

Installation Manual



XTEND VOICE LOGGER Digital Extension (Ai-Logix)

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Table of Contents

<u>1. Welcome</u>
2. Introduction
3. Unpacking
4. Minimum System Requirements
5. Getting Started8
5.1. AudioCodes Inc. SmartWORKS Installation9
5.2. Voice Card Configuration
5.3. Xtend Voice Logger - Installation
Connecting HASP to USB port
5.4. Xtend Voice Logger - Configuration
6. Installation Checklist
7. Uninstallation
7.1. Uninstallation of AudioCodes Inc. SmartWORKS27
7.2. Uninstalling Xtend Voice Logger
8. Contact Us

1. Welcome

Congratulations on becoming an owner of Xtend Voice Logger. You made an excellent choice and we hope you will enjoy all its capabilities.

Xtend specialises in the development and implementation of innovative products and toolkits targeting the growing telecommunication markets. The series of innovative products developed by Xtend includes Voice Loggers, Interactive Voice Response System and Outbound Dialers. With the purchase of Xtend Voice Logger, now you can have a perfect monitoring on all the incoming/outgoing calls to upgrade the performance of the organisation. This user guide familiarises you to install the Xtend Voice Logger in the system.

2. Introduction

Xtend Voice logger is a computer-based device that logs all audio calls. This is a multi-channel voicelogging tool that works with audio channels, IP, analog and digital telephone lines.

Xtend Voice Logger helps in improving customer service by enabling your support staff and supervisors to review the actual telephone conversation with your customer, ensuring that you can immediately address pending issues quickly and fairly. The knowledge that business conversations are logged ensures that your support staff complies with the company guidelines on how to interact with customers. Voice logs can be used to implement personnel performance reviews, perform self-appraisal and can be used to train customer support staff to handle calls in difficult situations.

nstallation Guide

Features of Xtend Voice Logger include:

- Supports digital extension of most PBXs
- Stereo audio logs of all calls
- Browser-based user interface
- Logs complete call details
- Powerful search and reporting
- Call record commenting and tagging
- Advanced audio player
- Backup/archiving capability
- Alerts and client-side popups
- Phonebook and call statistics
- Multi-user login facility
- Audio compression capability
- Live call snoop
- Export of audio files to MP3/PCM/GSM

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3. Unpacking

The package for Xtend Voice Logger consists of the following items:

- Installation CD
- HASP HL Key
- Ai-logix Card
- Patch Panel

4. Minimum System Requirements

Operating System (32/64-bit)	:	Windows 7/8/8.1/10/	
		Windows Server 2008/2012/2016/2019	
Browser	:	Internet Explorer 6.0 or above	
Processor Speed	:	Dual Core or higher	
Memory	:	2 GB or above	
Hard Disk Space	:	500 MB for software installation	
		1 GB approx. for 175 hrs of recording	

Note: The specification mentioned here will vary based on the actual requirement from the client.

Other System Requirements

- Sound Card
- Headphone/Speaker
- LAN connection

5. Getting Started

This manual explains the installation of Xtend Voice Logger in the system. The Ai-logix card serves as an interface to connect the Patch Panel to the Xtend Voice Logger installed in the system.

Installation of Xtend Voice Logger is briefly mentioned below:

- Insert the Ai-logix board on the PCI slot of the computer.
- Install the Ai-logix hardware driver from the installation CD.
- Configure the Ai-logix Voice Card.
- Install the Xtend Voice Logger and insert the HASP HL key into the USB port of the computer.
- Configure the voice device from the browser interface of Xtend Voice Logger.
- Click Live Calls in the browser interface and check that all ongoing calls are logged in the Xtend Voice Logger.



Interconnection Diagram

5.1. AudioCodes Inc. SmartWORKS Installation

Switch on the system after fixing the Voice Card to the PCI slot. The software application for installing the driver is incorporated in the CD that is supplied along with the voice card.

