



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Outbound Contact Deployment Guide

Configuring Dialogic Boards

9/4/2025

Configuring Dialogic Boards

Contents

- **1 Configuring Dialogic Boards**
 - **1.1 Frequently Used Configurations**

Outbound Contact Configuration Wizard puts the information about installed Dialogic boards and resources in CME. You can use Genesys Administrator to change the configurations, as needed. See [Dialogic Board Configuration Structure](#).

Frequently Used Configurations

The following table lists frequently used configurations for Dialogic boards. The driver names are provided for a single board configuration. For multiple boards, the corresponding board numbers must be sequentially numbered.

Dialogic Board Configurations

Board	Type	Configuration
D/160JCT-LS	Virtual Board	4 LSI (dxxxB1...dxxxB4)
	Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
	Voice Virtual Board	4 voice (dxxxB1...dxxxB4)
	Voice Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
D/41JCT	Virtual Board	4 LSI (dxxxB1...dxxxB4)
	Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
	Voice Virtual Board	4 voice (dxxxB1...dxxxB4)
	Voice Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
D/480SC-2T1	Virtual Board	2 DTI boards (dtiB1, dtiB2)
	Virtual Device	24 channels (23 if) on each board (dtiBxT1...dtiBxT24)
	Voice Virtual Board	12 voice boards (dxxxB1...dxxxB12)
	Voice Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
D/300JCT-2E1	Virtual Board	2 DTI boards (dtiB1, dtiB2)
	Virtual Device	30 channels on each (dtiBxT1...dtiBxT30)
	Voice Virtual Board	8 voice boards (dxxxB1...dxxxB8)
	Voice Virtual Device	4 channels on boards 1 to 7, 2 channels on board 8
DM/V300	DM3 board with CPD functionality	30 channels
DM/V600-2E1	DM3 board with CPD functionality	60 channels
DM/V600BTEPEQ	DM3 board with CPD functionality	60 channels
DM/V600BTEPW	DM3 board with CPD functionality	60 channels

DM/V960-4T1	DM3 board with CPD functionality	96 channels
DM/V1200-4E1	DM3 board with CPD functionality	120 channels
DM/V1200BTEPEQ	DM3 board with CPD functionality	120 channels
DM/V1200TEPW	DM3 board with CPD functionality	120 channels

Suggested DM/V Dialogic Board Configuration

When configuring a DM/V-type board, configure the Dialogic channels similar to the way in which you configure any CPD Server that is operating in Transfer mode and that interfaces with a lineside T1/E1. The following two sections provide more information about configuring specific models of this board type.

Note:

The **line-type** option must contain a value of **line-side-dm3**.

Configuring the DMV480A-2T1 Board

Start If you are using a DMV480A-2T1 board, do the following:

1. Create a new file called `pdk.cfg` that contains the following statement:
Board 0 fcdfile ml2_dsa_cas.fcd pcdfile ml2_dsa_cas.pcd variant pdk_sw_el_ntmd_io.cdp
2. Move this file to `C:\Program Files\Dialogic\cfg`.
3. Open a command prompt and type in the following path:
`C:\Program Files\Dialogic\bin`
4. Execute the following command:
`PDKManagerRegSetup add`
You should receive the following message:
`PDKManager key insertion succeeded.`
5. Open Dialogic Configuration Manager and right-click your Dialogic board type.
6. Select **Configure device**.
7. On the **Misc** tab, select:
 - `ml2_dsa_cas.fcd` as the FCD file.
 - `ml2_dsa_cas.pcd` as the PCD file.
8. Restart the Dialogic System Service.
9. Start CPD Server.

Note:

If you are using a DMV960A-4T1 board, replace `ml2_dsa_cas` with `ml2_qsa_cas`.

End

Configuring DMV480-4T1 Board

Start If you are using a DMV480-4T1 board, do the following:

1. Create a new file called `pdk.cfg` that contains the following statement:
`Board 0 fcdfile ml1_4x2_cas.fcd pcdfile ml1_4x2_cas.pcd variant pdk_sw_e1_ntmd_io.cdp`
2. Move this file to `C:\Program Files\Dialogic\cfg`
3. Open a command prompt and type in the following path:
`C:\Program Files\Dialogic\bin`
4. Execute the following command:
`PDKManagerRegSetup add`
You should receive the following message:
`PDKManager key insertion succeeded.`
5. Open Dialogic Configuration Manager and right-click your Dialogic board type.
6. Select `Configure device`.
7. On the `Misc` tab, select:
 - `ml1_4x2_cas.fcd` as the FCD file.
 - `ml1_4x2_cas.pcd` as the PCD file.
8. Restart the Dialogic System Service.
9. Start CPD Server.

End