

## Quick Setup for Dialogic Voice Board-Model D/4PCI

(See Operating Manual for details.)

1. Insert your Dialogic voice board(s) into an empty PCI (White) slot in your computer.  
**Note:** With multiple board systems be sure the dials on each board are set correctly. First board is set to 0, second board is set to 1, third board is set to 2, etc.
2. Restart the computer after the boards have been installed.
3. Windows will detect new hardware, just click cancel, and follow the instructions on step 4 to keep it from coming up each time the computer is started.
4. To disable the PCI Bridge Device:
  - o Right click on "My Computer" on your desktop
  - o Click on properties.
  - o Click on the hardware tab, then click on the "Device Manager" button.
  - o Right click on the "PCI Bridge Device" (It will be marked with a yellow question mark). Next click on the option to "Disable".
- ❖ This will not affect the way your voice board(s) will work.
5. Insert your "**Dialogic Voice Board Drivers**" CD into your CD ROM drive.
6. Install the driver software. When asked to select the type of installation, select **TYPICAL**. At the end of the installation of the software, you will be given three options to check/uncheck. Check the option for DCM (Dialogic Configuration Manager) and uncheck the other two options, then click finish.
7. This will open the Dialogic Configuration Manager (DCM). You should see your voice board(s) listed in the white area in the center of the DCM. (See the troubleshooting section below if you do not see your boards.)
8. Click on the **green** light on the row of buttons at the top of this window. Your voice board should start within approximately 30 seconds.
9. After the confirmation prompt that the voice boards have started, you should set the voice boards to start automatically. To do this, click on Service at the top of the Window, then click on Startup Mode and select Automatic. This will force the voice board drivers to start automatically each time your computer is started.
10. Now, exit out of the DCM by clicking the **X** in the upper right corner of the window.
11. Insert your "**Automated Call Center Installation**" CD into your CD ROM drive and follow the onscreen instructions to complete the installation process.

## Troubleshooting

1. Turn off the "Plug and Play (PNP)" feature in the BIOS and then go back to the DCM and then if you see the board at that point, start from step 12 above to finish setup.
2. With a BIOS that has no PNP option, contact your computer\motherboard manufacturer for a possible BIOS update or utility.
3. If your motherboard only has ISA slots (black slots on the motherboard) or you cannot get the board to start, contact technical support for assistance.