Let us see the step-by-step procedure to install the Ai-Logix driver in the system.

Step 1. Insert the Installation CD into the CD/DVD drive. Navigate through the disc. Install the Setup

AudioCodes Inc. SmartWORKS

AudioCodes Inc. SmartWORKS Windows Installer Package 53,082 KB

After you run the setup for AudioCodes, the "Welcome to the InstallShield Wizard for AudioCodes Inc. SmartWORKS" appears as shown below. Click "*Next*".



Fig. 1

Step 2. The **"License Agreement"** screen is displayed. The user can read the agreement carefully and click the **"I accept the terms in the license agreement"** option. Click *"Next"*.

🗒 AudioCodes Inc. SmartWORKS 5.3.0.626 - InstallShield Wizard 🛛 🛛 📘	
License Agreement Please read the following license agreement carefully.	
SOFTWARE LICENSE AGREEMENT LICENSE AGREEMENT AUDIOCODES USA, INC. (AudioCodes) provides the following License Agreement (the Agreement) to the original purchaser only: 1. PLEASE READ THIS LICENSE AGREEMENT. The enclosed AudioCodes software/firmware program (collectively, "SOFTWARE") is licensed by AudioCodes for use only on the terms and conditions set forth herein. By opening this perform way (LICENSEE) extracts and do hereby I accept the terms in the license agreement I do not accept the terms in the license agreement	
InstallShield < <u>B</u> ack <u>N</u> ext > Cancel)

Step 3. In the Customer Information screen, specify the **User Name** and **Organization** and click *"Next"*.

🙀 AudioCodes Inc. SmartWORKS 5.3.0.626 - InstallShi	eld Wizard 🛛 🛛 🔀
Customer Information Please enter your information.	
User Name:	
Xtend	
Organization:	
Xtend Technologies	
Install this application for: Anyone who uses this computer (all users) Only for me (Xtend) 	
InstallShield	xxt > Cancel

Step 4. The "**Setup Type**" screen gets displayed. Select the first setup type option "**Complete**", which installs all program features and click *"Next"* button.



Step 5. The **"Ready to Install the Program"** screen appears as below. Click *"Install"* to begin the installation.

记 🖓 AudioCodes Inc. SmartWORKS 5.3.0.626 - InstallShield Wizard
Ready to Install the Program The wizard is ready to begin installation.
Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield <u>Rack</u> Cancel

Step 6. The **"Installing AudioCodes Inc. SmartWorks"** screen is displayed. The program features you selected are being installed. It will take a few seconds to complete the installation process. Please wait until the process gets completed.

🙀 AudioCo	des Inc. SmartWORKS 5.3.0.626 - InstallShield Wizard 🛛 🔳 🗖 🔀
Installing The prog	AudioCodes Inc. SmartWORKS ram features you selected are being installed.
17	Please wait while the InstallShield Wizard installs AudioCodes Inc. SmartWORKS. This may take several minutes. Status:
InstallShield —	
	< <u>B</u> ack <u>N</u> ext > Cancel

Step 7. The **WinPcap 4.0.2 Installer Setup** window appears as shown below. Click *"Next"* to start the installation.



Step 8. The "Welcome to the WinPcap 4.0.2 Setup Wizard" is displayed on the screen. Click "*Next*" to proceed.



Step 9. The "License Agreement" screen appears as shown below. Please review the license terms before installing WinPcap 4.0.2. Press Page Down to read the rest of the Agreement. If you accept the terms of the Agreement, click "*I Agree*" to continue.



Step 10. It will take few seconds to complete the installation of WinPcap 4.0.2. Please wait while WinPcap 4.0.2 is being installed.

😚 WinPcap 4.0.2 Setup	
Installing Please wait while WinPcap 4.0.2 is being inst	stalled.
Output folder: C:\Program Files\WinPcap	
Nullsoft Install System v2.16	> Cancel

Step 11. After the WinPcap 4.0.2 setup has been installed on your computer, the **"Completing the WinPcap4.0.2 Setup Wizard"** screen appears. Click *"Finish"* to close this wizard.



