1) to a unique value.

Each Intel Dialogic card with a rotary switch in the Cisco Unity server—regardless of model number—must have a unique value, starting with 1 and continuing in sequence on subsequent cards. For example, set the rotary switch on the first three voice cards as shown below. This is also the order in which you install the cards in the server.



Step 2 Set SW2 switches to **Off** on each card.

Step 3 Settings for jumpers JP2 through JP5 depend on the number of D/41EPCI, D/41JCT-LS, or D/41JCT-Euro voice cards in the Cisco Unity server:

- | | |
|----------------------------|--|
| One card | Set jumpers JP2 through JP5 to Off (Figure A-3) on the card. |
| Two cards | Set jumpers JP2 through JP5 to On (Figure A-4) on both cards. |
| Three or more cards | Set jumpers JP2 through JP5 to On (Figure A-4) on the first and last cards.
Set jumpers JP2 through JP5 to Off (Figure A-3) on all other cards. |

Figure A-3 D/41EPCI, D/41JCT-LS, and D/41JCT-Euro Jumpers JP2 Through JP5: Off

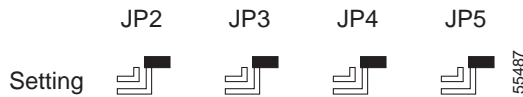
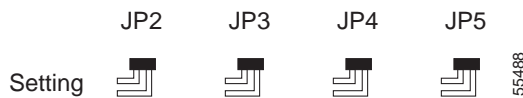
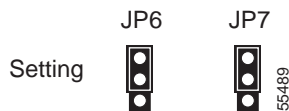


Figure A-4 D/41EPCI, D/41JCT-LS, and D/41JCT-Euro Jumpers JP2 Through JP5: On



Step 4 On jumpers JP6 and JP7, install shunts on the top two pins (1 and 2).



Intel Dialogic D/120JCT-LS and D/120JCT-Euro

The D/120JCT-LS and D/120JCT-Euro voice cards each provide 12 channels of call-processing and loop-start interfaces in a single PCI slot. The D/120JCT-LS is used in North America, South America, and Japan, and the D/120JCT-Euro is used in Europe, Australia, and New Zealand. The cards connect 12 analog loop-start phone lines to 12 onboard call-processing resources by using RJ-14 connectors.

If you are installing cards that have H.100 connectors, you need an H.100 cable that has at least as many connectors as you have cards (you must connect all cards by using a single cable) but no more than five extra connectors.

Figure A-5 *D/120JCT-LS and D/120JCT-Euro Top and Side Views*

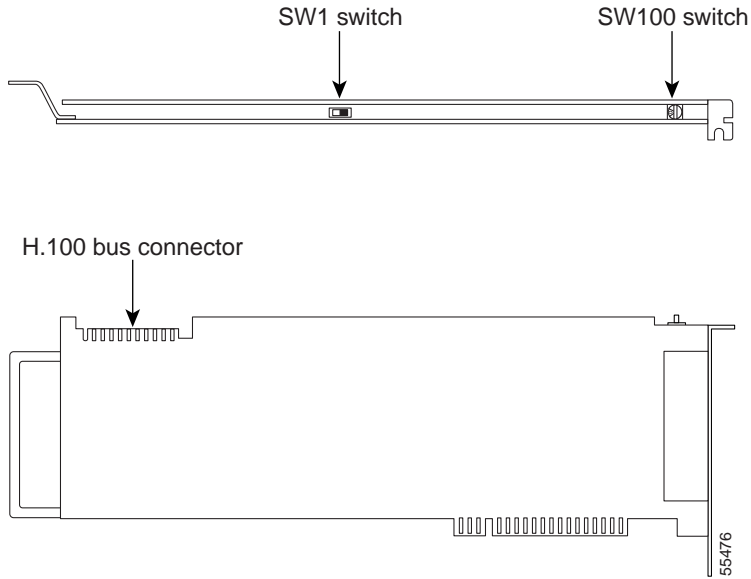
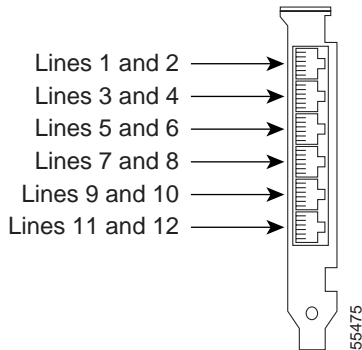


Figure A-6 *D/120JCT-LS and D/120JCT-Euro Connection Pinouts and Backplate*

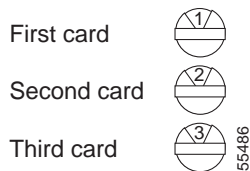


Hardware Settings

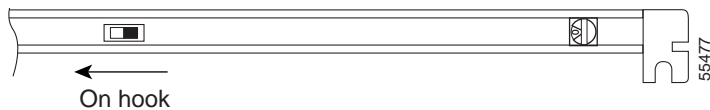
To set switches

Step 1 Set the rotary switch (SW100) to a unique value.

