



Installation Manual



XTEND VOICE LOGGER

Digital Extension (Ai-Logix)

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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 voice-logging 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.

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

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

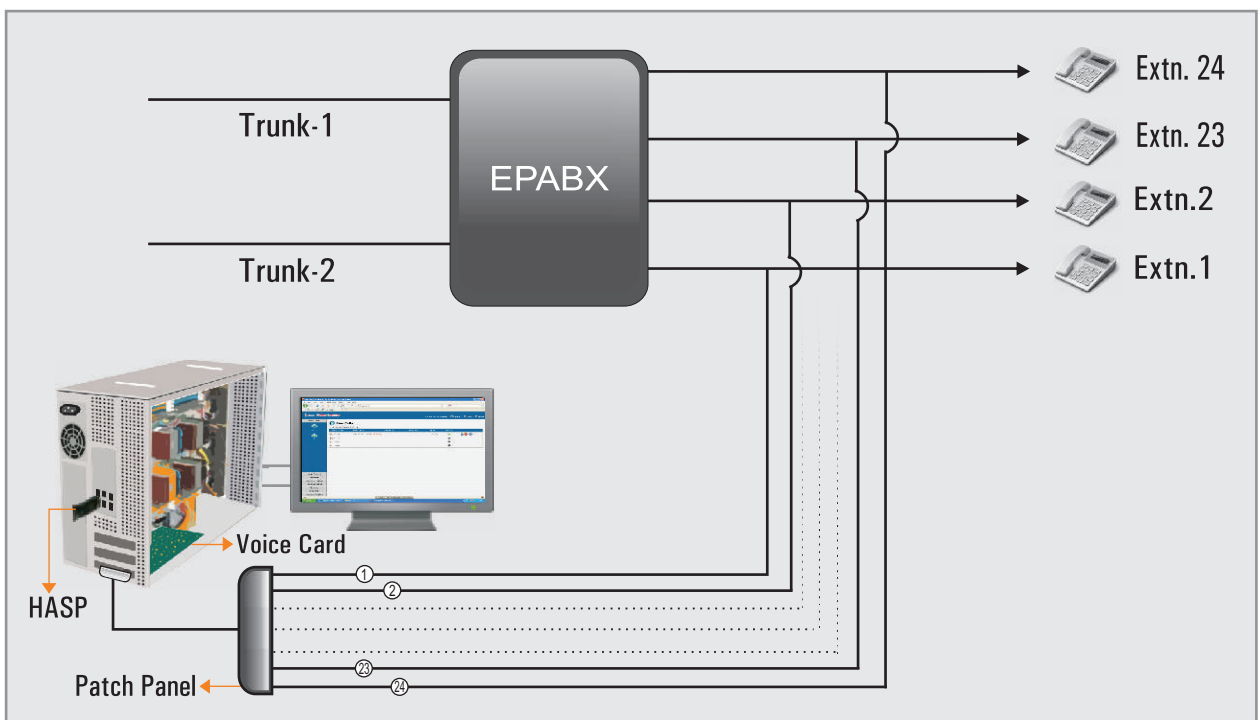
5. Getting Started

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

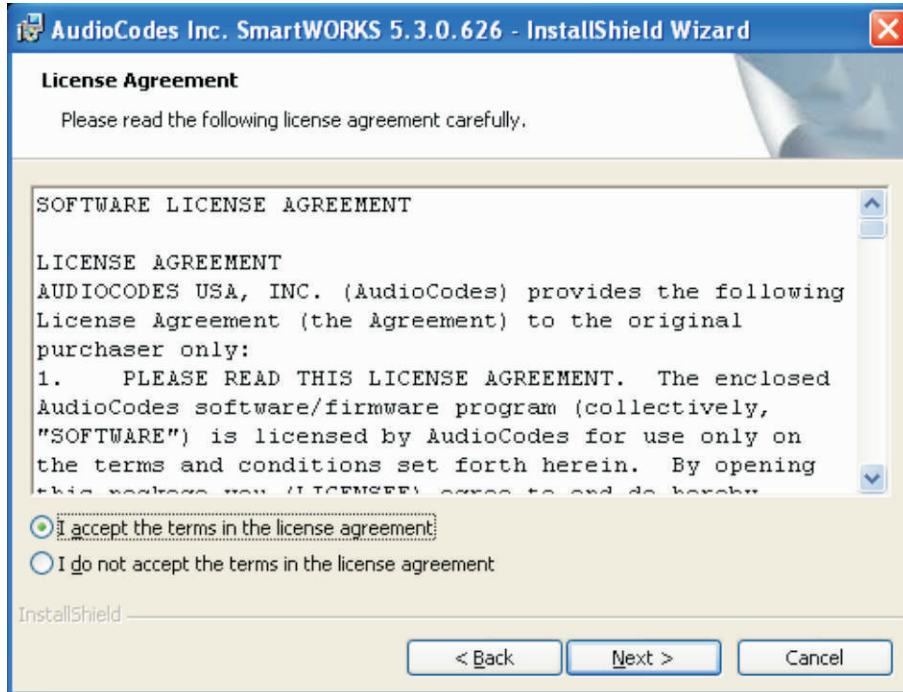


After you run the setup for AudioCodes, the "Welcome to the InstallShield Wizard for AudioCodes Inc. SmartWORKS" appears as shown below. Click "Next".

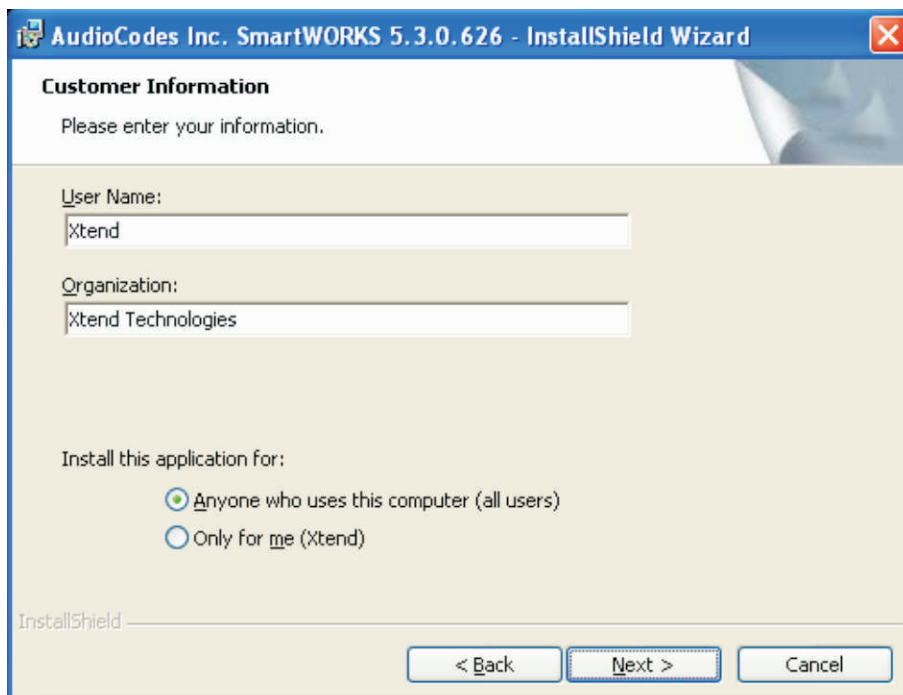


Fig. 1

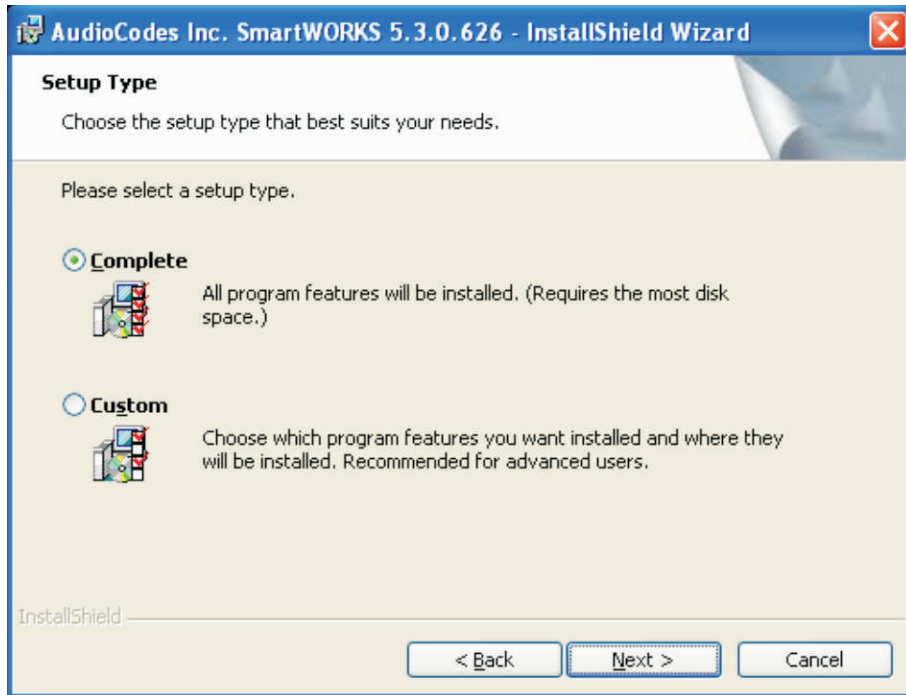
Step 2. The "License Agreement" screen is displayed. The user can read the agreement carefully and click the "I accept the terms in the license agreement" option. Click "Next".



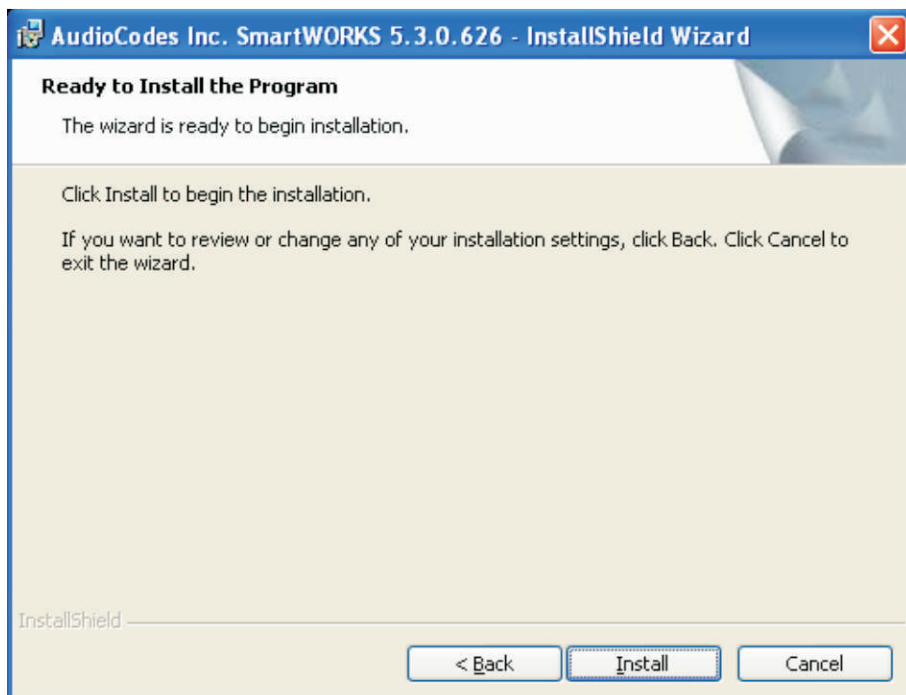
Step 3. In the Customer Information screen, specify the **User Name** and **Organization** and click "Next".



