Xtend Voice Logger

ISDN PRI

Installation Manual

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Copyright Notice

Welcome

Congratulations on your choice of a world-class product from Xtend, this will provide you with a full-featured voice recording solution. Xtend Voice Logger is a multi-channel telephone call recording product designed to suit organisational needs. The unique product with advanced call recording features ensures quality and productivity-wise upgradation in business.

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1. Introduction

Xtend Voice Logger for ISDN PRI is a USB based, easy to install, multi-line voice recording solution that can be used to record telephone calls on ISDN PRI Digital Trunk lines. The built-in tap splitter eliminates the need for complex cabling and the USB powered external unit enables a quick and easy voice logger installation. All 30 telephone channels of the PRI can be recorded in stereo or mono audio formats. In this manual, the installation of USB-based ISDN PRI Voice Logger is explained.

2. Package Kit

i.   Xtend Voice Logger
ii.   Installation Instructions
iii. Software Installation CD
iv.   USB Cable
v.   Direct Cable

3. 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.
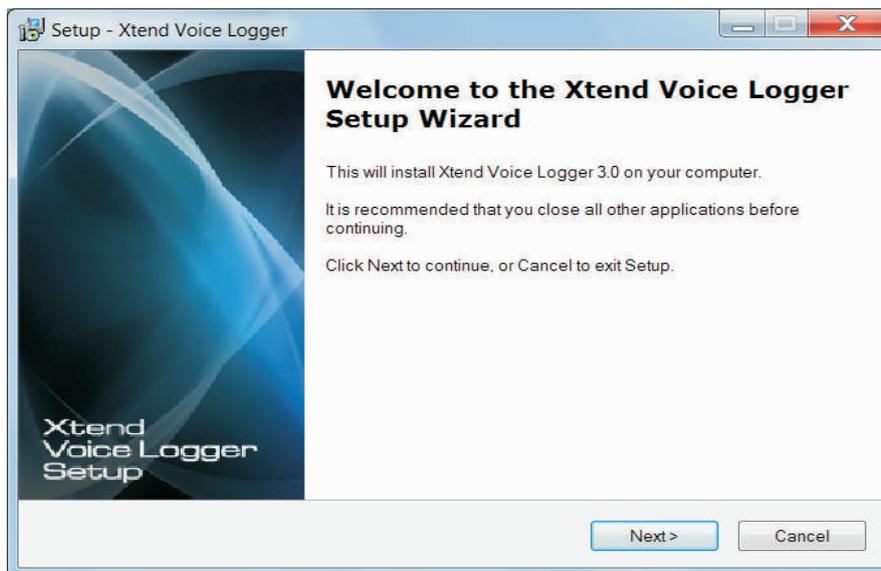
4. Connection Diagram
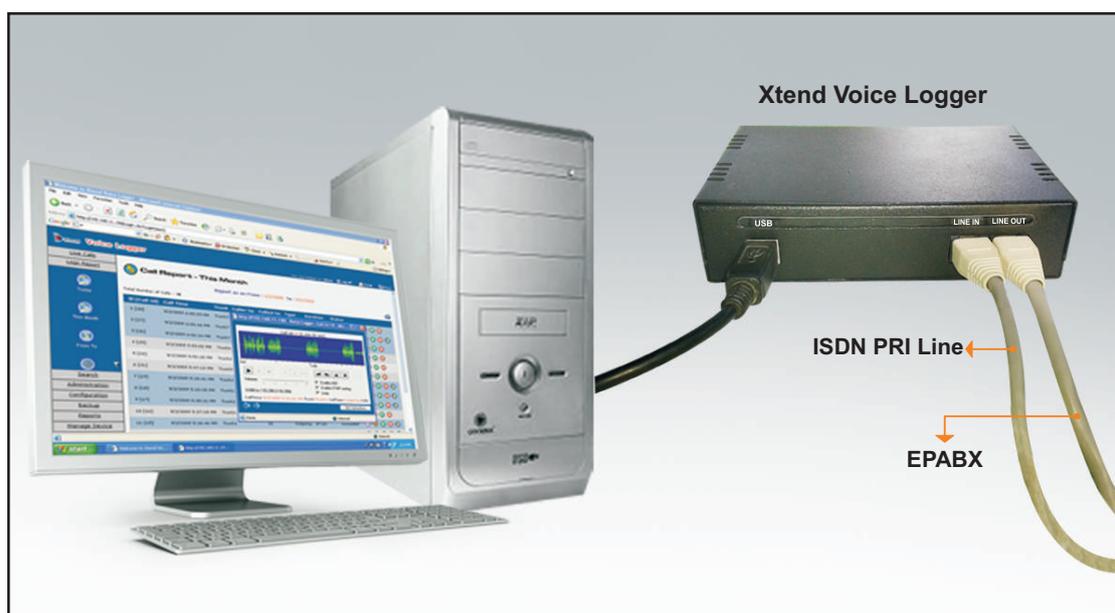
5. Software Setup