Step 12. "Found New Hardware Wizard" appears on the screen, click *"Next"* to install software for SmartTAP NGX PCI device.

Found New Hardware Wiz	ard
	Welcome to the Found New Hardware Wizard
	This wizard helps you install software for:
	SmartTAP NGX PCI device
2 han	If your hardware came with an installation CD or floppy disk, insert it now.
	What do you want the wizard to do?
	 Install the software automatically (Recommended)
	 Install from a list or specific location (Advanced)
	Click Next to continue.
	< Back Next > Cancel







Step 14. Audiocodes Inc. SmartWORKS is successfully installed in your system. Click *"Finish"* to exit the wizard.



Note: After completing the software installation **RESTART THE COMPUTER** to proceed further.

<u>Contents</u>

5.2. Voice Card Configuration

Step 1. Click "**Start**" in the lower left corner of the screen and select "**Control Panel**". Now, double-click the icon for "**SmartControl**" to start the board configuration.



Step 2. The "AudioCodes USA Inc. SmartWorks" window gets displayed. From the top menu, click the second option Board. Select the PBX Type as Siemens Hicom/Hipath. Enable the option D channel and set TDM Encoding as A-law *(Changes are marked as red in the below diagram.)* Now, click "*Apply*" and "OK".

pard Number 0 🕄 PCI	Bus No: 1 PCI Slot No: 6	Total Channels: 8
Base		
Information For Board 0(Base E	Board)	
PBX Type Siemens	Hicom/Hipath	DChannel Options
PBX Version	01.04.00	D Channel
Board Type	SmartTAP NGX	Event Updates
Channels	8	Call Control
Serial Number	2017	Termination
DataCode	0942	C 120 Ohm
Datecode	0045	
Firmware Version	05.03.00 Build 1032	
OEM Info AudioCodes, Inc.	AudioCodes Inc. All rights reserved	
TDM Encoding	Board Switch ID	
⊂ u-law	00	
CT Bus Type	CT Bus Termination	
C H.100 C MVIP	F Enable	
CT Mode		torito I
C Master G Slave	De	TOURS
C MasterA C MasterB		

Step 3. You will be prompted that the changes to board configurations may require a restart of physical board using Device Manager. Click *"OK"* and restart the computer.



Step 4. The window called **SmartView** shows the status of voice board channels. Here, you will see that **Resource** appears as **CLOSED** for all the channels. Select the second option **System** from the menu bar and click **Open All Channels (MTOpenChannel)**.

🗖 Sn	nartView						- 6 🛛
File	ystem Board Settings	Channel Functions	VoIP Media CTBus Fr	amerStatistics Call Control Sum	mation Help		
Boai	Options		Status	Event	ł	Event Description	Resource
Ė 5	ClearEvents	F5					CLOSED
	MTGetSystemInfo		1	NONE	N	IONE	CLOSED
	MTResyncTime			NONE	n N	IONE	CLOSED
-	MTSvsStartup	F2		NONE	Ň	IONE	CLOSED
	MTSysSbutdown	F3		NONE	Ν	IONE	CLOSED
-	Open/Close Boards			NONE	N	IONE	CLOSED CLOSED
	Open All Channels(M)	[OpenChannel]		NONE	N	IONE	CLOSED
	Close All Channels(M)	[CloseChannel)					
-	MTCalculateFilterRan	ae					
-			1				
Event	\$					Item	Status
						Current Status	
						Previous Termination	
						LPM Hesult	
						Number of Rules	
						Line Status	
						ME Count	
						Caller ID	
						Played Bytes	
						Recorded Bytes	
4					•	4	•

The SmartView window will appear as shown in the below figure. Press **F2**, the **Resource** appears as **OPENED** for all the channels.