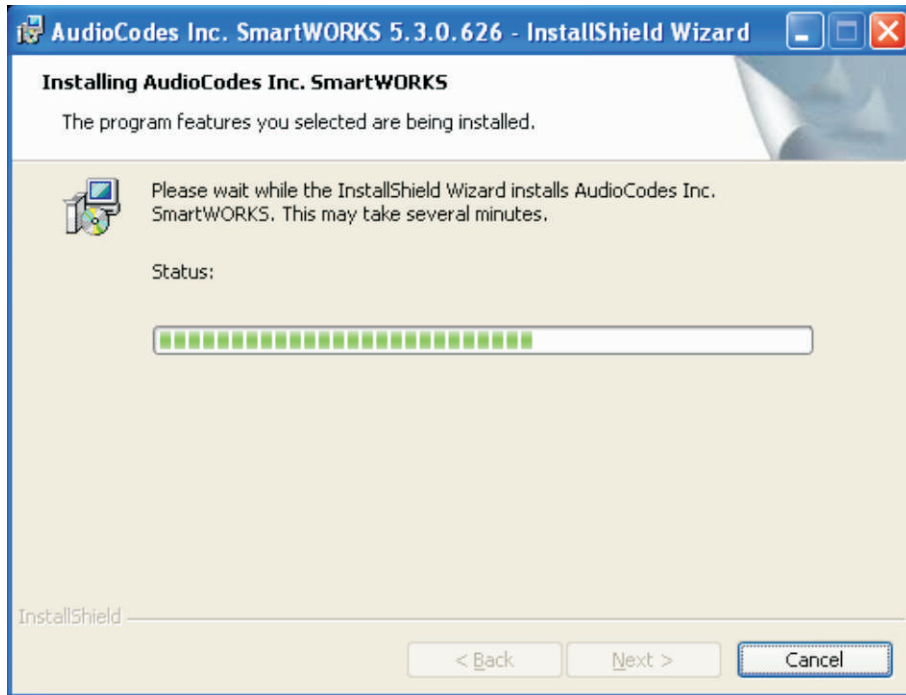
Step 4. The "Setup Type" screen gets displayed. Select the first setup type option "**Complete**", which installs all program features and click "*Next*" button.



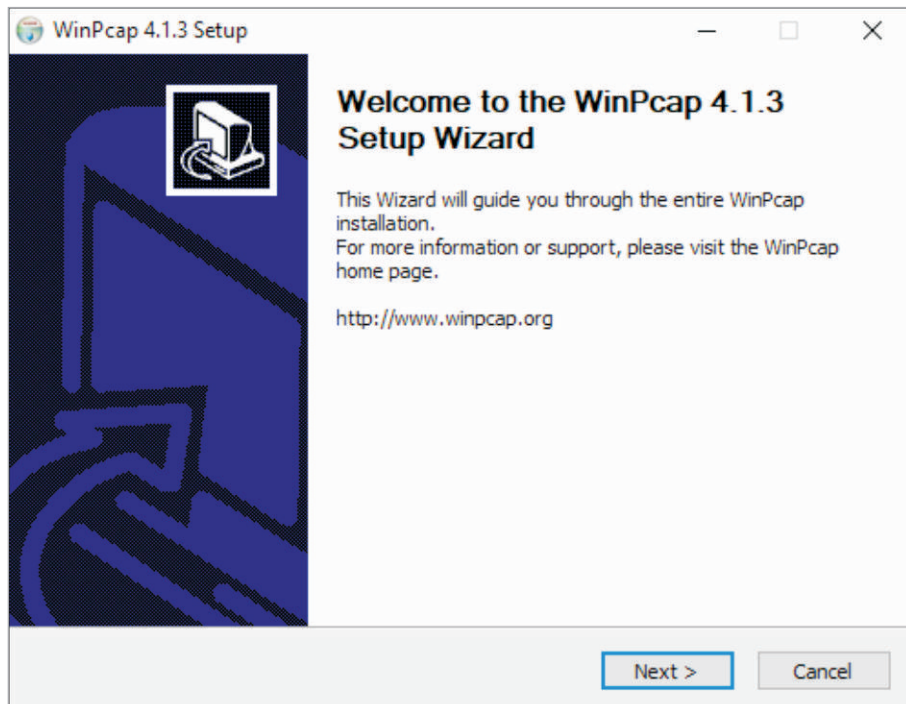
Step 5. The "Ready to Install the Program" screen appears as below. Click "*Install*" to begin the installation.



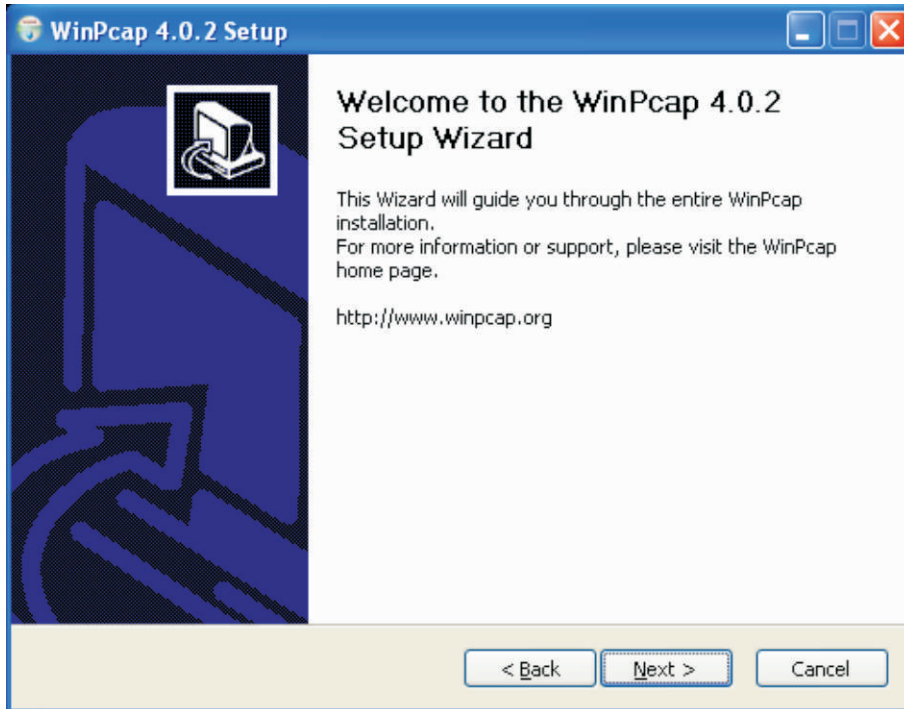
Step 6. The "Installing AudioCodes Inc. SmartWORKS" screen is displayed. The program features you selected are being installed. It will take a few seconds to complete the installation process. Please wait until the process gets completed.



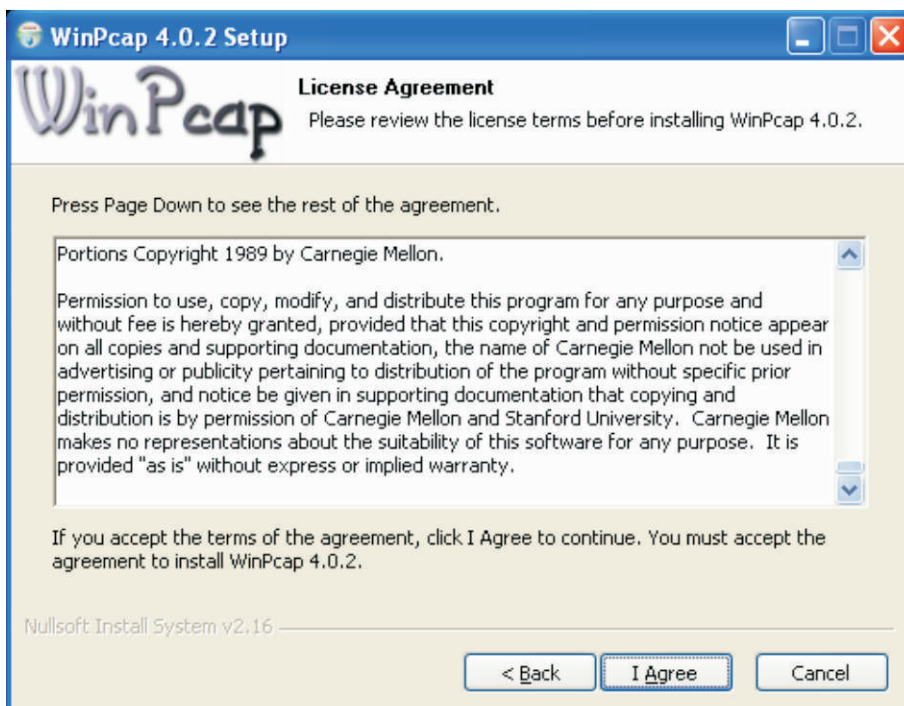
Step 7. The WinPcap 4.0.2 Installer Setup window appears as shown below. Click "Next" to start the installation.



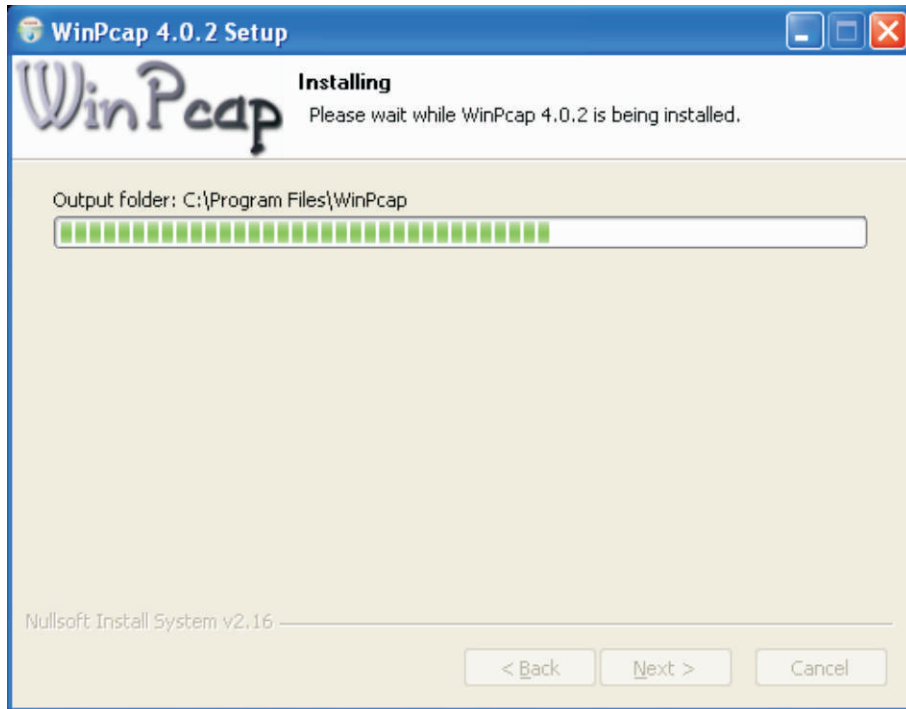
Step 8. The "Welcome to the WinPcap 4.0.2 Setup Wizard" is displayed on the screen. Click "Next" to proceed.