Xtend Voice Logger implements an easy software installaton. To start the setup process turn on your computer and insert the CD into the CD ROM drive. Run the setup file named "XtendLogger.exe".
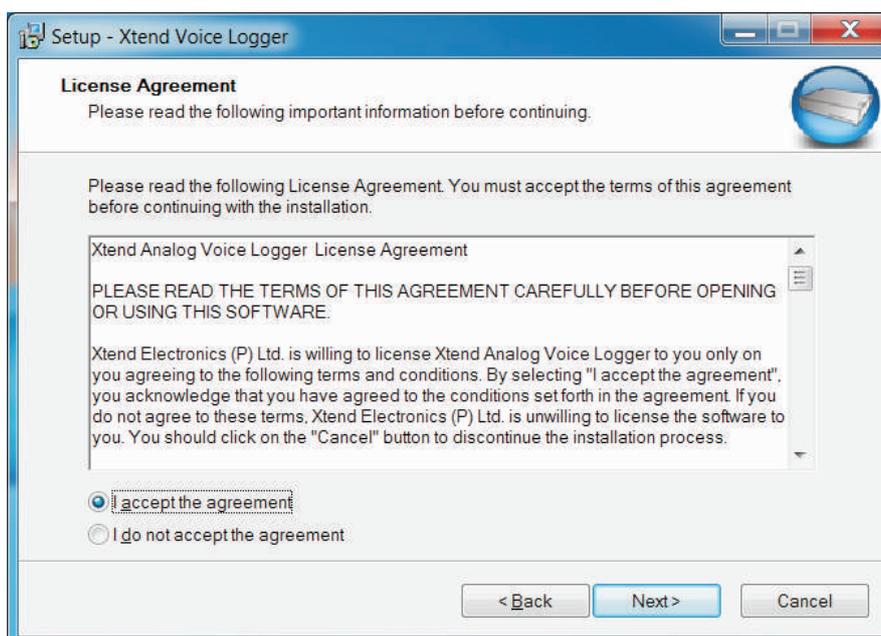
STEP - 1

Welcome Wizard

The first screen for installing Xtend Voice Logger appears, click *Next*.
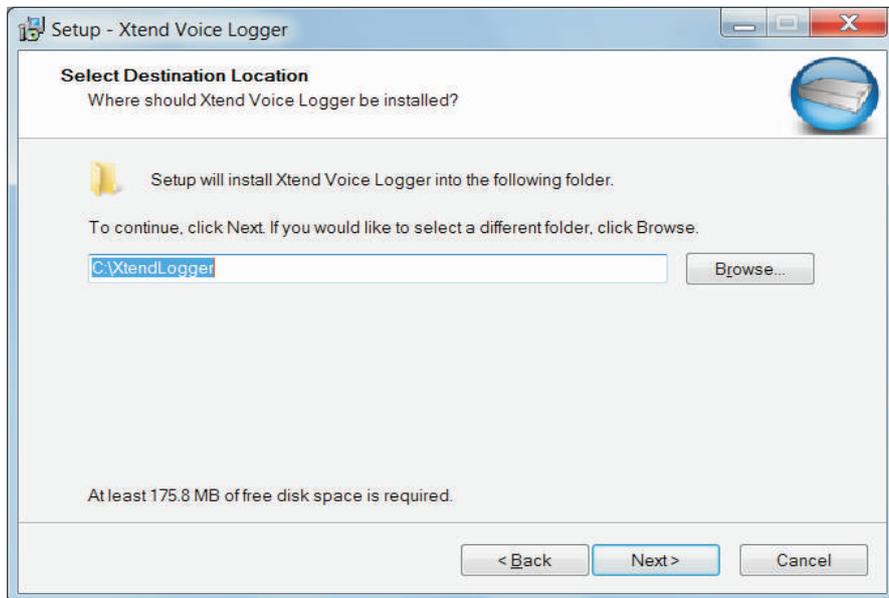

STEP - 2

License Agreement

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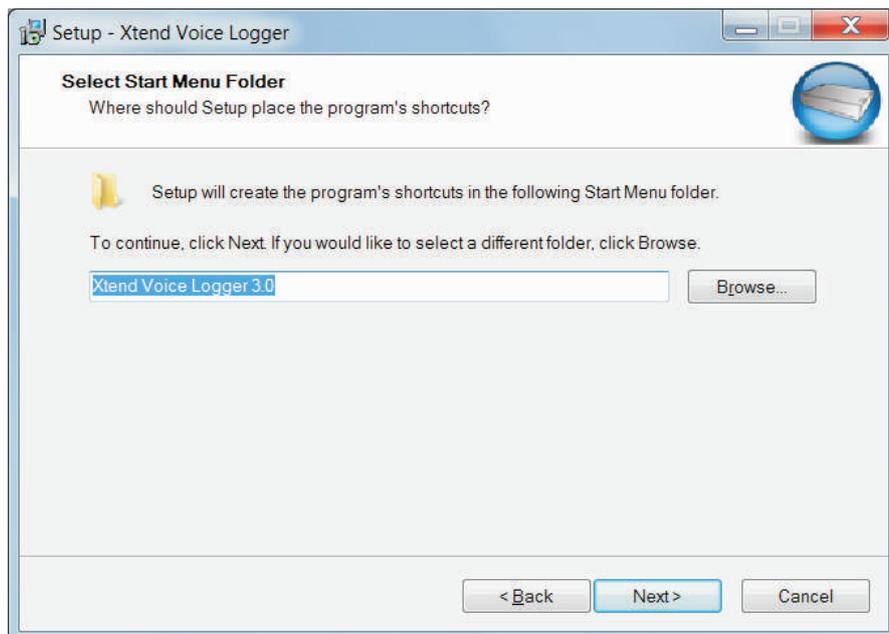
STEP - 3