SmartView						
File System Board Settings	Channel Functions Vol	IP Media CTBus	FramerStatistics Call Control	Summation Help		
Board	Channel	Status	Event	1	Event Description	Resource
E-Smart AP NbX	0 (NGX) 1 (NGX) 2 (NGX) 3 (NGX) 4 (NGX) 5 (NGX) 6 (NGX) 7 (NGX)		NONE NONE NONE NONE NONE NONE	N N N N N N	IONE IONE IONE IONE IONE IONE IONE IONE	OPENED OPENED OPENED OPENED OPENED OPENED OPENED OPENED OPENED
French					Itee	Ciana
Events	3 - Brd. 0 - EVT_MVIP_AL	LARM(0x5b) SubRi	eason Dx0000, Xîtalnîo Dx0		Item Current Status Previous Termination CPM Result Digit Count Number of Bytes Line Status MF Count Caller ID Played Bytes Recorded Bytes	Status

5.3. Xtend Voice Logger - Installation

This section will help you to install the Xtend Voice Logger in the system. Software installation is done from the CD provided in the kit. You can follow the below mentioned steps to install the Voice Logging System.

Step 1. Insert the installation CD into the CD drive and run the setup "XtendLogger.exe".

Step 2. The Welcome window appears on the monitor as the first step in the process of installation, click *"Next"*.



Step 3. Read the License Agreement carefully and select "I accept the agreement". Now, click *"Next"*.



Step 4. Setup installs Xtend Voice Logger in default location **C:\XtendLogger**, click "*Next*" to proceed.

🕼 Setup - Xtend Voice Logger 📃 🗖 🔀
Select Destination Location Where should Xtend Voice Logger be installed?
Setup will install Xtend Voice Logger into the following folder.
C:XtendLogger
At least 71.3 MB of free disk space is required.
< <u>B</u> ack <u>Next</u> > Cancel

The program shortcut in the Start Menu folder appears as **Xtend Voice Logger 3.0**, click *"Next"* to proceed.

🕼 Setup - Xtend Voice Logger	×
Select Start Menu Folder Where should Setup place the program's shortcuts?	
Setup will create the program's shortcuts in the following Start Menu folder.	
To continue, click Next. If you would like to select a different folder, click Browse.	
Xtend Voice Logger 3.0 Browse	
< <u>B</u> ack Next > Cancel	

Step 5. Verify the destination location and the program shortcut in the start menu. Click *"Install"* to start the installation of Xtend Voice Logger.

🖷 Setup - Xtend Voice Logger	
Ready to Install Setup is now ready to begin installing Xtend Voice Logger on your computer.	
Click Install to continue with the installation, or click Back if you want to review or change any settings.	
Destination location: C:\XtendLogger Start Menu folder: Xtend Voice Logger 3.0	
	<u>></u>
< <u>B</u> ack Install	Cancel

Step 6. The installation process proceeds by copying all the related files and programs into the specified location. It will take few seconds for the process to get over, as the time taken will vary from system to system. An illustration is shown below.

🐻 Setup - Xtend Voice Logger	
Installing Please wait while Setup installs Xtend Voice Logger on your computer.	
Extracting files C:\XtendLogger\4942\Web\fax.gif	
	Cancel
	Cancel

Step 7. You will be prompted about the installation of HASP device driver. Please wait to complete the installation and click *"OK"* to continue.

j号 Setup - Xtend Voice Logger	
Installing Please wait while Setup installs Xtend Voice Logger on your computer.	
Installing HASP Device Driver	
Aladdin HASP SRM Run-time Environment Installer v	🛛
Operation successfully completed.	
OK	
	Cancel

Step 8. Once the installation of Xtend Voice Logger completes, the **"Completing the Xtend Voice Logger Setup Wizard"** is displayed on the screen. Click *"Finish"* to exit the setup.