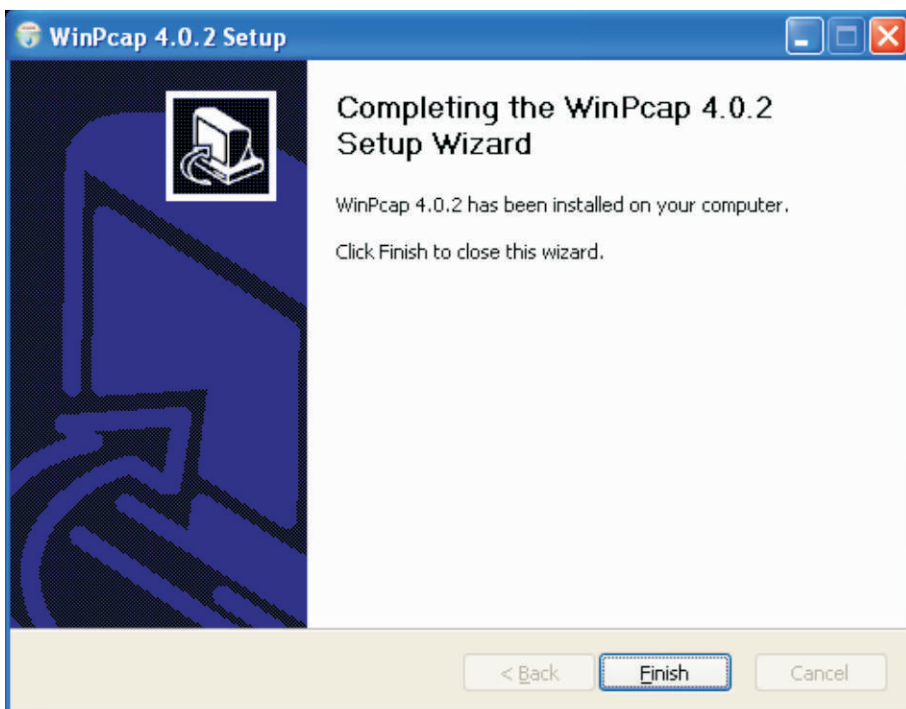
Step 9. The "License Agreement" screen appears as shown below. Please review the license terms before installing WinPcap 4.0.2. Press Page Down to read the rest of the Agreement. If you accept the terms of the Agreement, click "I Agree" to continue.



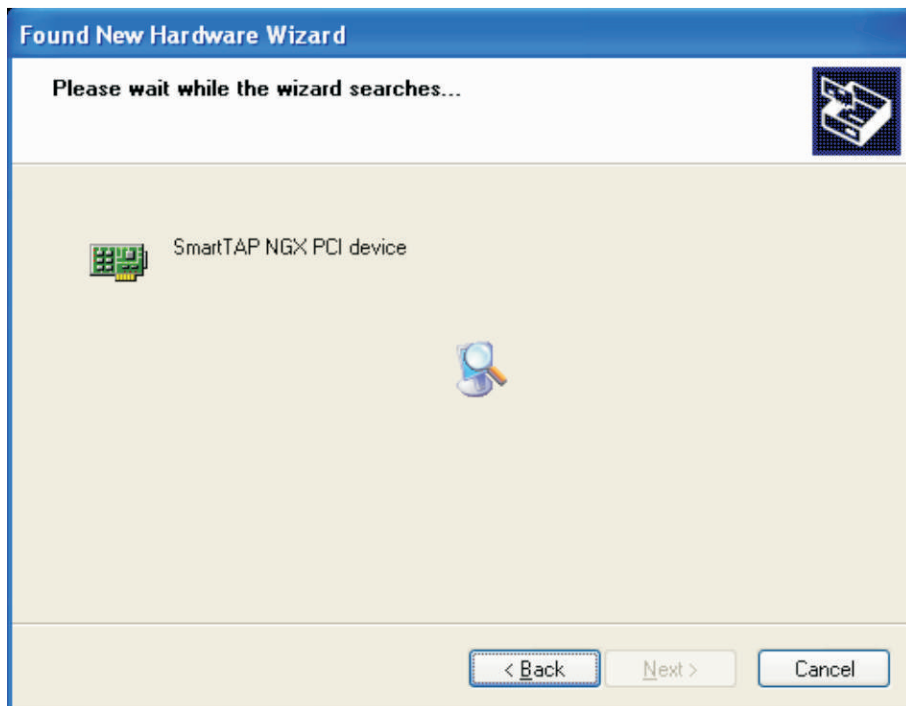
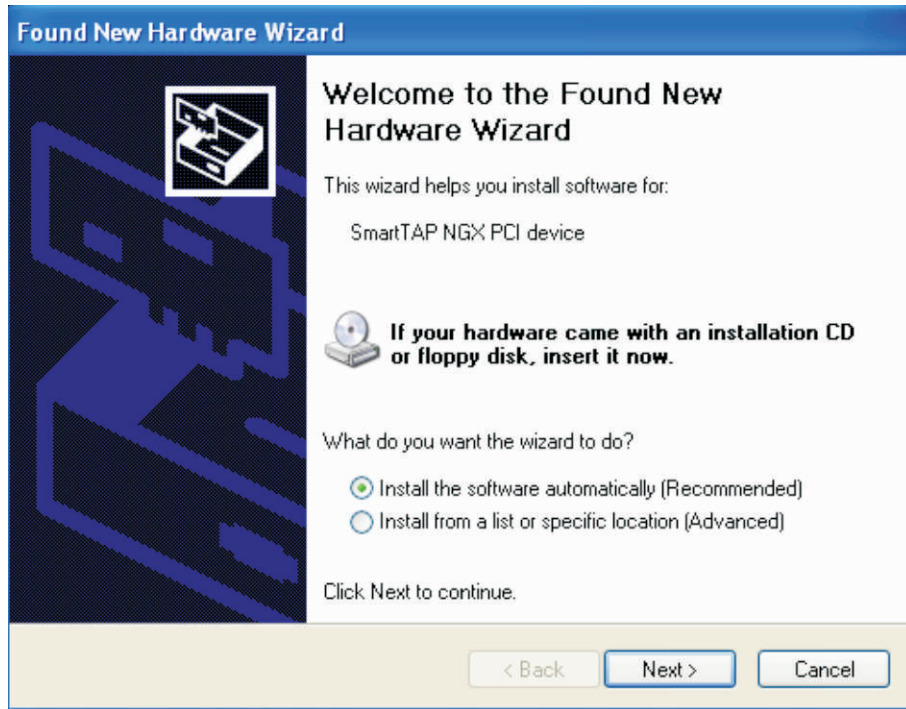
Step 10. It will take few seconds to complete the installation of WinPcap 4.0.2. Please wait while WinPcap 4.0.2 is being installed.



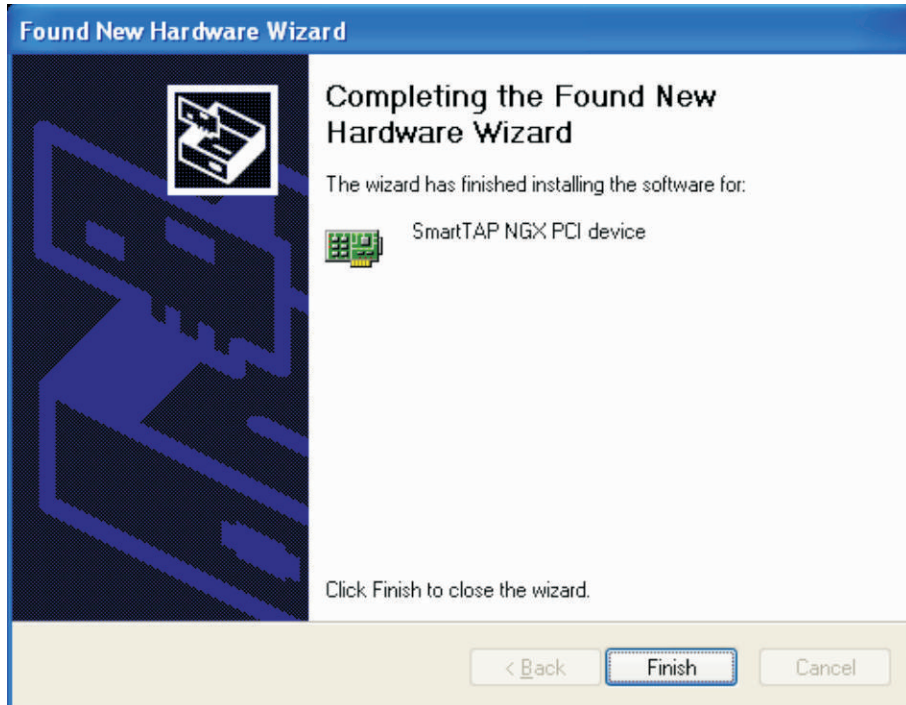
Step 11. After the WinPcap 4.0.2 setup has been installed on your computer, the "Completing the WinPcap4.0.2 Setup Wizard" screen appears. Click "Finish" to close this wizard.



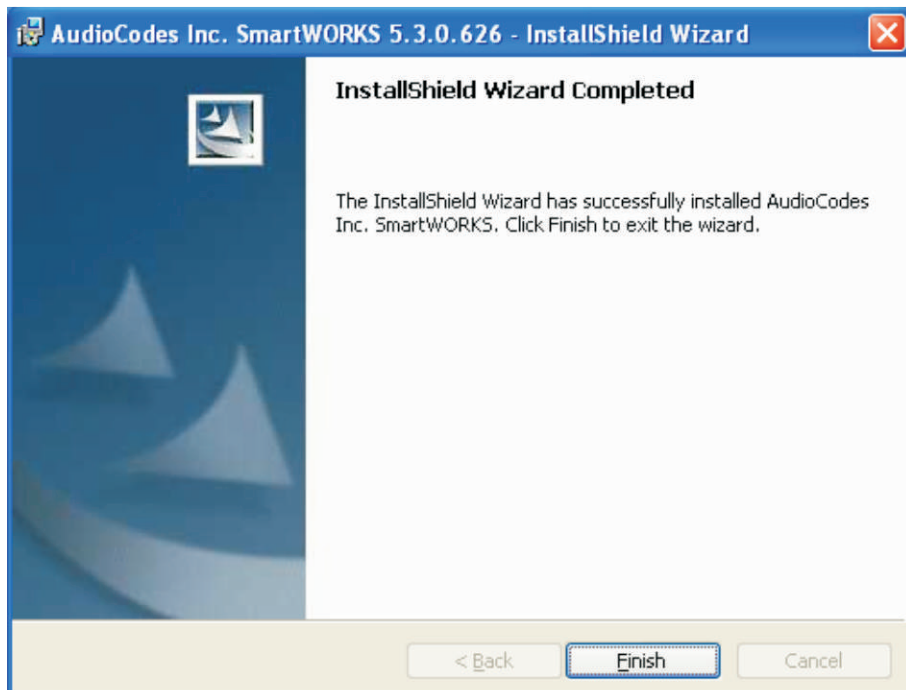
Step 12. "Found New Hardware Wizard" appears on the screen, click "Next" to install software for SmartTAP NGX PCI device.



Step 13. The wizard finishes the software installation; click "*Finish*" to close the wizard.



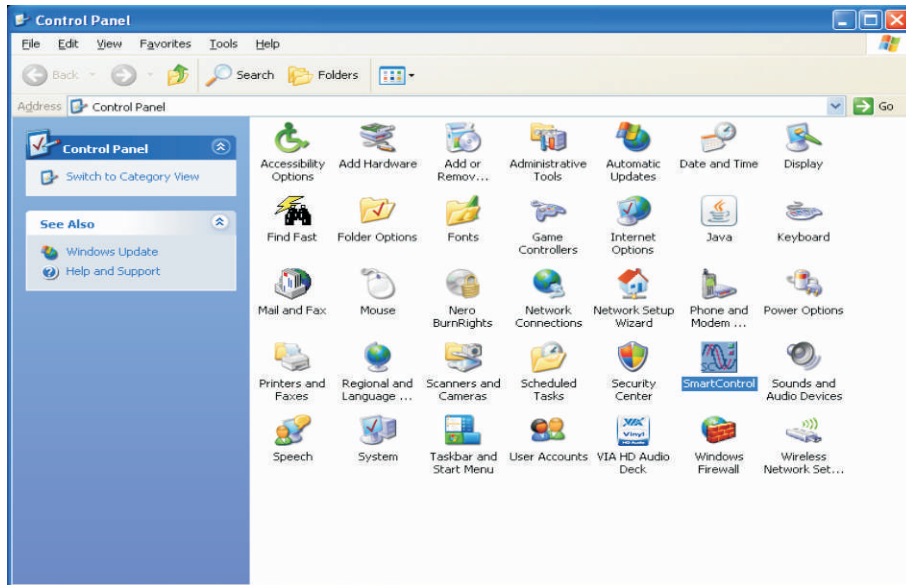
Step 14. Audiocodes Inc. SmartWORKS is successfully installed in your system. Click "*Finish*" to exit the wizard.