Each Intel Dialogic card with a rotary switch in the Cisco Unity server—regardless of model number—must have a unique value, starting with 1 and continuing in sequence on subsequent cards. For example, set the rotary switch on the first three voice cards as shown below. This is also the order in which you install the cards in the server.



Step 2 Set the SW1 switch to **On Hook** on each card.



Software Settings

Do the following procedure only if the Cisco Unity server contains D/120JCT-Euro voice cards.

To select the country for D/120JCT-Euro voice cards

- Step 1** Exit the Cisco Unity software, if it is running. For more information, see [Appendix B, “Exiting and Starting the Cisco Unity Software and Server.”](#)
- Step 2** Click **Programs > Administrative Tools > Services**.
- Step 3** In the right pane of the Services dialog box, right-click **Telephony**, and click **Stop**.
- Step 4** If you are prompted to stop other services, click **Yes**.
- Step 5** On the Windows Start menu, click **Programs > Dialogic System Software > Dialogic Configuration Manager–DCM**.
- Step 6** When the message “DCM could not detect devices...” appears, click **OK**.
- Step 7** In the DCM toolbar, click the red button to stop the Dialogic service.
- Step 8** When the Dialogic service has stopped, click **Close**.
- Step 9** In the Dialogic Configuration Manager dialog box, in the list of installed cards, double-click a D/120JCT-Euro card.
- Step 10** In the Dialogic Configuration Manager Properties dialog box, click the **Country** tab.
- Step 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.

- Step 12** If you chose Australia or New Zealand in the Country list, then in the Frequency Resolution list, click **FREQRES_LOW**.
 - Step 13** Click **OK**.
 - Step 14** Repeat Steps 9 through 13 for each D/120JCT-Euro card installed in the system.
 - Step 15** Close the DCM.
 - Step 16** Restart the Cisco Unity server.
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Intel Dialogic D/240PCI-T1

The Dialogic D/240PCI-T1 voice card provides one T1 span with 24 channels of voice processing in a single PCI slot. The card connects directly to a channel-service unit, digital-service unit, or to other phone-network terminating equipment by using an RJ-48C connector.

If you are installing cards that have H.100 connectors, you need an H.100 cable that has at least as many connectors as you have cards (you must connect all cards by using a single cable) but no more than five extra connectors.

Figure A-7 D/240PCI-T1 Top and Side Views

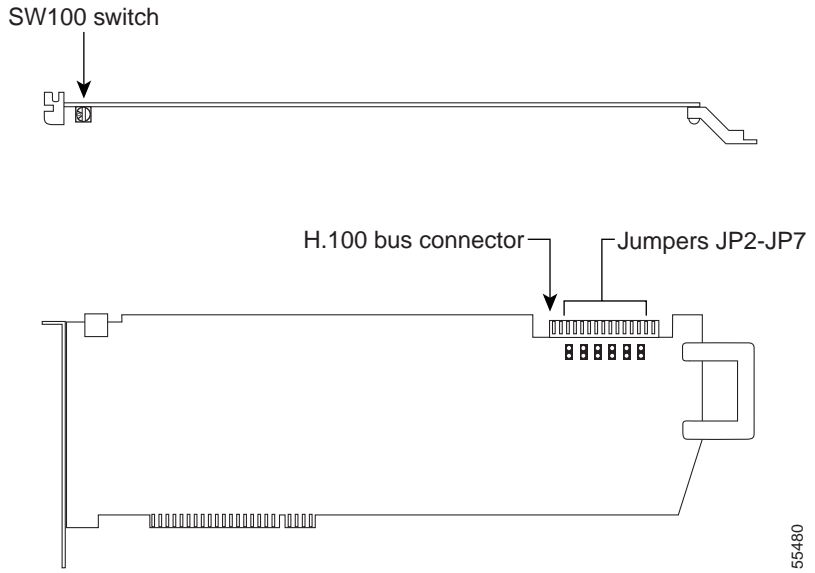
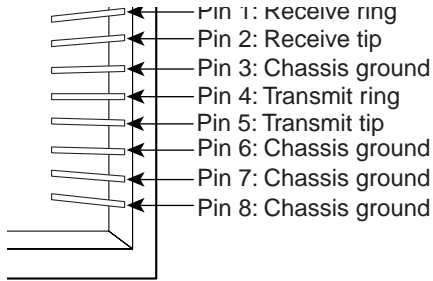
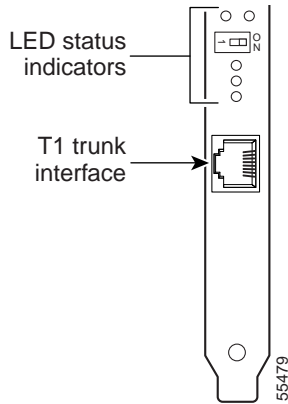