Destination Location

Default installation directory is "C:\XtendLogger", which can be changed by entering new location from the *Browse* button. Click *Next* to proceed.
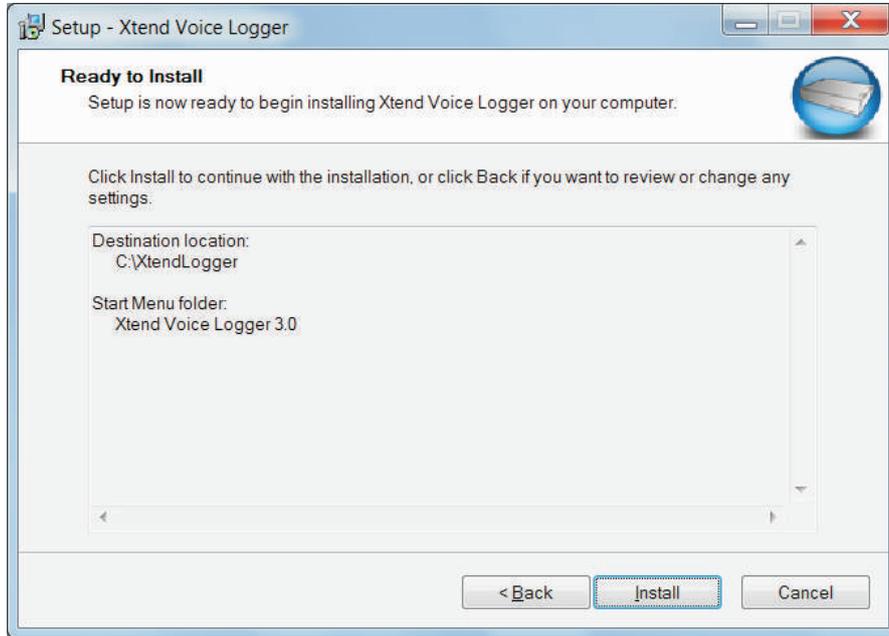

STEP - 4

Program Shortcut

Default program shortcut in the Start menu folder is "Xtend Voice Logger 3.0". You can choose new folder by clicking *Browse*, else press *Next* to continue.
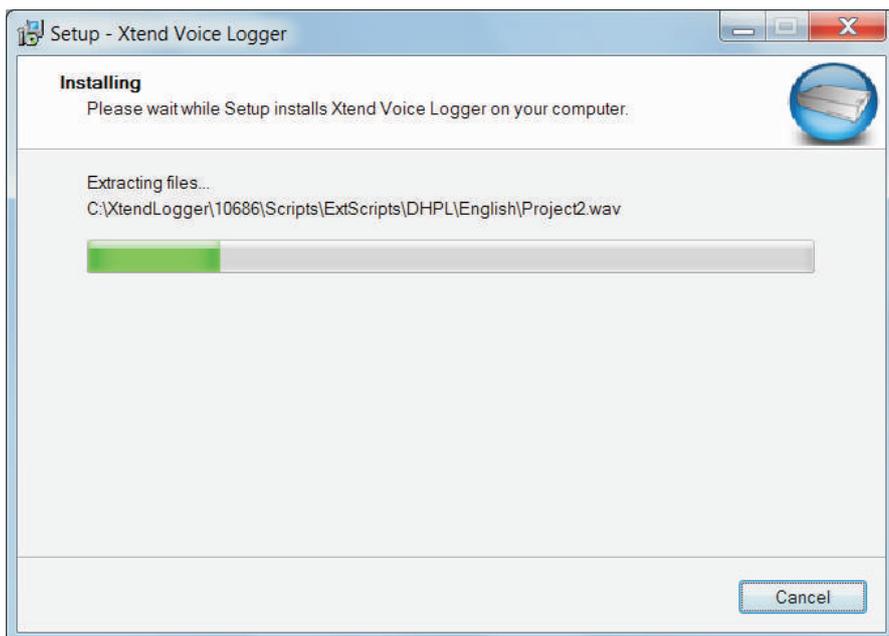
STEP - 5

Location Verification

Check the given location and press *Install* to begin the installation process.

Note: *If the Windows Firewall blocked message appears, then click "Allow access" to proceed with the installation.*
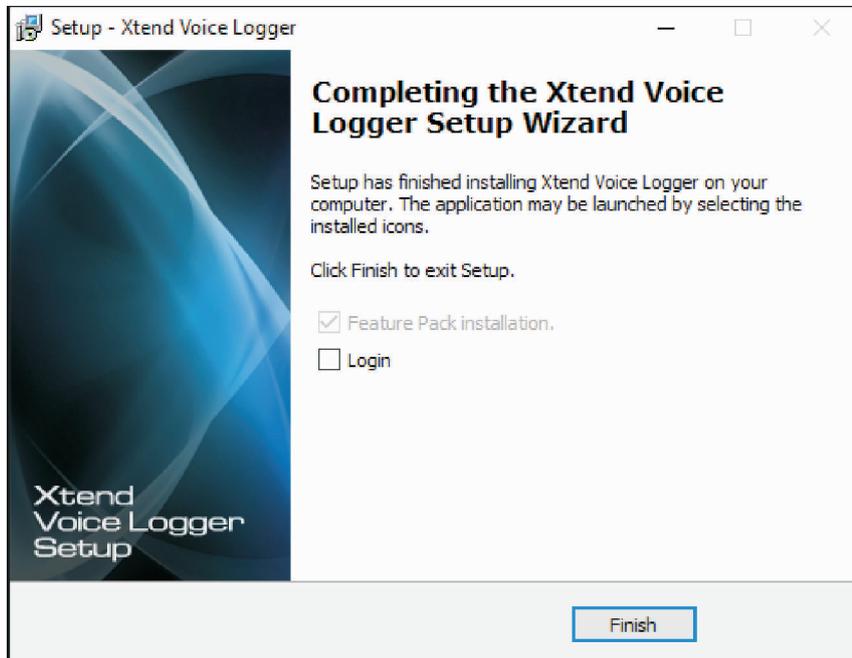
STEP - 6