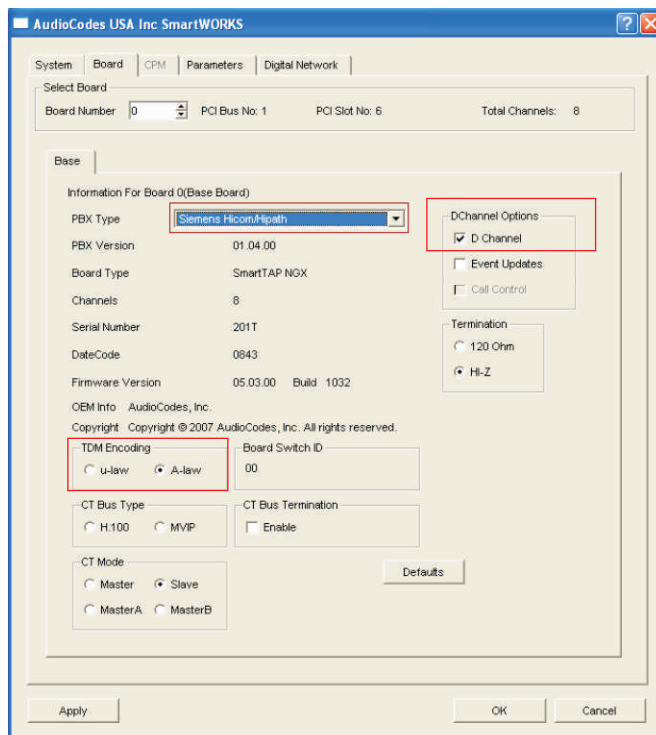
Note: After completing the software installation **RESTART THE COMPUTER** to proceed further.

5.2. Voice Card Configuration

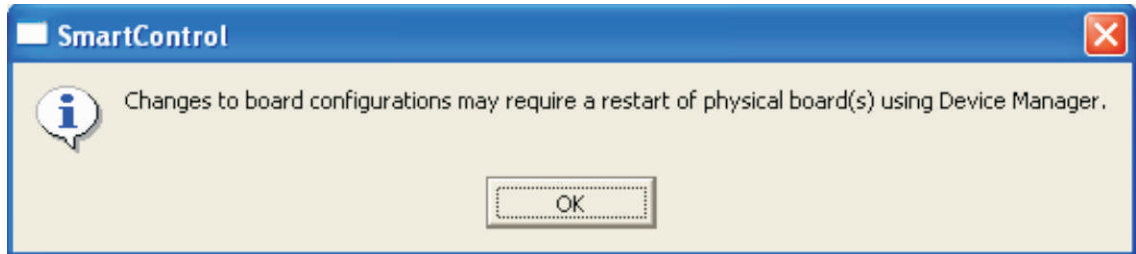
Step 1. Click "**Start**" in the lower left corner of the screen and select "**Control Panel**". Now, double-click the icon for "**SmartControl**" to start the board configuration.



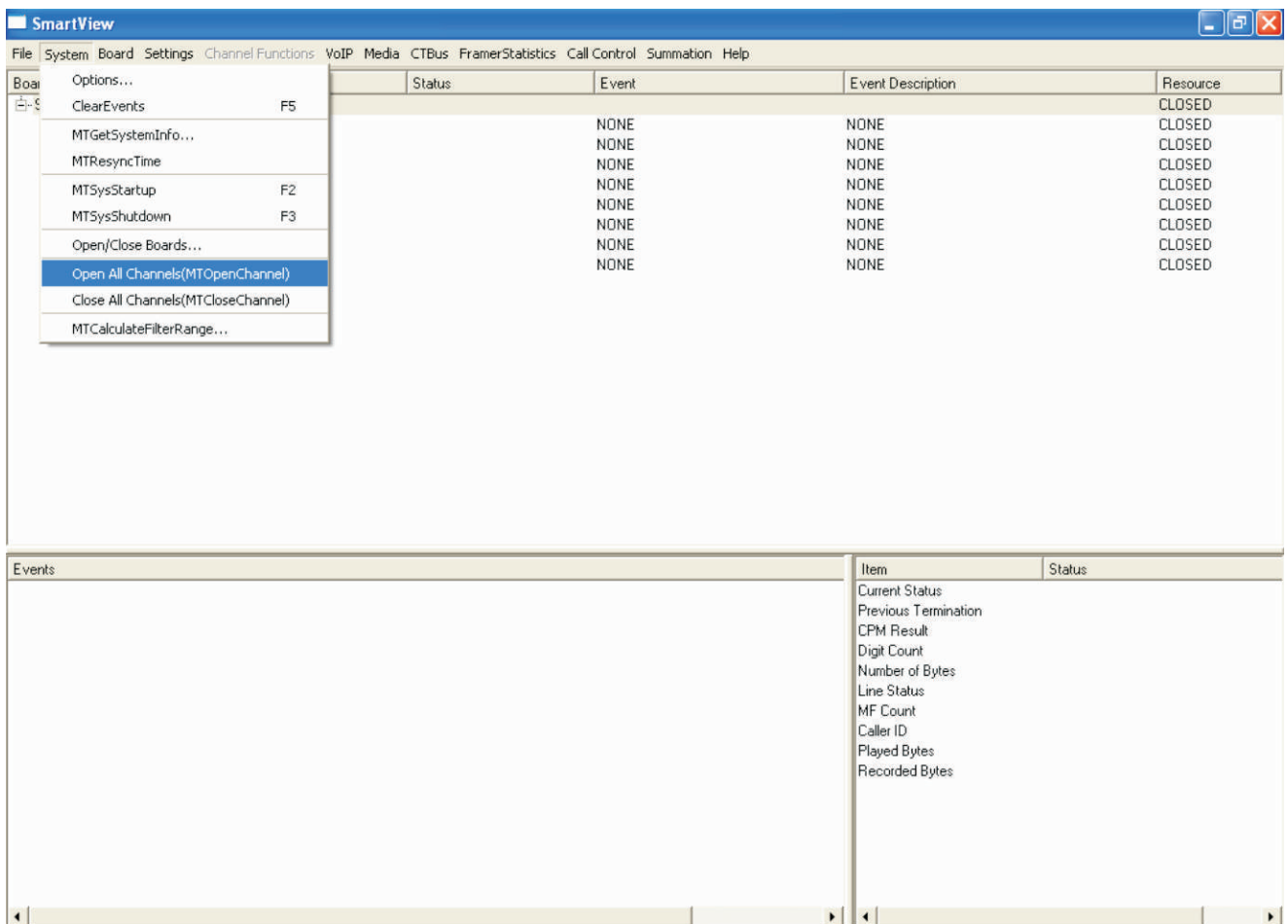
Step 2. The "**AudioCodes USA Inc. SmartWORKS**" window gets displayed. From the top menu, click the second option **Board**. Select the **PBX Type** as **Siemens Hicom/Hipath**. Enable the option **D channel** and set **TDM Encoding** as **A-law** (*Changes are marked as red in the below diagram.*)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



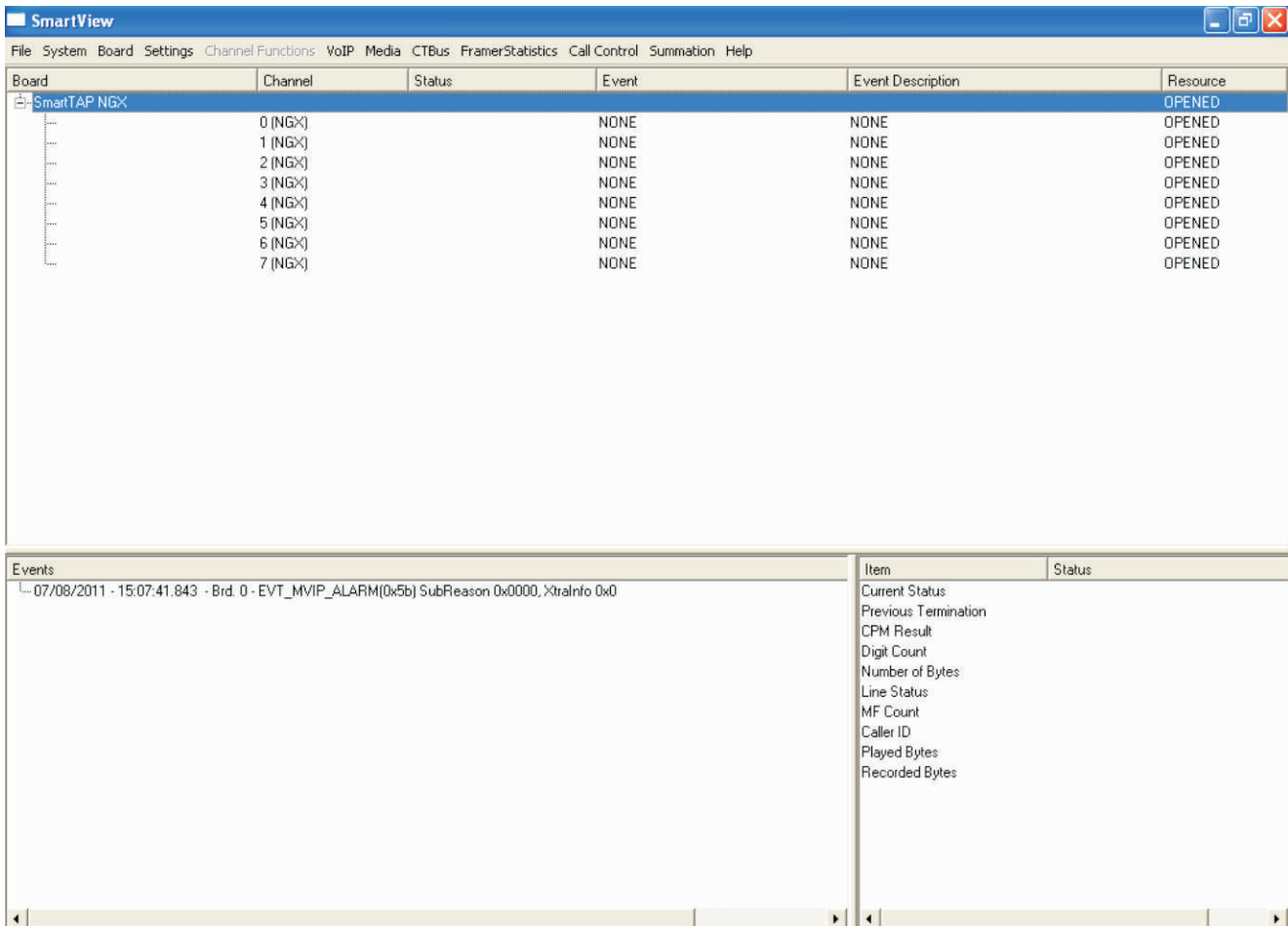
Step 3. You will be prompted that the changes to board configurations may require a restart of physical board using Device Manager. Click "OK" and restart the computer.



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)**.