Note: If Xtend Voice Logger Feature Pack is present in the installed folder, then a popup appears automatically and prompts for installation once the main software installation is completed. Click Next and follow the steps shown on the window to install the Feature Pack.

XTEND VOICE LOGGER

Connecting HASP to USB port

The Xtend Voice Logger S/W license is bundled with a Hardware known as HASP. The HASP key should be connected to the USB port only after the installation of the Voice Logger is complete.



When the HASP is connected, a popup will appear as *"Found New Hardware"*.

When the new hardware is installed and ready to use, you will see a Red Light glowing at the rear part of HASP.

Found New Hardware Your new hardware is installed and ready to use.

i) Found New Hardware

Aladdin HASP HL Key

5.4. Xtend Voice Logger - Configuration

Step 1. This section deals with the configuration of Ai-Logix Voice Device with the Xtend Voice Logger. The device configuration is carried out from the browser interface of Xtend Voice Logger. Go to **Start > Programs > Xtend Voice Logger 3.0 > Login**. Default **Name** and **Password** is **"admin"**. Click *"Login"* to access the web interface of Xtend Voice Logger.



Step 2. A warning message **"Voice Logger not configured"** appears and the user will be prompted to configure the device, click *"Ok"* to configure the device.

Warning: V	oice Logger not configured.	
	Oconfigure Device ? Ok	

Step 3. The Configure Devices screen is displayed, click "Next" to continue with the configuration.

Device	Enable	Device Name	Trunk/Extension Name	Trunk Type	Log Type
1	V	Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 1	Trunk1	Digital Trunk 💟	Handset Up to Down
2		Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 2	Trunk2	Digital Trunk ⊻	Handset Up to Down 💌
3		Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 3	Trunk3	Digital Trunk 💟	Handset Up to Down
4		Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 4	Trunk4	Digital Trunk 💌	Handset Up to Down
5		Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 5	Trunk5	Digital Trunk 💌	Handset Up to Down
6		Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 6	Trunk6	Digital Trunk 💙	Handset Up to Down 💌
7		Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 7	Trunk7	Digital Trunk 💙	Handset Up to Down
8		Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 8	Trunk8	Digital Trunk 💌	Handset Up to Down 💌
					Next

Device	Trunk/Extension Name	Trunk Type	Channel	Log Type	
[1] Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 1	Trunk1	Digital Trunk	1	Handset Up to Down	Select Siemens Hipath Series 💙 PBX Select Phone Type0 💙
[2] Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 2	Trunk2	Digital Trunk	2	Handset Up to Down	Select Siemens Hipath Series 💙 Select Phone Type0 💙
[3] Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 3	Trunk3	Digital Trunk	3	Handset Up to Down	Select Siemens Hipath Series 💙 Select Phone Type0 💙
[4] Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 4	Trunk4	Digital Trunk	4	Handset Up to Down	Select Siemens Hipath Series 💙 Select Phone Type0 🌱
[5] Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 5	Trunk5	Digital Trunk	5	Handset Up to Down	Select Siemens Hipath Series 💙 Select Phone Type0 💙
[6] Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 6	Trunk6	Digital Trunk	6	Handset Up to Down	Select Siemens Hipath Series V Select Phone Type0 V
[7] Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 7	Trunk7	Digital Trunk	7	Handset Up to Down	Select Siemens Hipath Series V Select Phone Type0 V

Now, click **"Device Settings"** and the complete configuration is shown on the screen.

Step 4. Now, from the menu called **Live Calls**, you can verify whether the calls are getting recorded or not. Click **Live Calls** > **All**, when a call is active the status button appears as green colour. Click **Live Calls** > **Active**, on incoming/outgoing call, the call report is displayed with Trunk Name, Call Time, Caller No, Called No, Type, Status. In the below image the **Call Type** is Outgoing and the **Status** is connected.