Installation Process

Setup installs Xtend Voice Logger on the system.

STEP - 7

Process Completion

When the installation gets completed, click *Finish*.

On successful installation, Xtend Web Server icon is enabled on the notification area of the taskbar.

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.

6. Hardware Setup

Connect Xtend Voice Logger device using the USB cable to the USB slot on the rear side of the computer. Make sure that it is not connected to the USB slot on the front of computer.[a]

The LED on the front-side of device turns red and blinking. Windows shall automatically detect and install the hardware for all operating systems. After installation, a message appears as **Device driver software installed successfully**.
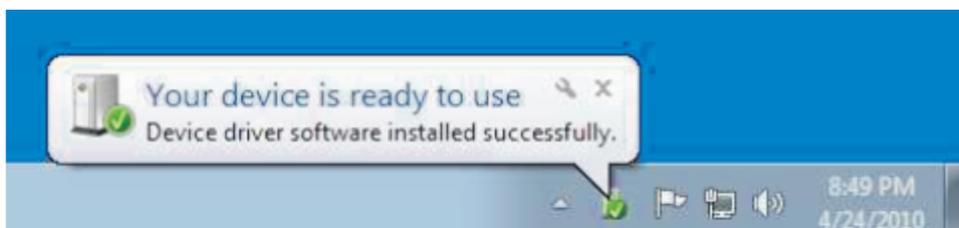
After successful installation, the LED on the front-side of device blinks in red and green color.

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[a]*Front USB Connectors may not provide the performance necessary to support such transfers due to non-standard wiring. It is recommended that only rear USB slots be used to connect to Xtend Voice Logger ISDN PRI.*

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Incase if the driver is not installed automatically, follow the below mentioned steps for driver updation.
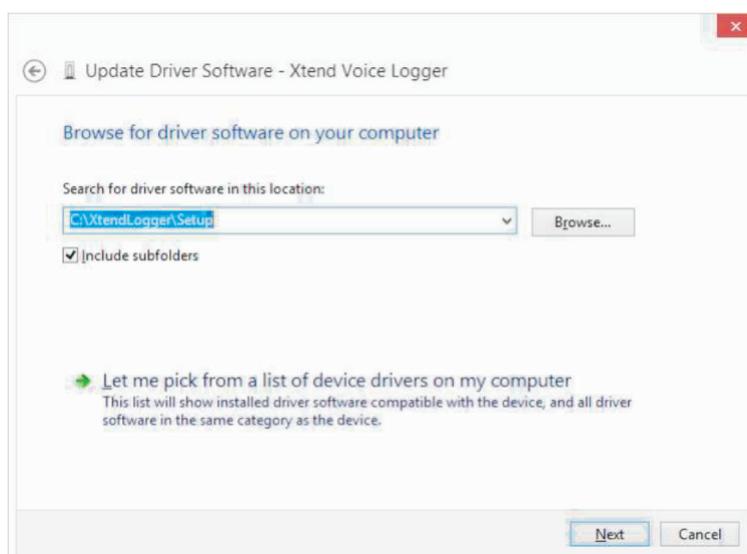
STEP - 1
Device Manager