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



5.3. Xtend Voice Logger - Installation

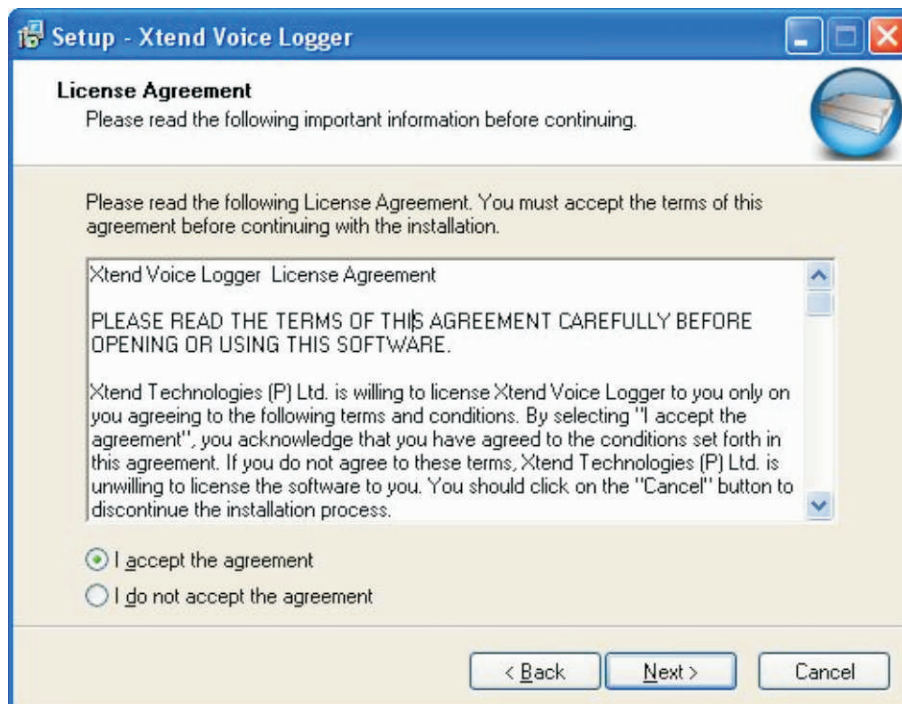
This section will help you to install the Xtend Voice Logger in the system. Software installation is done from the CD provided in the kit. You can follow the below mentioned steps to install the Voice Logging System.

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

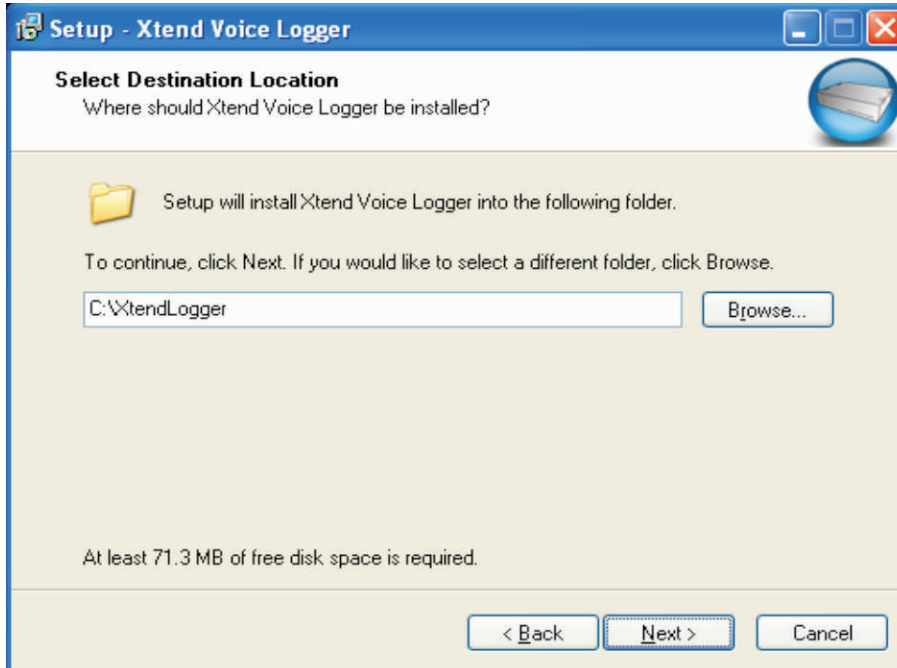
Step 2. The Welcome window appears on the monitor as the first step in the process of installation, click "Next".



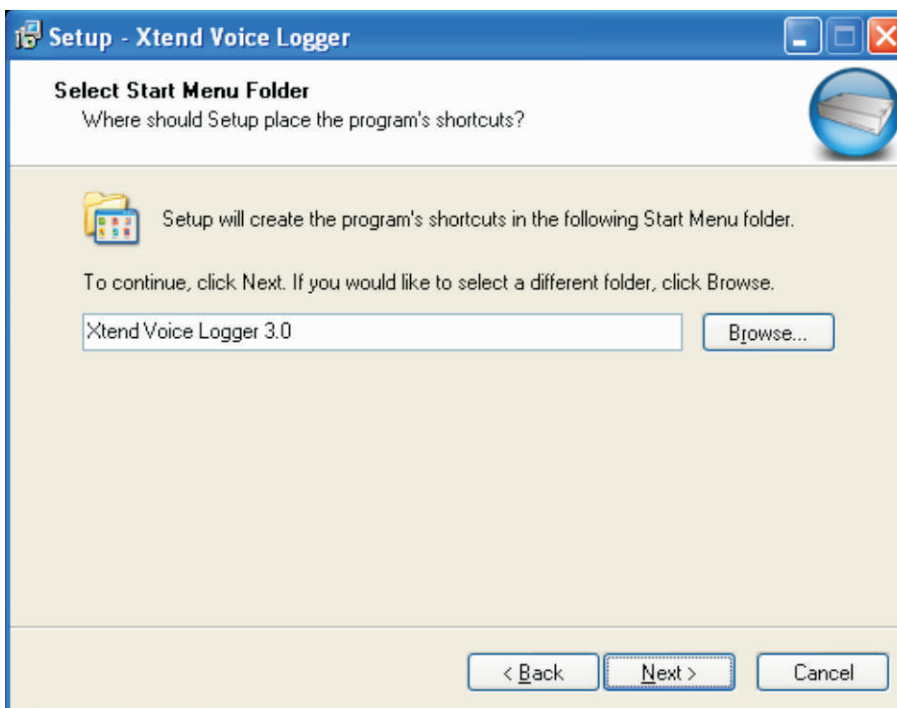
Step 3. Read the License Agreement carefully and select "I accept the agreement". Now, click "Next".



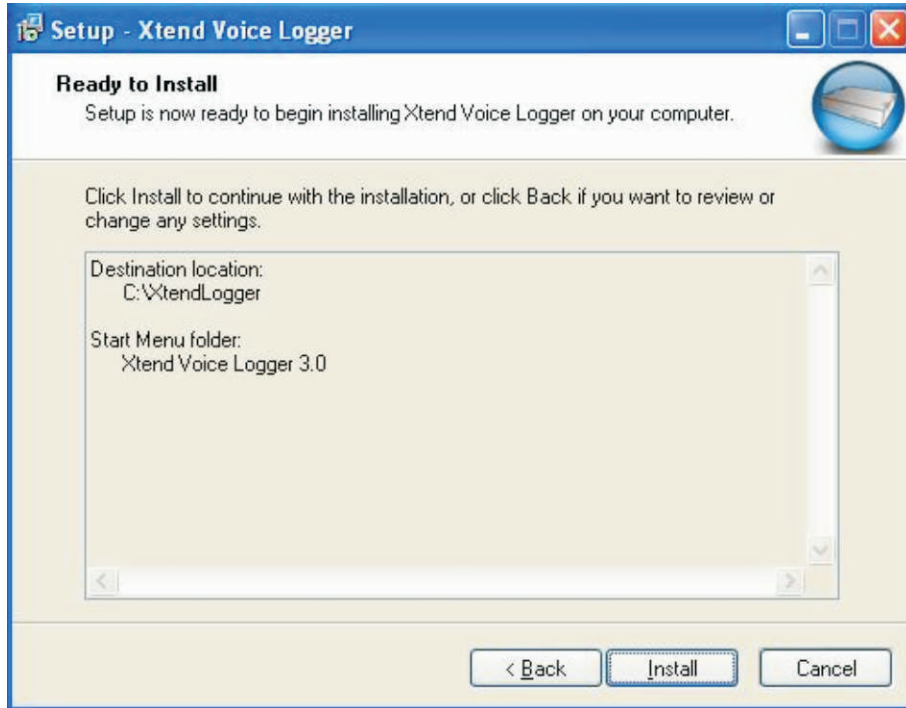
Step 4. Setup installs Xtend Voice Logger in default location **C:\XtendLogger**, click *"Next"* to proceed.



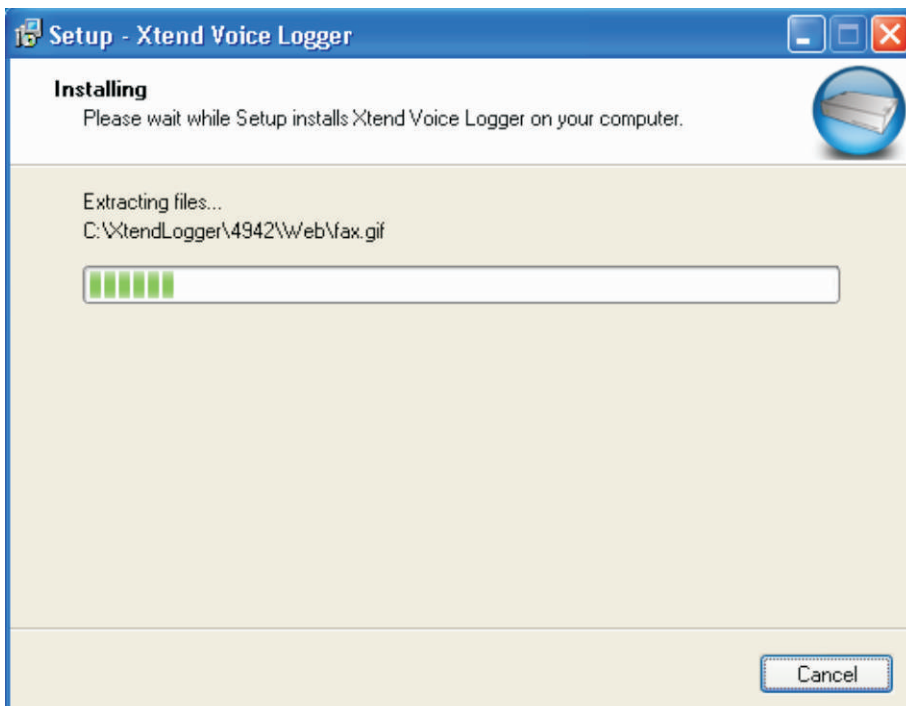
The program shortcut in the Start Menu folder appears as **Xtend Voice Logger 3.0**, click *"Next"* to proceed.



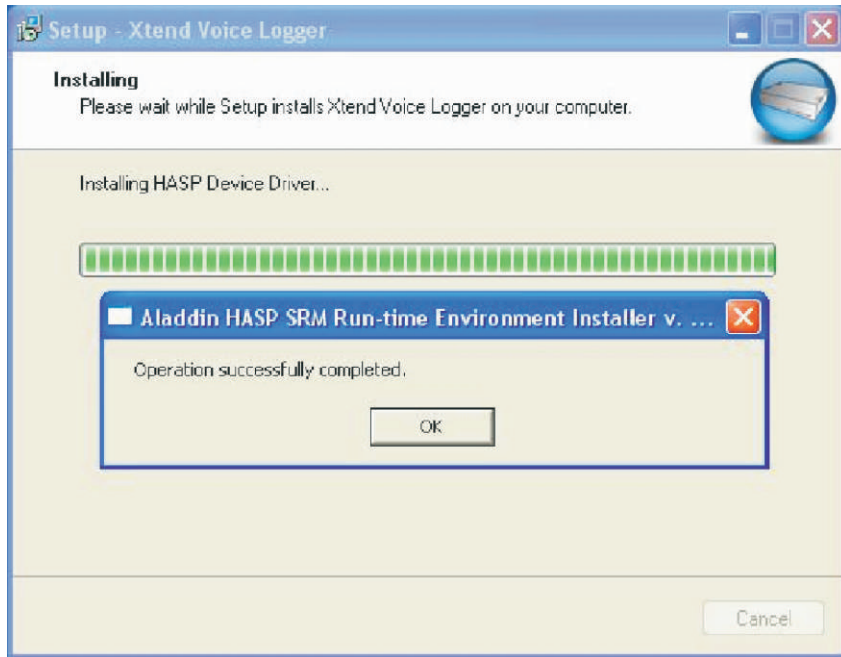
Step 5. Verify the destination location and the program shortcut in the start menu. Click *"Install"* to start the installation of Xtend Voice Logger.