Total Number of Act	ive Calls : 2						X D
Trunk Name	Call Time	Caller No.	Called No.	Туре	Status		
[1] 🔏 Trunk1	8/9/2020 12:52:34 [00:00:45]		04844363399	Outgoing	4	6	P
[2] 🔏 Trunk2	8/9/2020 12:51:57 [00:01:22]	4843066099		Incoming	4	6	P
[3] 🗸 Trunk3					Ξ		
[4] 🗸 Trunk4					Ξ		

This shows that the Xtend Voice Logger is working correctly and the calls are getting recorded properly.

6. Installation Checklist

Please read the points mentioned below and verify that all the points are carried out for an error-free installation of Xtend Voice Logger.

CHECKS TO BE DONE

Have you inserted the voice card on the PCI slot of the computer? Have you installed the AudioCodes Inc. SmartWORKS from the installation CD? Have you installed the Xtend Voice Logger from the installation CD? Have you inserted the HASP HL key into the USB port of the computer? Have you done the connections as per connection diagram? Have you configured the Ai-Logix voice device with the Xtend Voice Logger? Have you verified the live call status from the Live Calls menu? Have you checked that all live calls are being recorded to Xtend Voice Logger?

7. Uninstallation

7.1. Uninstallation of AudioCodes Inc. SmartWORKS

Step 1. Go to "**Start > Control Panel > Uninstall a program**", all the currently installed programs will be displayed. Select the **AudioCodes Inc. SmartWORKS**, click *"uninstall"*.

\delta Add or Rei	move Programs			
5	Currently installed programs:	Sort by: Nam	•	~
Change or	Adobe Flash Player 10 ActiveX			^
Programs	Adobe Flash Player 10 Plugin			
-	Gen Adobe PageMaker 6.5	Siz	30.62MB	
Add New Programs	Adobe Reader 9.2	Siz	210.00MB	
	Adobe SVG Viewer 3.0	Siz	4.29MB	
Frograms	🔀 AudioCodes Inc. HPXMedia	Siz	e 11.17MB	16 18 1 <u>8</u> 1 <u>2</u>
C	AudioCodes Inc. SmartWORKS	Siz	88.95MB	
Add/Remove Windows Components	Click here for support information.	Use	l <u>rarely</u>	F
	To change this program or remove it from your computer, click Change or Remove.	Change	Remove	
	😸 Camtasia Studio 6	Siz	e 70.19MB	
et Program	Ore FTP Pro 2.1	Siz	e 6.42MB	
Access and	ScorelDRAW Graphics Suite X3	Siz	352.00MB	
Deraults	15 Eye Candy 4000	Siz	2.34MB	
	F-PROT Antivirus for Windows - LAN Updates	Siz	51.44MB	
	Hotfix for Windows XP (KB942288-v3)			
	or Remove Programs Currently installed programs: Sort by: Name e or ward 2 Adobe Flash Player 10 ActiveX 2 Adobe Flash Player 10 Plugin 2 Adobe Reader 9.2 2 Adobe Reader 9.2 ew sins 2 Adobe Reader 9.2 2 Adobe Reader 9.2 ew sins 2 Adobe SVG Viewer 3.0 2 Adobe Codes Inc. HPXMedia 2 Adobe Codes Inc. SmartWORKS Click here for support information. Us 2 Camtasia Studio 6 2 Core FTP Pro 2.1	64.88MB		
	PTML Help Workshop	Sort by: Name Size 30.62MB Size 210.00MB Size 4.29MB Size 11.17MB Size 98.95MB Used rarely Change Remove Size 70.19MB Size 6.42MB Size 352.00MB Size 2.34ME Size 351.44ME Size 51.44ME Size 51.44ME Size 3.87ME Size 3.75ME		
Add New Programs Add/Remove Windows Components Components Set Program Access and Defaults	Sec. 1.6.4	Siz	e 3.75MB	
	THE POST OF A POST OF A			~

Step 2. You will be prompted that whether you want to remove **AudioCodes Inc. SmartWORKS** from the computer. Click "*Yes*" to continue.