Go to Device Manager, update the driver software by right clicking on Xtend Voice Logger Digital Trunk under Universal Serial Bus Devices. Update driver software by clicking *Browse my computer for driver software*.
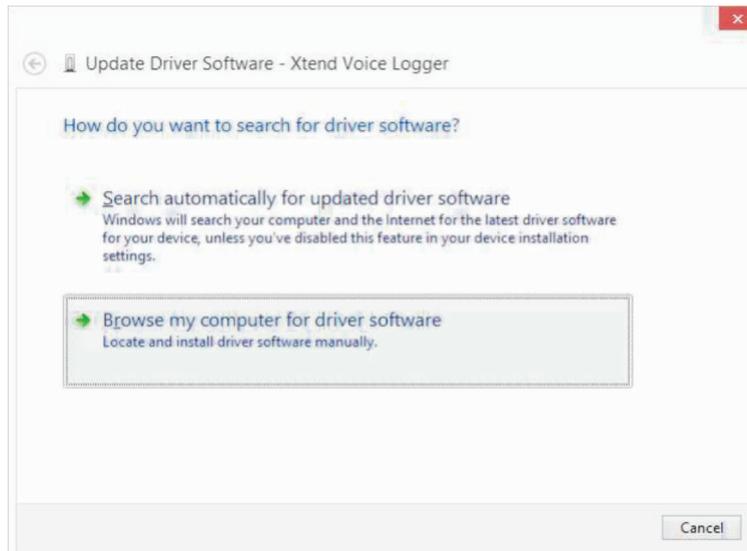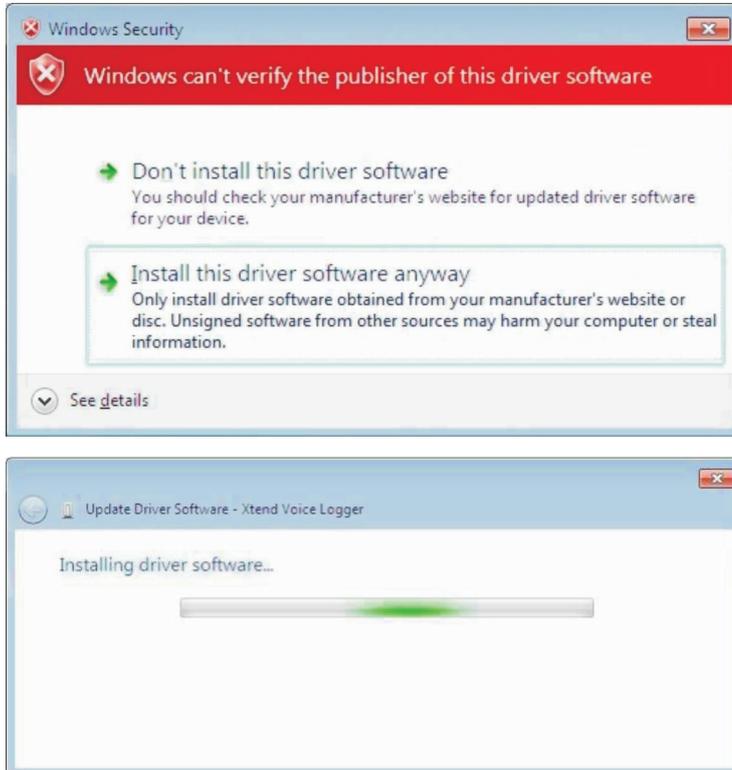

STEP - 2
Browse Driver Software

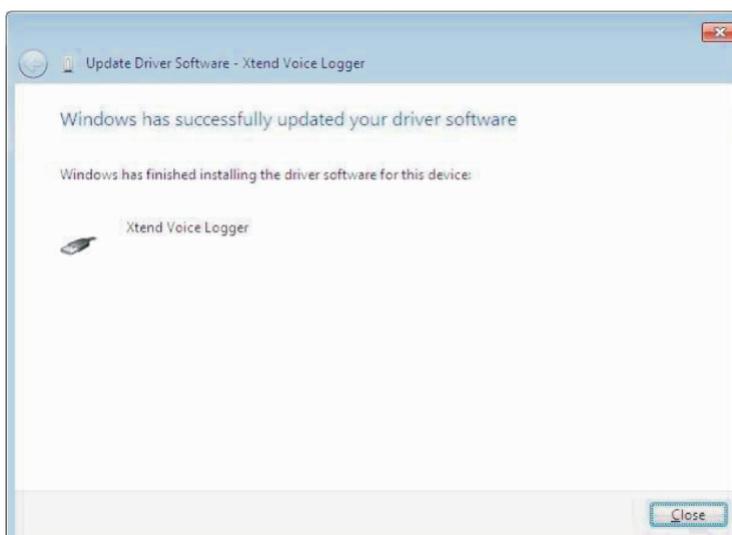Select the location of driver software (for example; C:\XtendLogger\Setup) and then click *Next*.

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STEP - 3

Driver Installation

A Windows Security warning appears. Click *Install this driver software anyway*.

STEP - 4

Installation Completion

The software installation for Xtend Voice Logger is completed and a window appears after successful installation, click *Close*.

Now, connect the incoming line from ISDN PRI trunk to the LINE IN and the outgoing LINE OUT to the EPABX system.