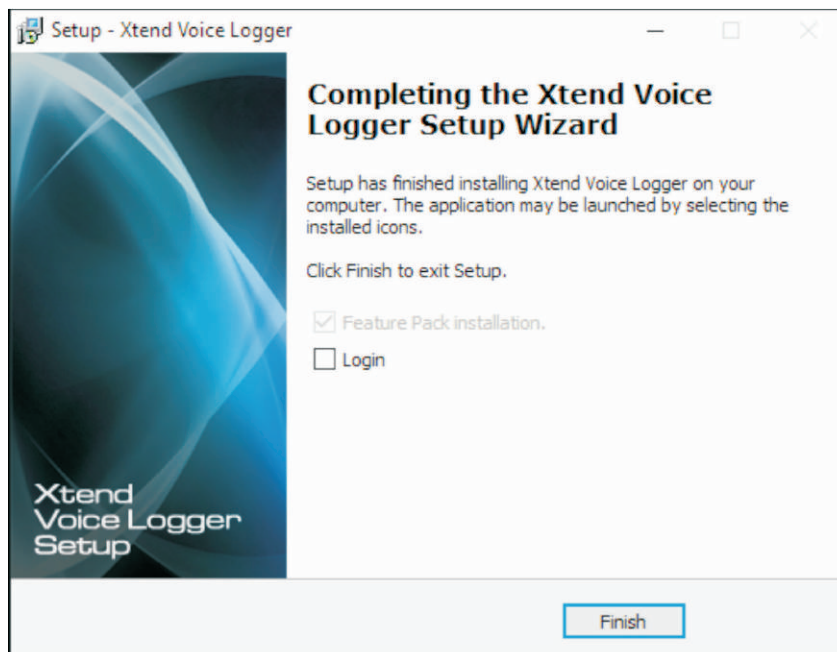
Step 6. The installation process proceeds by copying all the related files and programs into the specified location. It will take few seconds for the process to get over, as the time taken will vary from system to system. An illustration is shown below.



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



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.

Connecting HASP to USB port

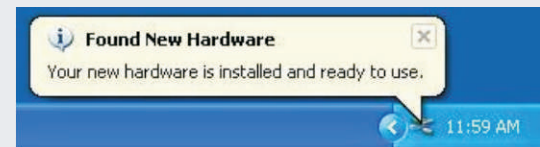
The Xtend Voice Logger S/W license is bundled with a Hardware known as HASP. The HASP key should be connected to the USB port only after the installation of the Voice Logger is complete.



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

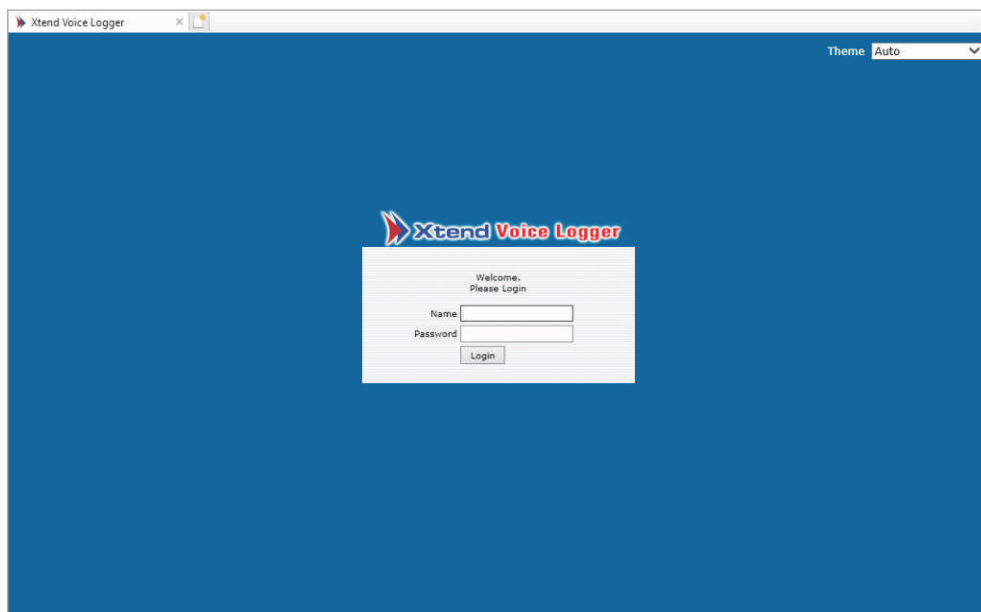


When the new hardware is installed and ready to use, you will see a Red Light glowing at the rear part of HASP.

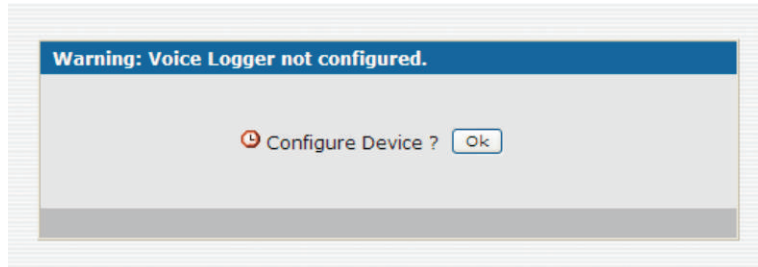


5.4. Xtend Voice Logger - Configuration

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.



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	<input checked="" type="checkbox"/>	Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 1	Trunk1	Digital Trunk	Handset Up to Down
2	<input checked="" type="checkbox"/>	Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 2	Trunk2	Digital Trunk	Handset Up to Down
3	<input checked="" type="checkbox"/>	Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 3	Trunk3	Digital Trunk	Handset Up to Down
4	<input checked="" type="checkbox"/>	Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 4	Trunk4	Digital Trunk	Handset Up to Down
5	<input checked="" type="checkbox"/>	Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 5	Trunk5	Digital Trunk	Handset Up to Down
6	<input checked="" type="checkbox"/>	Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 6	Trunk6	Digital Trunk	Handset Up to Down
7	<input checked="" type="checkbox"/>	Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 7	Trunk7	Digital Trunk	Handset Up to Down
8	<input checked="" type="checkbox"/>	Ai-Logix Voice Logging (Ngx 201T): Line 1 Chn 8	Trunk8	Digital Trunk	Handset Up to Down

Next

Now, click “Device Settings” and the complete configuration is shown on the screen.

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

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.

All

Total Number of Active Calls : 2 Download

Trunk Name	Call Time	Caller No.	Called No.	Type	Status
[1] Trunk1	8/9/2020 12:52:34 [00:00:45]		04844363399	Outgoing	
[2] Trunk2	8/9/2020 12:51:57 [00:01:22]	4843066099		Incoming	
[3] Trunk3					
[4] Trunk4					

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.

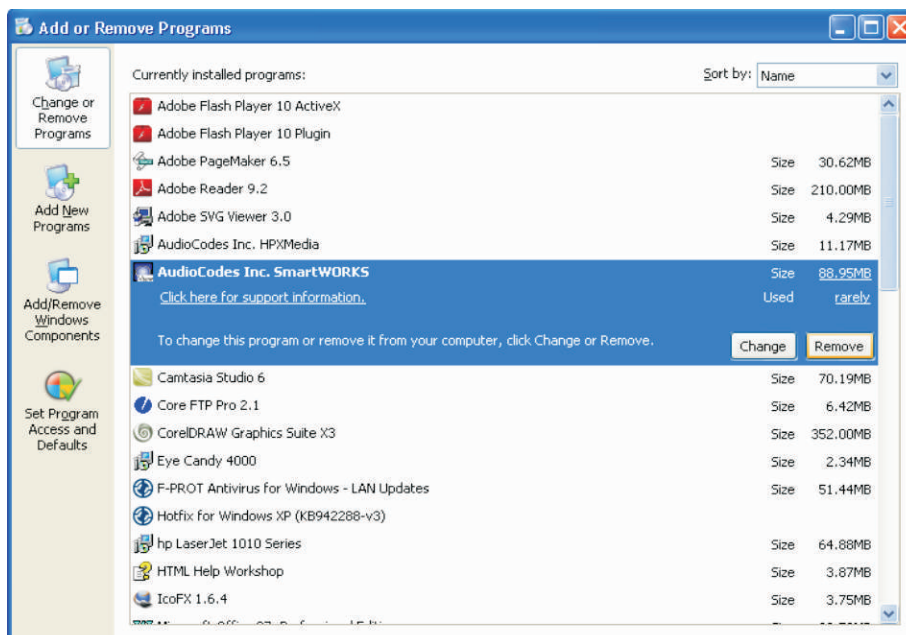
CHECKS TO BE DONE

- 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?

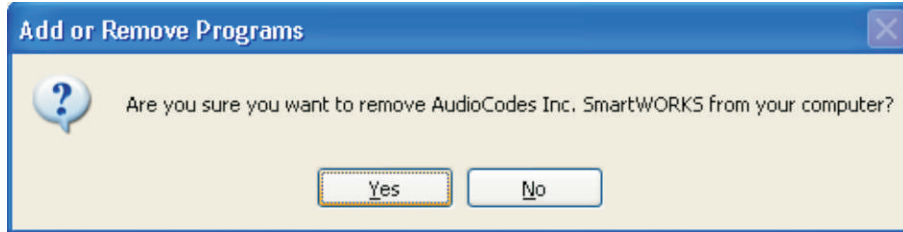
7. Uninstallation

7.1. Uninstallation of AudioCodes Inc. SmartWORKS

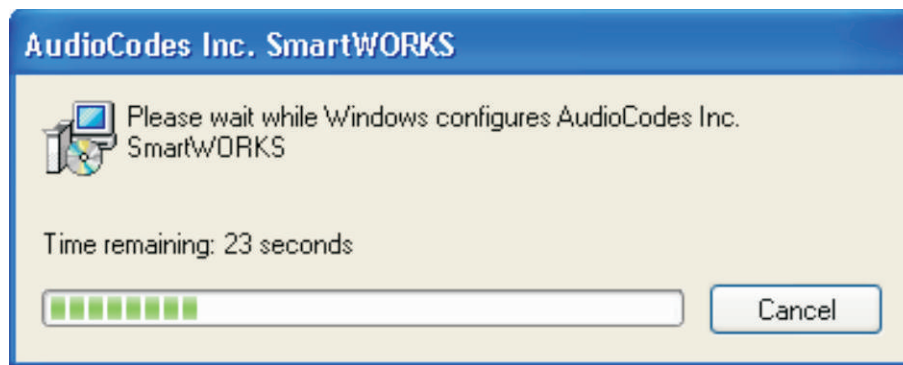
Step 1. Go to “**Start > Control Panel > Uninstall a program**”, all the currently installed programs will be displayed. Select the **AudioCodes Inc. SmartWORKS**, click “**uninstall**”.



