

# Changing Voltage Triggers

1. Stop all services (VSRMSagent)
2. Bring up the "Test" app located in C:\disstech\shcti
3. Locate the channel in question
4. To the right in the "Voltage" column write down the voltage number while the line is on hook, then have the line go off hook and write down the number that it changes to.
5. Example – on hook the line voltage is 46, when you go off hook it goes down to 27.
6. Once you have both those numbers add them and divide them by 2 ( $46+27/2$ )
7. Outcome of that simple formula is the number we will compensate for.
8. With the final voltage number go to c:\disstech\shcti\shconfig.ini
9. Search for (ctrl+F) IShangupdtrmvoltage
10. Once there locate the channel and update the voltage number, select file and save the changes