Add or	Remove Programs
?	Are you sure you want to remove AudioCodes Inc. SmartWORKS from your computer?
	<u>Y</u> es <u>N</u> o

Step 3. The **AudioCodes Inc. SmartWORKS** screen is displayed. Please wait while Windows configures AudioCodes Inc. SmartWORKS. It will take only a few seconds to complete.

AudioCodes Inc. SmartWORKS
Please wait while Windows configures AudioCodes Inc. SmartWORKS
Time remaining: 23 seconds
Cancel

Uninstallation of WinPcap

Step 1. From the window **Uninstall a program**, select the **WinPcap 4.0.2** and click *"uninstall"* button.

	Currently installed programs:	Sort by: N	lame	
nge or move	G TeamViewer 5	Si	ze 16.81M	в
grams	15.6.14908 (32 bit)	Si	ze 27.28M	в
1	UltraVNC v1.0.2	Si	ze 3.77M	в
Nou	📴 UniChrome IGP Driver and Utilities	Si	ze 0.11M	B
Add <u>N</u> ew Programs	Windows Media Encoder 9 Series	Si	ze 13.57M	в
-	😢 Windows Media Format Runtime	Si	ze 5.48M	в
Ç.	die WinPcap 4.0.2	Si	ze <u>0.19M</u>	в
temove	Click here for support information.	Use	ed <u>rarel</u>	x
onents		Last Used C	On 10/9/201	0
	To change this program or remove it from your computer, click Change/Remove.		Change/Remove	
	🔚 WinRAR archiver	Si	ze 3.66M	в
ogram	👿 WordWeb Pro	Si	ze 16.11M	в
aults	% Xtend IVR Standard Edition 3.0.354:4619	Si	ze 96.32M	в
	Xvid 1.2.2 final uninstall	Si	ze 0.78M	в
	😛 Yahoo! Messenger	Si	ze 27.58M	в
	1 Yahoo! Search Protection	Si	ze 0.51M	в
	1 Yahoo! Software Update	Si	ze 0.68M	в
	Y Yahoo! Toolbar	Si	ze 34.82M	в
	Joiper Communicator	Si	ze 11.09M	B

<u>Contents</u>

Step 2. The **WinPcap Uninstall** window appears as below. Click *"Uninstall"* to start the uninstallation.

🞯 WinPcap 4.0.2 Uninstall	
Uninstall WinPcap 4.0.2 Remove WinPcap 4.0.2 from your computer.	
WinPcap 4.0.2 will be uninstalled from the following folder. Click Uninstall to start the uninstallation.	3
Uninstalling from: C:\Program Files\WinPcap\	
Nullsoft Install System v2.16	Cancel

Step 3. Once the uninstallation process is over the **Completing the WinPcap 4.0.2 Uninstall Wizard** is displayed. Click *"Finish"* to close this wizard.



7.2. Uninstalling Xtend Voice Logger

To uninstall the Xtend Voice Logger application follow the steps below:

Step 1. To shutdown the Xtend Voice Logger, please click **Manage Devices** link and select **Shutdown**. The **"Shutdown Voice Logger.."** screen gets displayed. Click *"Ok"* to continue.

Xcend Voice Logge	7 You are logged in as admin 💌 Loqout 💽 Home 💽 About
Live Calls	
Logs Report	
Search	
Administration	
Statistics	🍪 Shutdown
System Logs	
Configuration	
Backup	Shutdown Device
Reports	O Are you sure ? Ok
Manage Device	
Start	
Shutdown	
Restart	

Step 2. A dialog box appears asking the confirmation to shutdown the Xtend Voice Logger. Click *"OK"*.



Step 3. The Voice Logger is shutdown and the below screen displays.



Step 4. Right click Xtend Web Server icon from the task bar, a popup with 2 options **About** and **Shutdown** will appear. Click **Shutdown**.

h

Step 5. Click "*Yes*" to stop Xtend Web Server from the computer.