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

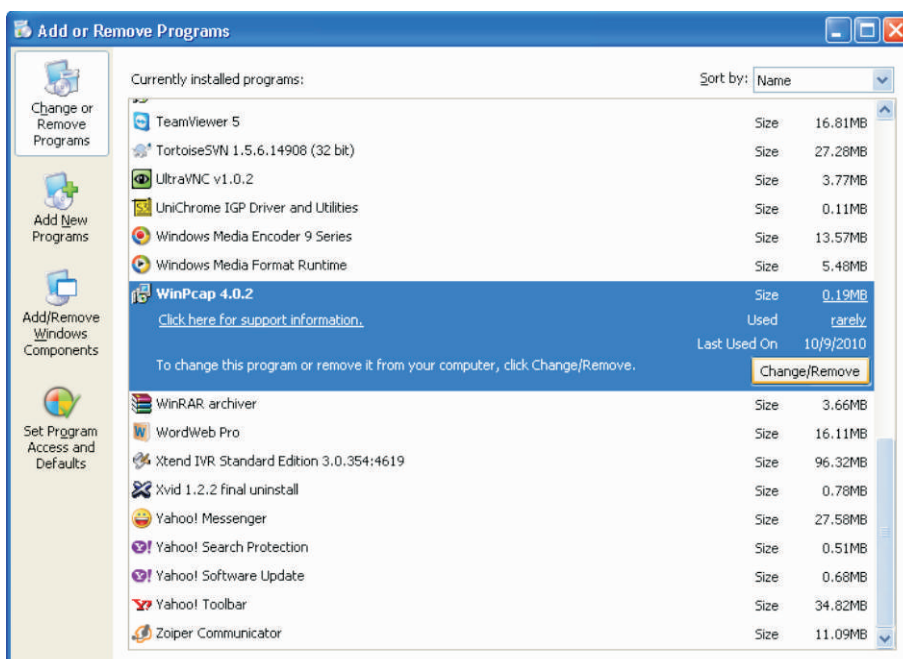


Step 3. The **AudioCodes Inc. SmartWORKS** screen is displayed. Please wait while Windows configures AudioCodes Inc. SmartWORKS. It will take only a few seconds to complete.

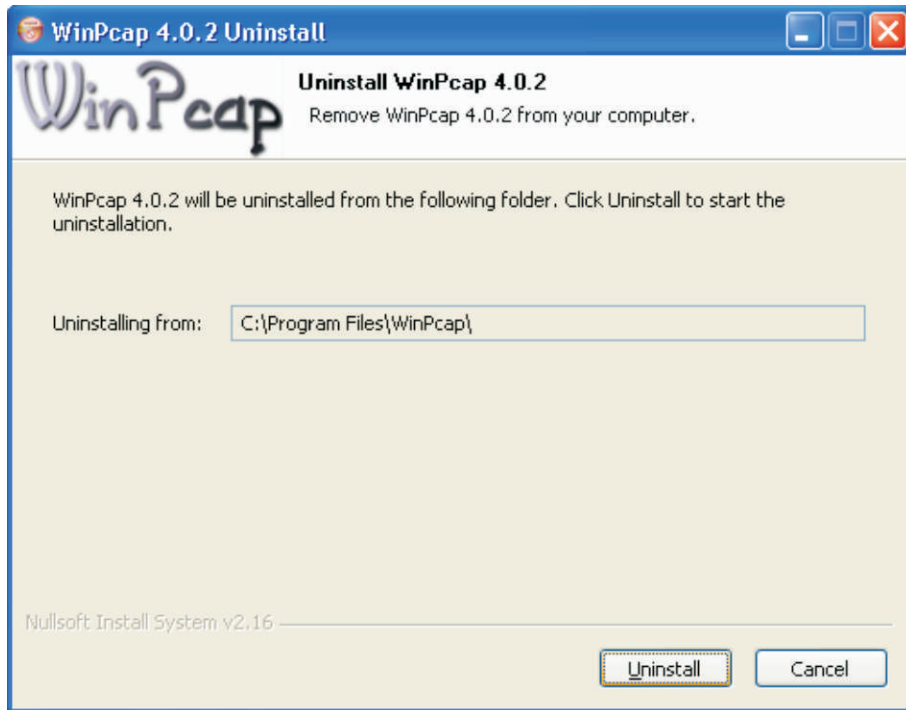


Uninstallation of WinPcap

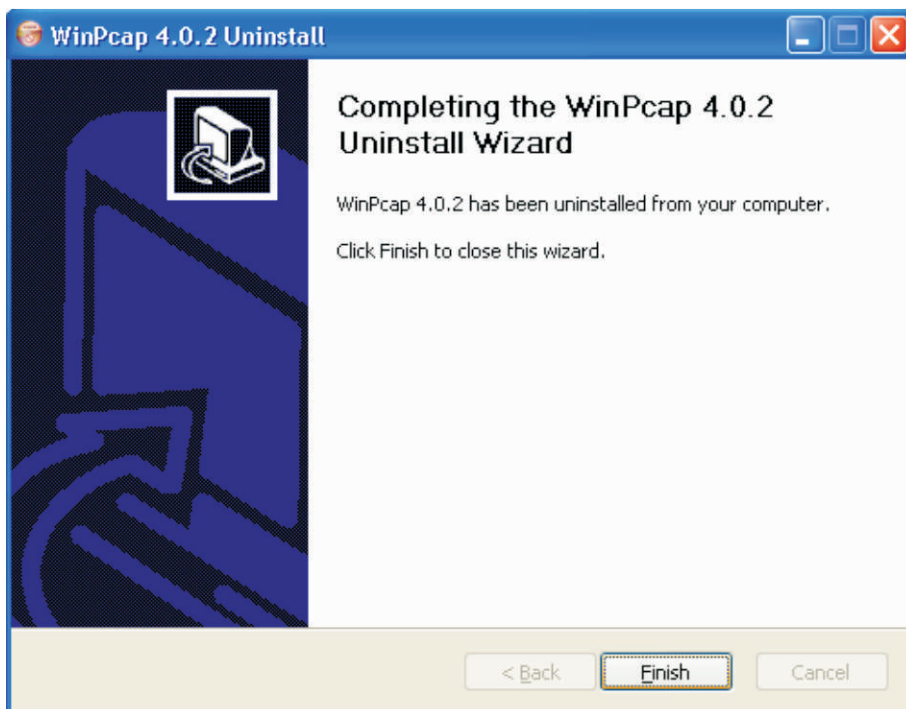
Step 1. From the window **Uninstall a program**, select the **WinPcap 4.0.2** and click "uninstall" button.



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



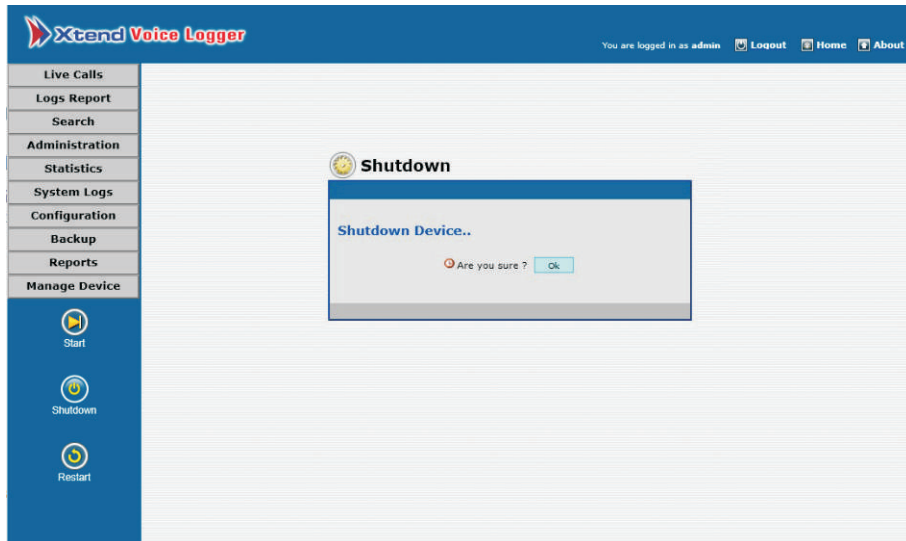
Step 3. Once the uninstallation process is over the **Completing the WinPcap 4.0.2 Uninstall Wizard** is displayed. Click *"Finish"* to close this wizard.



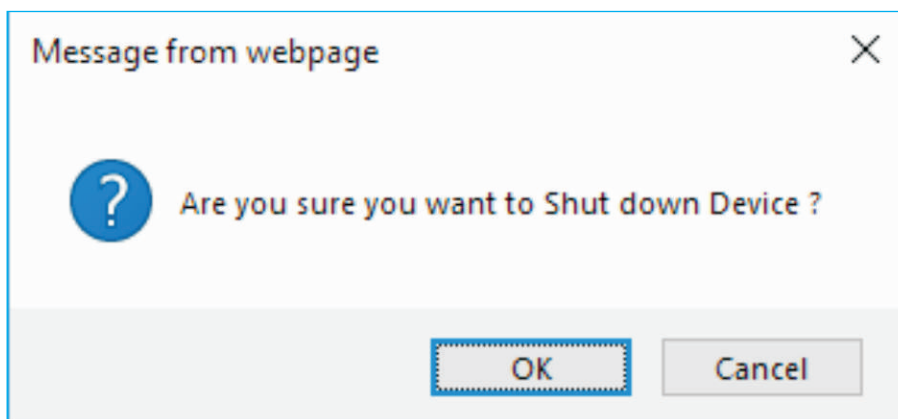
7.2. Uninstalling Xtend Voice Logger

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

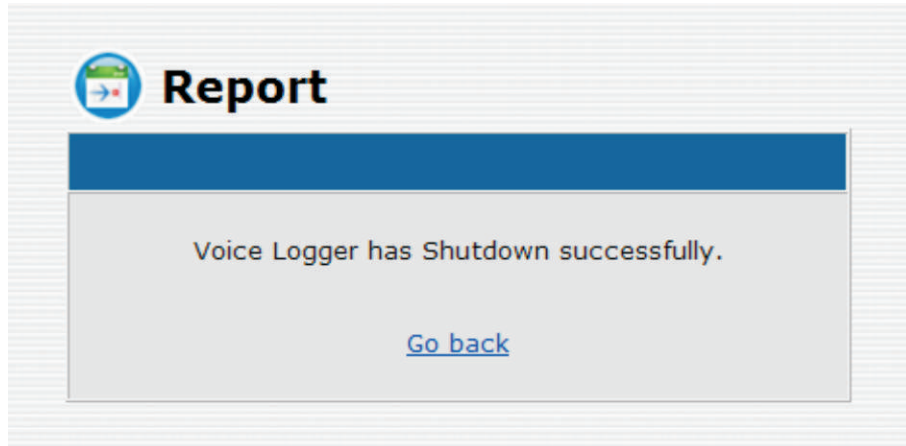
Step 1. To shutdown the Xtend Voice Logger, please click **Manage Devices** link and select **Shutdown**. The "**Shutdown Voice Logger..**" screen gets displayed. Click "**Ok**" to continue.



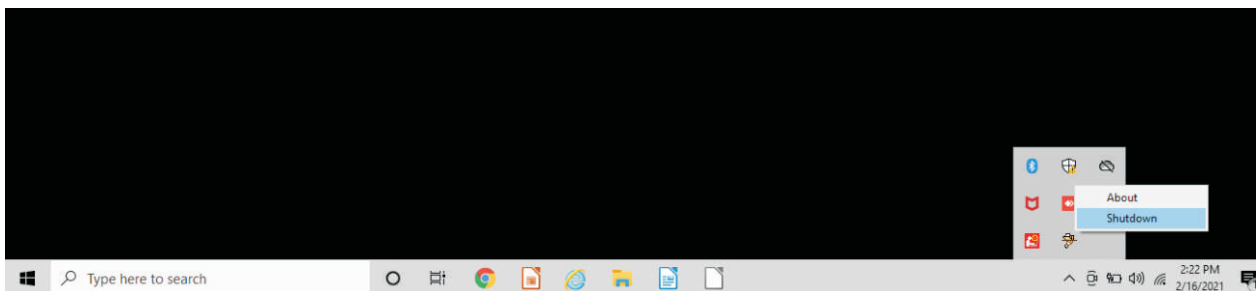
Step 2. A dialog box appears asking the confirmation to shutdown the Xtend Voice Logger. Click "**OK**".