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7. Device Configuration

Go to **Start** → **Programs** → **Xtend Voice Logger** → **Login** to activate the browser interface. Login page appears for user authentication. Enter Username and Password as "admin", click *Login*.
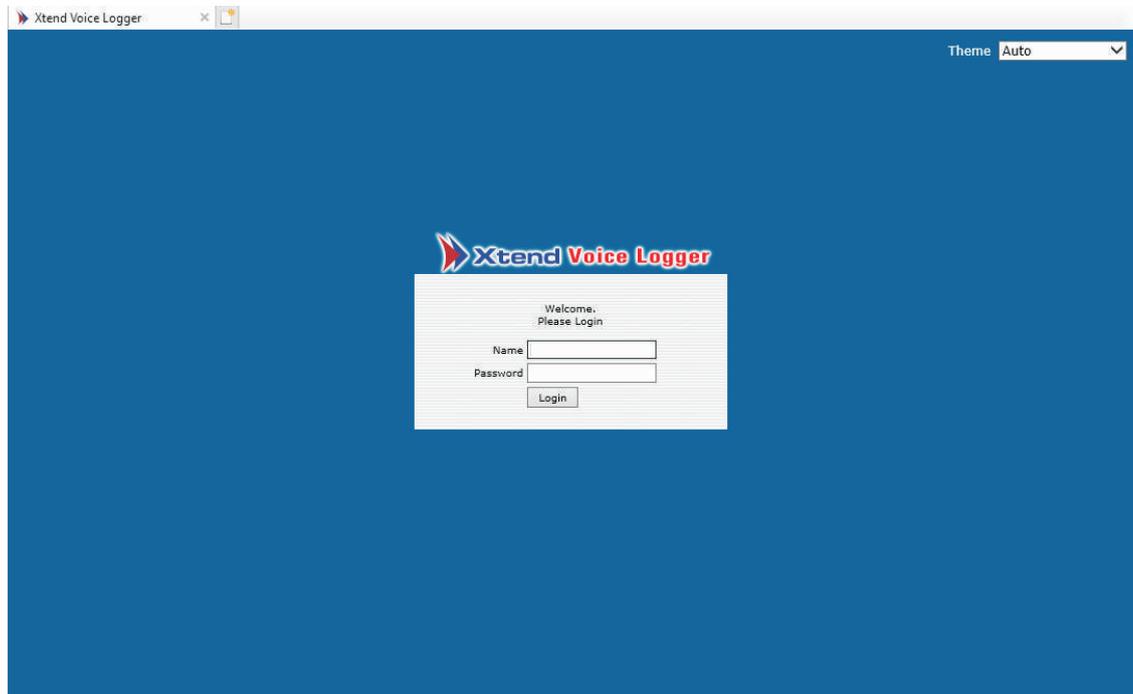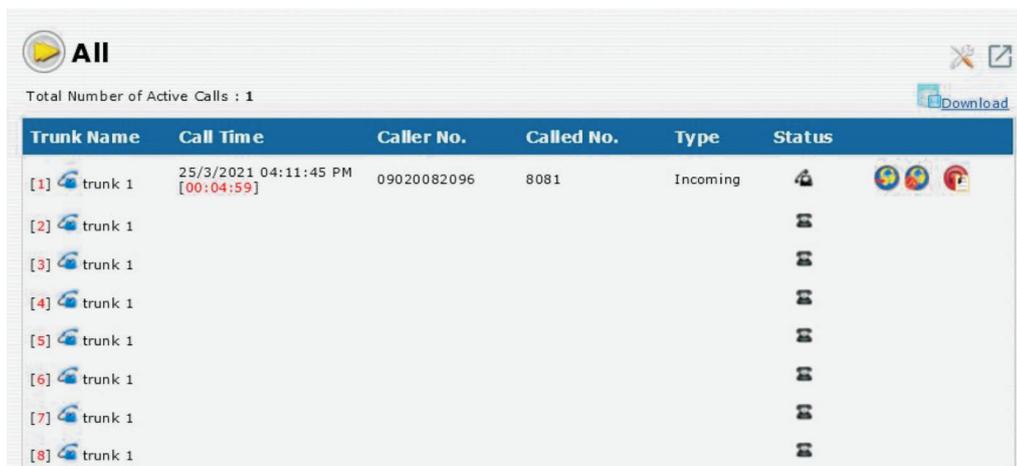

User will be prompted to configure the device, click *Ok*.
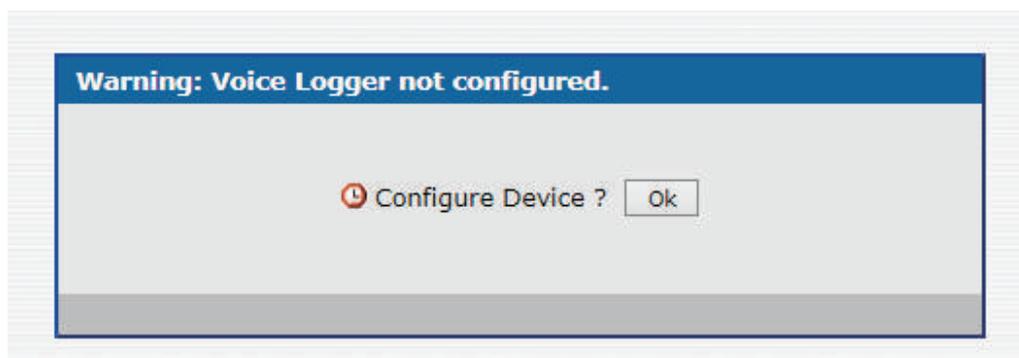
Enter the name of the Trunk/Extension line. Default-selected log type is Handset Up To Down. Choose Log Type from the dropdown list and click *Next*.

Live Calls appears on the screen as shown below.

Notice that the status of the LED on the device turns green and static. Live Calls status in the browser interface turns green on incoming/outgoing calls. This indicates that the Voice Logger configuration is completed and the device is working correctly.

Note: The LED on the front-side of device blinks in red and green color when the ISDN PRI/EPABX line are disconnected from the RJ45 port or the ISDN PRI line/EPABX are not working properly.

This concludes the installation of Xtend Voice Logger for ISDN PRI Lines.

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8. Uninstallation

At times, it may happen that due to a fault during installation or for upgradation requirement, you may be required to completely uninstall Xtend Voice Logger from your computer. There are a number of steps involved to complete the uninstallation process. Please be sure to follow the uninstallation procedure precisely to ensure a trouble free un-installation & re-installation of the product.