Step 6. Goto "Start \rightarrow Control Panel \rightarrow Uninstall a program", all the currently installed programs will be displayed. Select *Firebird 2.5.6.27020(Win 32)* and click "*Uninstall"*.

Programs and Features				-		×
🔶 🚽 🔹 🛧 🔯 > Control P	Panel > Programs > Programs and Features		✓ Ŏ Search	Programs and	Features	p
Control Panel Home	Uninstall or change a program					
View installed updates	To uninstall a program, select it from the list and	then click Uninstall, Change, or Repair.				
Turn Windows features on or						
off	Organize 🝷				• 55	?
	Name	Publisher	Installed On	Size	Version	
	Firebird 2.5.6.27020 (Win32) GoldWave v5.55	Firebird Project	9/20/2019 7/26/2019		2.5.6.270	!0
	📀 Google Chrome	Google LLC	9/2/2019	434 MB	76.0.3809	.13
	🔬 Java 8 Update 221	Oracle Corporation	7/23/2019	210 MB	8.0.2210.	11
	Logger Client 3.0.343:4467	Xtend Technologies (P) Ltd.	9/16/2019			
	MSI to redistribute MS VS2005 CRT libraries	The Firebird Project	7/22/2019	1.76 MB	8.0.50727	.42
	Wotepad++ (32-bit x86)	Notepad++ Team	8/8/2019	8.07 MB	7.7.1	
	😹 Realtek High Definition Audio Driver	Realtek Semiconductor Corp.	7/20/2019	43.5 MB	6.0.1.770	Ľ
	😋 TeamViewer 5	TeamViewer GmbH	7/23/2019	16.8 MB	5.0.7572	
	Xtend IVR Standard Edition 3.0.830:14608	Xtend Technologies (P) Ltd.	7/20/2019	141 MB		
	Xtend IVR Standard Edition 3.0.868:22235	Xtend Technologies (P) Ltd.	7/20/2019	287 MB		
	Tend Voice Logger 3.0	Xtend Technologies (P) Ltd.	9/20/2019	130 MB		
	¢					
	Currently installed programs Total s	ize: 1.24 GB				
	12 programs installed					

Step 7. Click "Yes" when asked if you want to remove all the components.



After uninstallation of Firebird, click "OK".



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Step 8. Now select Xtend Voice Logger 3.0 and click "Remove".

Control Panel Home View installed updates Turn Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and then cl	ick Uninstall, Change, or Repair.
off	Organize - Uninstall	iii • 6
	Name	Publisher
	MSI to redistribute MS VS2005 CRT libraries	The Firebird Project
	SNVIDIA Drivers	NVIDIA Corporation
	NVIDIA Graphics Driver 307.83	NVIDIA Corporation
	VIDIA Update 1.10.8	NVIDIA Corporation
	OpenSource Flash Video Splitter 1.0.0.5	
	생 Programmer's Notepad	Simon Steele
	348 Realtek High Definition Audio Driver	Realtek Semiconductor Corp.
	TeraCopy 2.27	Code Sector
	UltraVNC v1.0.2	UltraVNC
	🖆 Windows Essentials 2012	Microsoft Corporation
	Windows Movie Maker 2.6	Microsoft Corporation
	WordWeb	WordWeb Software
	Xtend Client 1.0	Xtend Technologies (P) Ltd.
	Xtend IVR Developer Edition 3.0.605:9792	Xtend Technologies (P) Ltd.
	Xtend Voice Logger 3.0	Xtend Technologies (P) Ltd.

Xtend Voice Logger uninstallation is now complete. Click "OK".

Xtend Void	ce Logger Uninstall	X
1	Xtend Voice Logger was successfully removed from your computer.	
	ОК	





Click *"Yes"* to confirm that you want to remove the folder **XtendLogger** and move all its contents to the recycle bin.



This concludes uninstallation of Xtend Voice Logger from the system.

8. Contact Us

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