Figure A-8 D/240PCI-T1 Connection Pinouts and Backplate



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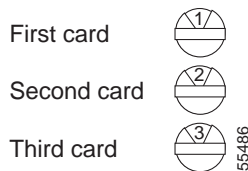


Hardware Settings

To set switches and jumpers

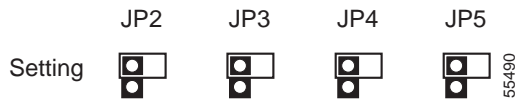
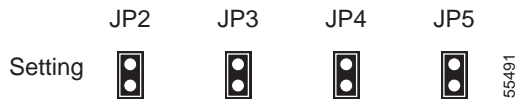
Step 1 Set the rotary switch (SW100) to a unique value.

Each Intel Dialogic card with a rotary switch in the Cisco Unity server—regardless of model number—must have a unique value, starting with 1 and continuing in sequence on subsequent cards. For example, set the rotary switch on the first three voice cards as shown below. This is also the order in which you install the cards in the server.

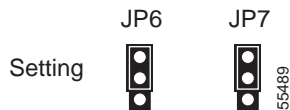


Step 2 Settings for jumpers JP2 through JP5 depend on the number of D/240PCI-T1 voice cards in the Cisco Unity server:

- | | |
|----------------------------|---|
| One card | Set jumpers JP2 through JP5 to Off (Figure A-9) on the card. |
| Two cards | Set jumpers JP2 through JP5 to On (Figure A-10) on both cards. |
| Three or more cards | Set jumpers JP2 through JP5 to On (Figure A-10) on the first and last cards.
Set jumpers JP2 through JP5 to Off (Figure A-9) on all other cards. |

Figure A-9 D/240PCI-T1 Jumpers JP2 Through JP 5: Off**Figure A-10** D/240PCI-T1 Jumpers JP2 Through JP 5: On

Step 3 On jumpers JP6 and JP7, install shunts on the top two pins (1 and 2).



Software Settings

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

To set the protocol

- Step 1** On the Windows Start menu, click **Settings > Control Panel > Phone and Modem Options**.
- Step 2** In the Phone and Modem Options dialog box, click the **Advanced** tab.
- Step 3** Click **Dialogic Generation 2 Service Provider for NT**.
- Step 4** Click **Configure**.
- Step 5** In the Dialogic TSP Configuration dialog box, click **Advanced**.
- Step 6** In the Configuration Service dialog box, click the **Digital Protocols** tab.

- Step 7 In the Currently Assigned Protocols list, click **DtiB1 Undefined Protocol**.
 - Step 8 In the Available Protocols list, click **Us_ls_fxs_io**.
 - Step 9 Click **Set Protocol**. DtiB1 Undefined Protocol changes to Us_ls_fxs_io.
 - Step 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 to change the remaining items from DtiB1 Undefined Protocol to Us_ls_fxs_io.
 - Step 11 Click **OK** to close the Configuration Service dialog box.
 - Step 12 Click **OK** to close the Dialogic TSP Configuration dialog box.
 - Step 13 Click **Close** to close the Phone and Modem Options dialog box.
 - Step 14 Close Control Panel.
-

Removing Intel Dialogic Software

Determining the Current Setting for the Intel Dialogic Quiet Parameter

When the Intel Dialogic quiet parameter has been set to a value other than the default, the setting will be lost when you remove the Intel Dialogic software. Write down the current value of the quiet parameter so you can restore that value after you reinstall the software.

To determine the current setting for the Intel Dialogic quiet parameter

- Step 1 Exit the Cisco Unity software, if it is running. For more information, see [Appendix B, “Exiting and Starting the Cisco Unity Software and Server.”](#)
- Step 2 Click **Programs > Administrative Tools > Services**.
- Step 3 In the right pane of the Services dialog box, right-click **Telephony**, and click **Stop**.
- Step 4 If you are prompted to stop other services, click **Yes**.