STEP - 1

Before starting the uninstallation process, take backup of logged files to prevent data loss. Close Xtend Voice Logger and shutdown Xtend Web Server running in the system. To do so, go to the notification area of taskbar, and right click the icon for Xtend Voice Logger. Select Exit, and press Enter. Similarly, right click and shutdown the Xtend Web Server.

Step 2: Go to **Start** > **Control Panel** > **Programs** > **Uninstall a program**, all the currently installed programs will be displayed on the monitor.
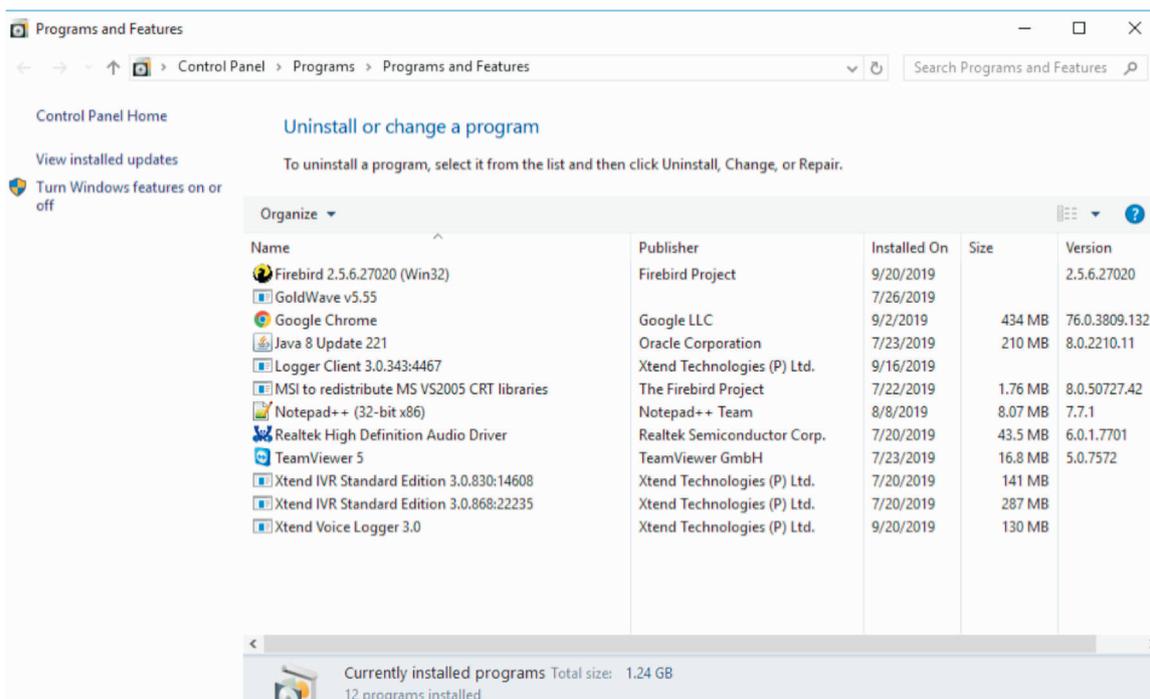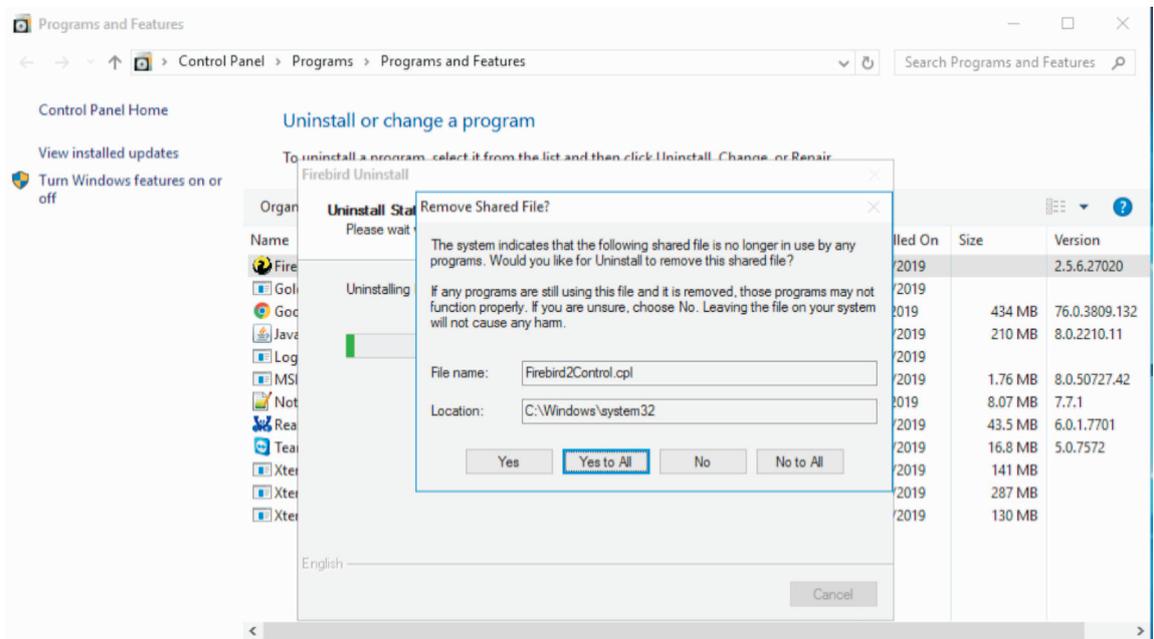

