

Title: Modifying Analog Trunk Gains by Increasing or Decreasing dB Levels		
Category: Technical Bulletin		
Technical Note Number: 0141		
Release Date: 01/20/05		
Products Affected:	Hardware: <input type="checkbox"/>	Software: <input checked="" type="checkbox"/>
	SG-8: <input type="checkbox"/>	SG-12: <input type="checkbox"/> ST4, r3: <input checked="" type="checkbox"/>
	SG-24: <input type="checkbox"/>	SG-T1: <input type="checkbox"/> ShoreTel5, R1.1: <input checked="" type="checkbox"/>
		ShoreTel5, R1.2: <input checked="" type="checkbox"/>
		(Contact ShoreTel support before attempting on any versions not listed above!)
	SG-E1: <input type="checkbox"/>	ShoreTel Converged Conference Bridge: <input type="checkbox"/>
	Teleworker: <input type="checkbox"/>	IP Phones: <input type="checkbox"/>

**Description of Problem:**

When calls are placed or received on Analog Trunks the volume is too low.

**Workaround:**

If you would like to increase either the volume level perceived by outside callers or by inside users, this procedure is for you.

**Please Note:**

The defaults setting for dB levels in the Shoreware.mdb is 0.0dB, It is **not** recommend going beyond +6dB gain and do not move in a Negative direction such as -1dB etc... You must have Micorsoft Access 2000 or above to access the ShoreWare.mdb file.

**\*\*Caution\*\***

**This procedure should only be performed when TMS can be reset.**

**Modifying Analog Trunk Gains by Increasing or Decreasing dB Levels**

**Make a backup of the Shoreware.mdb file**

**1. Open the customer database**

This is usually located in:

C:\Shoreline Data\Database\ShoreWare.mbd

**2. Open the ports table (See Figure 1A)**

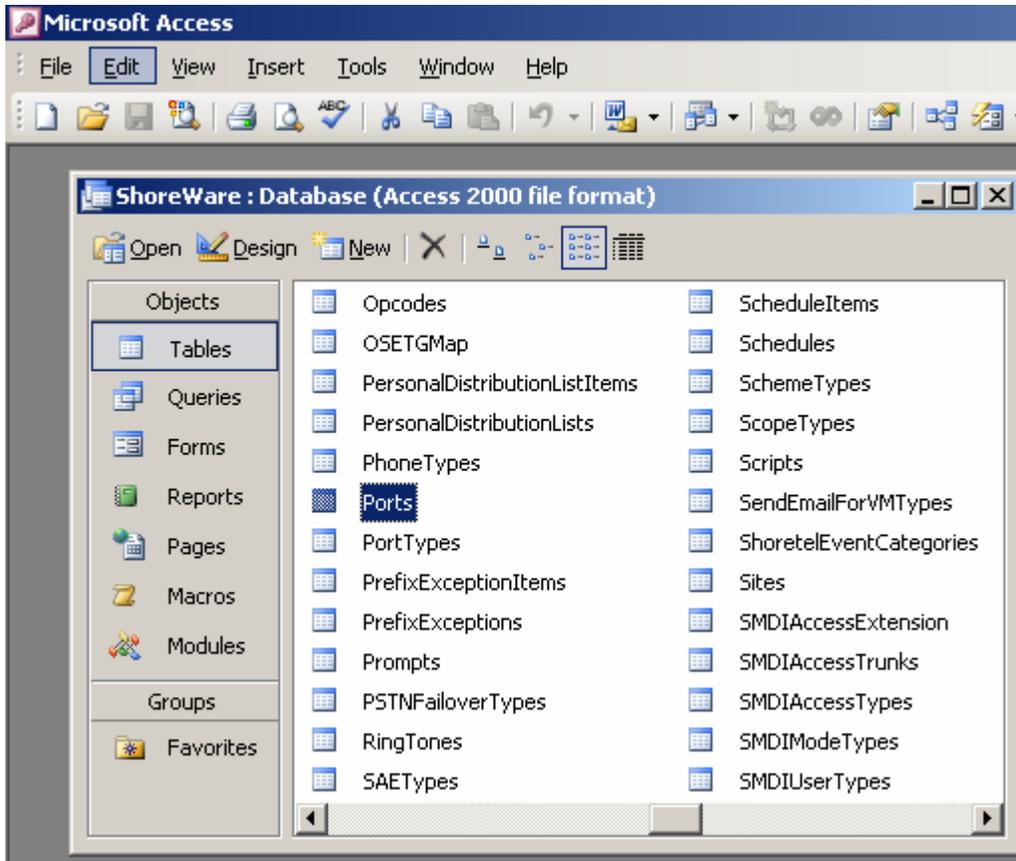


Figure 1A

### Modifying Analog Trunk Gains by Increasing or Decreasing dB Levels

3. Modify the RxGain or the TxGain for the trunk or trunks of interest. (See Figure 2A) \*\*  
Trunks can be identified in Director by going to the switches page and find the switch with the trunk you wish to modify.

The Description of the trunk on the Switches page will be the PortName of the trunk.

**\*\*Caution\*\***

If you are uncertain of the trunk, please contact the ShoreTel TAC for assistance.

	PortID	SwitchID	PortNum	PortType	PortName	Jack	Location	Current	HomeDN	RxGain	TxGain	IF
+	1	2	1	2	Joe Pepperoni			120	120			
+	2	2	2	2	Suzi Pasta			121	121			
+	3	2	3	2	Modem Salad			122	122			
+	4	2	4	3	P04							
+	5	2	5	3	P05							
+	6	2	6	1	9						57	
+	7	2	7	8	P07							
▶	8	2	8	3	p8							
+	9	2	9	9	P09							
+	10	2	10	9	P10							
+	11	2	11	9	P11							
+	12	2	12	9	P12							
+	13	2	13	5	P13							
+	14	2	14	4	P14							
+	16	2	0	3	00-04-F2-00-AE		Headquart					10.1
+	17	2	0	3	00-10-49-00-38-		Headquart					10.1

Figure 2A

## Modifying Analog Trunk Gains by Increasing or Decreasing dB Levels

### Outside Caller Increased Volume

To increase the perceived volume on the analog trunk to the OUTSIDE CALLER, you must modify the **RxGain** column for the trunk or trunks of interest.

### Inside User Increased Volume

To increase the perceived volume on the analog trunk to the INSIDE USER, you must modify the **TxGain** column for the trunk or trunks of interest.

## Modifying Analog Trunk Gains by Increasing or Decreasing dB Levels

### Modification Procedure: *Assuming MS Access is on the server*

Modify the table entry based on Table 1 or Table 2.

Close the database

Stop and Restart TMS.

Make a call a determine success. If more or less gain is needed, go to step A.

Table 1. Outside Caller Gain Tables

RxGain	Perceived Volume Increase (dB)
37	0.0
47	+1.0
57	+2.0
67	+3.0
77	+4.0
87	+5.0
97	+6.0

Table 2. Inside User Gain Tables

TxGain	Perceived Volume Increase (dB)
<b>36</b>	0.0
46	+1.0
56	+2.0
66	+3.0
76	+4.0
86	+5.0
97	+6.0

Note: You can restart TMS from the Main Server Maintenance Page.