- Step 5** On the Windows Start menu, click **Programs > Dialogic System Software > Dialogic Configuration Manager–DCM**.
- The tree-structured list contains an entry for each Intel Dialogic card installed in the server.
- Step 6** On the Service menu, click **Stop Service**.
- Step 7** Double-click a voice card in the tree list.
- Step 8** In the Properties dialog box for the card, click the **Misc** tab.
- Step 9** Under Parameter, note and write down the value of ParameterFile.
- Step 10** Click **OK**.
-

Removing the Intel Dialogic Software

The following procedure may differ slightly for earlier versions of Cisco Unity, which used an earlier version of Dialogic Configuration Manager.

To remove Intel Dialogic software

- Step 1** Exit the Cisco Unity software, if it is running. For more information, see [Appendix B, “Exiting and Starting the Cisco Unity Software and Server.”](#)
- Step 2** Click **Programs > Administrative Tools > Services**.
- Step 3** In the right pane of the Services dialog box, right-click **Telephony**, and click **Stop**.
- Step 4** If you are prompted to stop other services, click **Yes**.
- Step 5** On the Windows Start menu, click **Programs > Dialogic Systems Software > Dialogic Configuration Manager–DCM**.
- Dialogic Configuration Manager may display an error message about not detecting devices. This error is harmless. Click **OK**.
- Step 6** On the Service menu, click **Stop Service**.
- Step 7** Click **Close**.
- Step 8** Close the DCM.

- Step 9** On the Windows Start menu, click **Settings > Control Panel > Phone and Modem Options**.
- Step 10** Click the **Advanced** tab.
- Step 11** Click Dialogic **Generation 2 Service Provider for NT**.
If you are using D/160SC voice cards and VoiceBridge 2000 feature-set cards, this option will be **DSE Service Provider**.
- Step 12** Click **Remove**.
- Step 13** Click **Yes**.
- Step 14** Click **Close** to close the Phone and Modem Options dialog box.
- Step 15** In Control Panel, double-click **Sounds and Multimedia**.
- Step 16** In the Sounds and Multimedia Options dialog box, click the **Hardware** tab.
- Step 17** Click **Legacy Audio Drivers**.
- Step 18** Click **Properties**.
- Step 19** In the Legacy Audio Drivers Properties dialog box, click the **Properties** tab.
- Step 20** Expand **Audio Devices**.
- Step 21** Click **Audio for Dialogic WAVE**.
- Step 22** Click **Remove**. The Legacy Audio Drivers Properties dialog box closes.
- Step 23** Click **Yes** to confirm.
- Step 24** When prompted to restart the server, click **Don't Restart Now**.



Caution If you restart now, the WAVE driver is not removed.

- Step 25** Click **OK** to close the Legacy Audio Drivers Properties dialog box.
- Step 26** Click **OK** to close the Sounds and Multimedia Properties dialog box.
- Step 27** Close Control Panel.
- Step 28** On the Windows Start menu, click **Programs > Dialogic System Software > Uninstall**.
- Step 29** Follow the on-screen prompts.
If you are prompted to delete shared files, click **No to All**.
- Step 30** Click **OK**.

- Step 31 At the end of the uninstall, click **Yes** to restart the server. (The Dialogic-triggered restart may not restart the session; in this case, manually restart.)
 - Step 32 After the system restarts, log on.
 - Step 33 In Windows Explorer, browse to the directory where Cisco Unity is installed (the default directory is CommServer), and delete the Dialogic directory.
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Resetting the Intel Dialogic Quiet Parameter

After you reinstall Intel Dialogic voice card software, do the following procedure to reset the quiet parameter to the value you identified in the [“Determining the Current Setting for the Intel Dialogic Quiet Parameter”](#) section on page A-13.

To reset the Intel Dialogic quiet parameter

- Step 1 Exit the Cisco Unity software, if it is running. For more information, see [Appendix B, “Exiting and Starting the Cisco Unity Software and Server.”](#)
- Step 2 Click **Programs > Administrative Tools > Services**.
- Step 3 In the right pane of the Services dialog box, right-click **Telephony**, and click **Stop**.
- Step 4 If you are prompted to stop other services, click **Yes**.
- Step 5 On the Windows Start menu, click **Programs > Dialogic System Software > Dialogic Configuration Manager–DCM**.
The tree-structured list contains an entry for each Intel Dialogic card installed in the server.
- Step 6 On the Service menu, click **Stop Service**.
- Step 7 Double-click a card in the tree list.
- Step 8 In the Properties dialog box for the card, click the **Misc** tab.
- Step 9 Under Parameter, click **ParameterFile**.
- Step 10 In the Value box, enter **quiet<XX>.prm** (where XX = the -dBm level of the desired quiet parameter file).
- Step 11 Click **OK**.

Step 12 Repeat Steps 7 through 11 for each additional card.

Step 13 Restart the server.