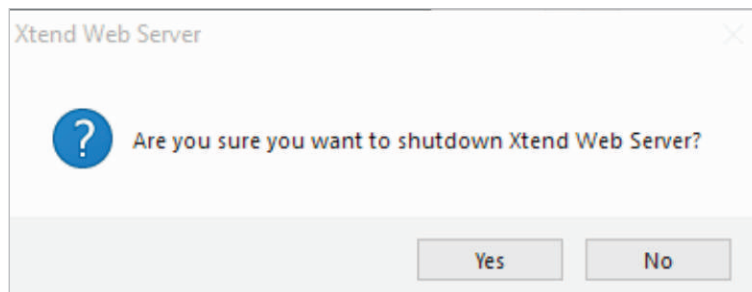
Step 3. The Voice Logger is shutdown and the below screen displays.



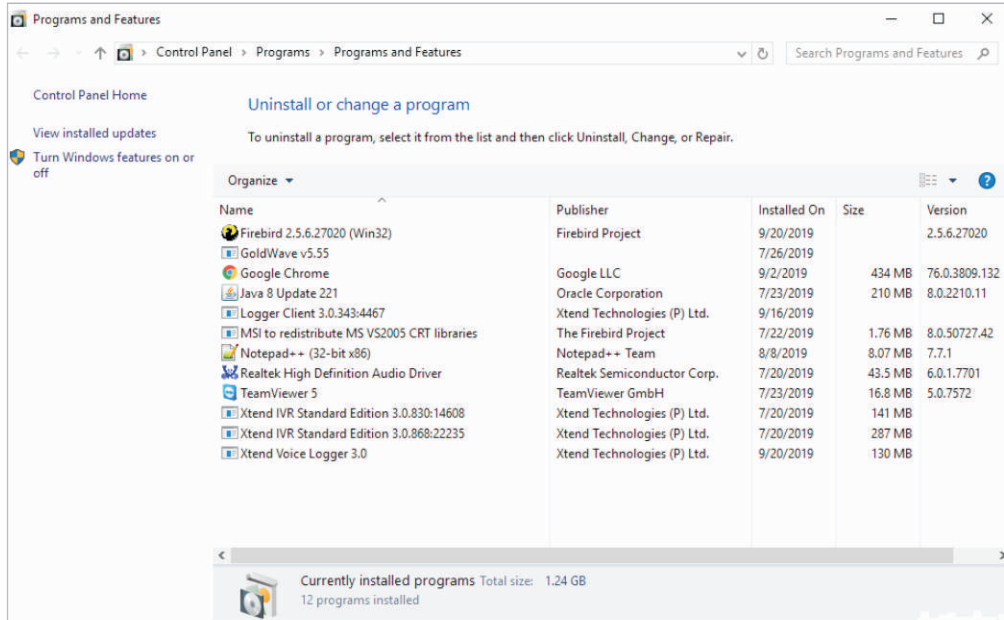
Step 4. Right click Xtend Web Server icon from the task bar, a popup with 2 options **About** and **Shutdown** will appear. Click **Shutdown**.



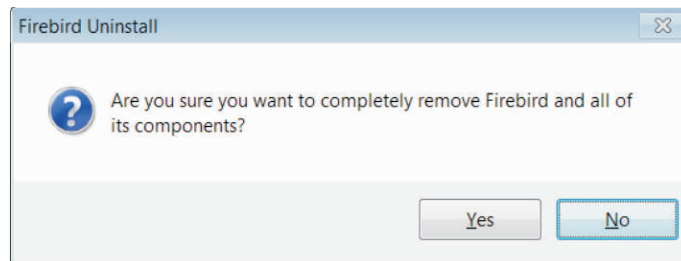
Step 5. Click "Yes" to stop Xtend Web Server from the computer.



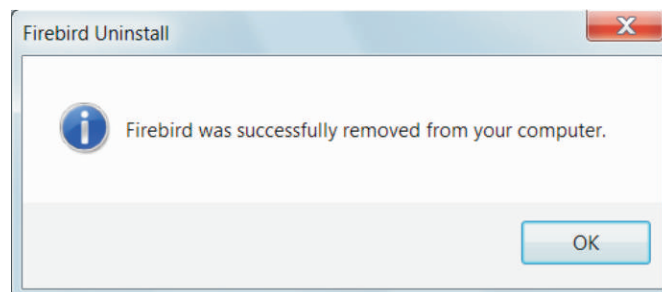
Step 6. Goto **"Start → Control Panel → Uninstall a program"**, all the currently installed programs will be displayed. Select *Firebird 2.5.6.27020(Win 32)* and click **"Uninstall"**.



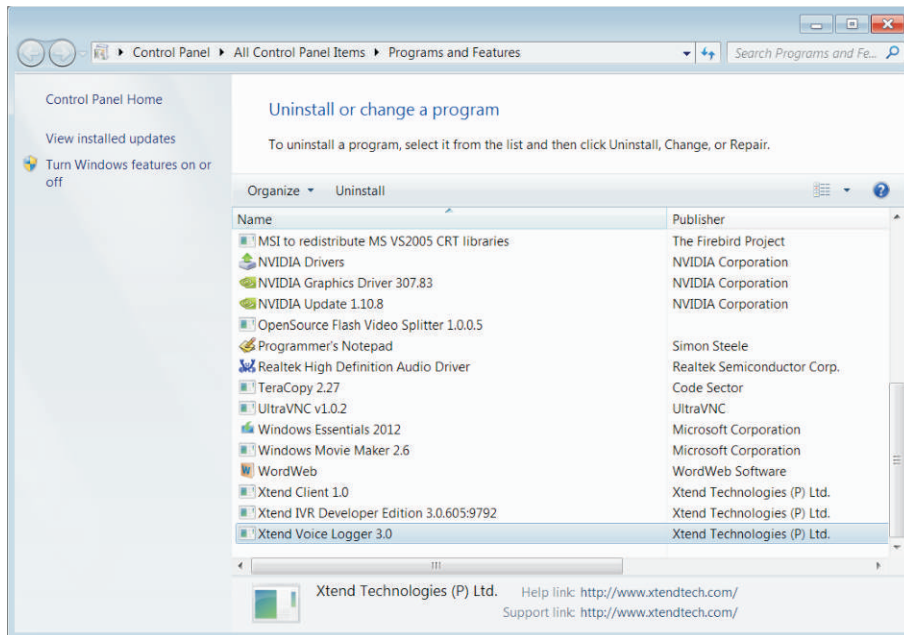
Step 7. Click **"Yes"** when asked if you want to remove all the components.



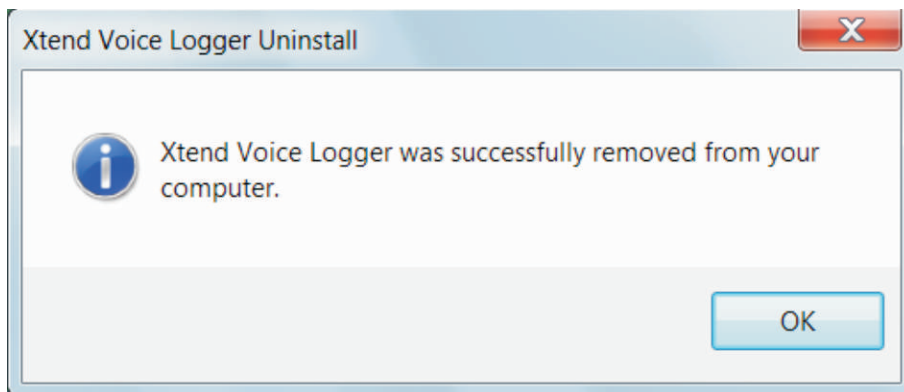
After uninstallation of Firebird, click **"OK"**.



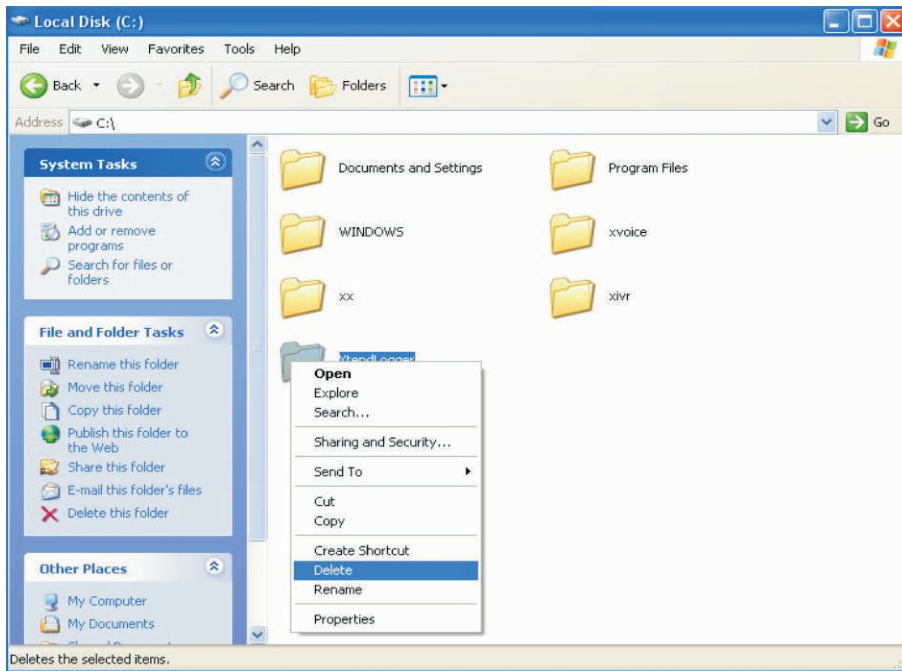
Step 8. Now select *Xtend Voice Logger 3.0* and click *“Remove”*.



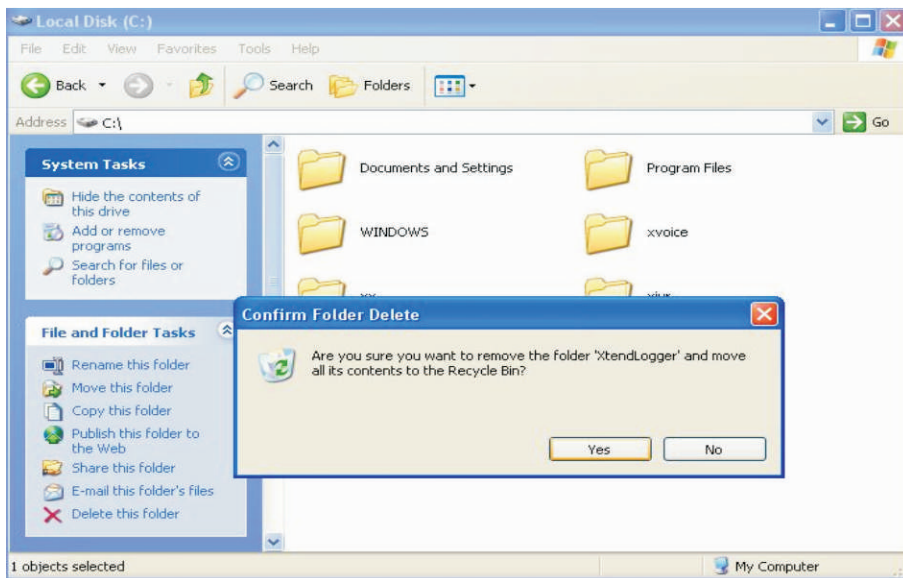
Xtend Voice Logger uninstallation is now complete. Click *“OK”*.



Step 9. Now browse to C:\ and select the folder **XtendLogger**. Right click and select **"Delete"**.



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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