Click the icon named **Fireword 2.5.6.27020(Win 32)** to select for uninstallation. Click *Uninstall* to delete this program,

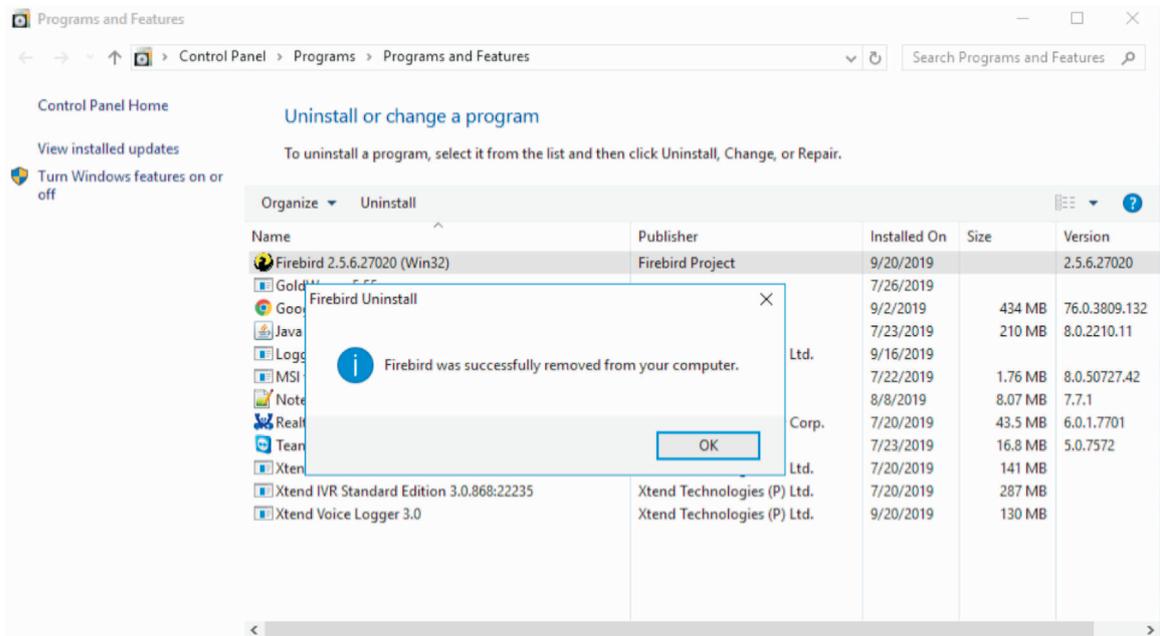*Note: The firebird version number may vary based on latest version.*

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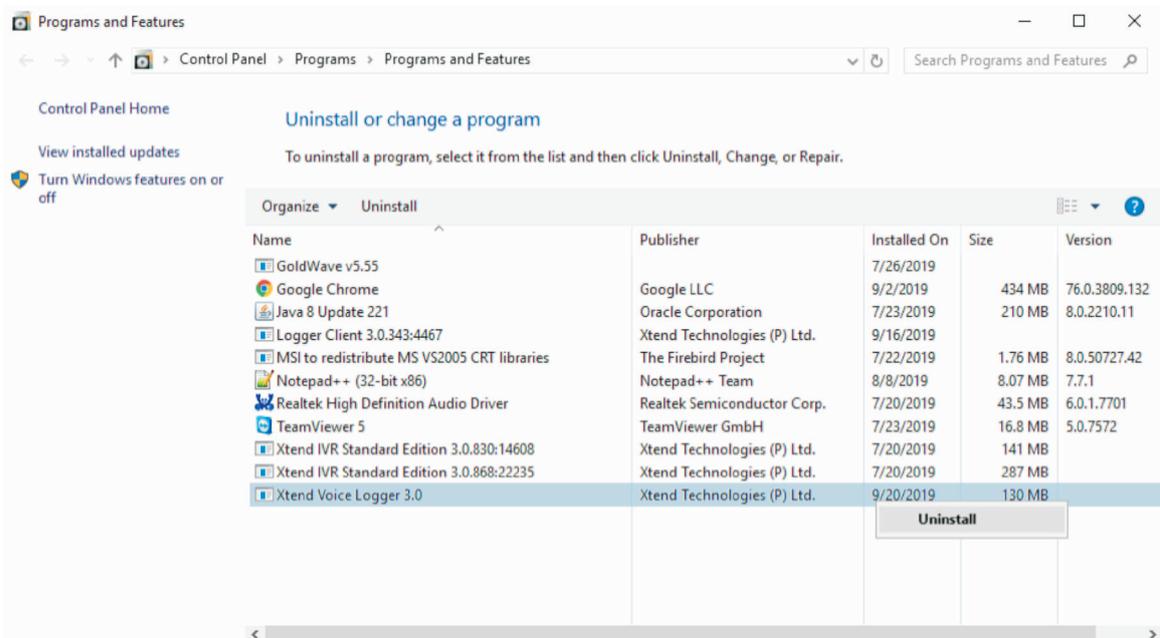**Step 3:** Click *Yes* to uninstall the program.
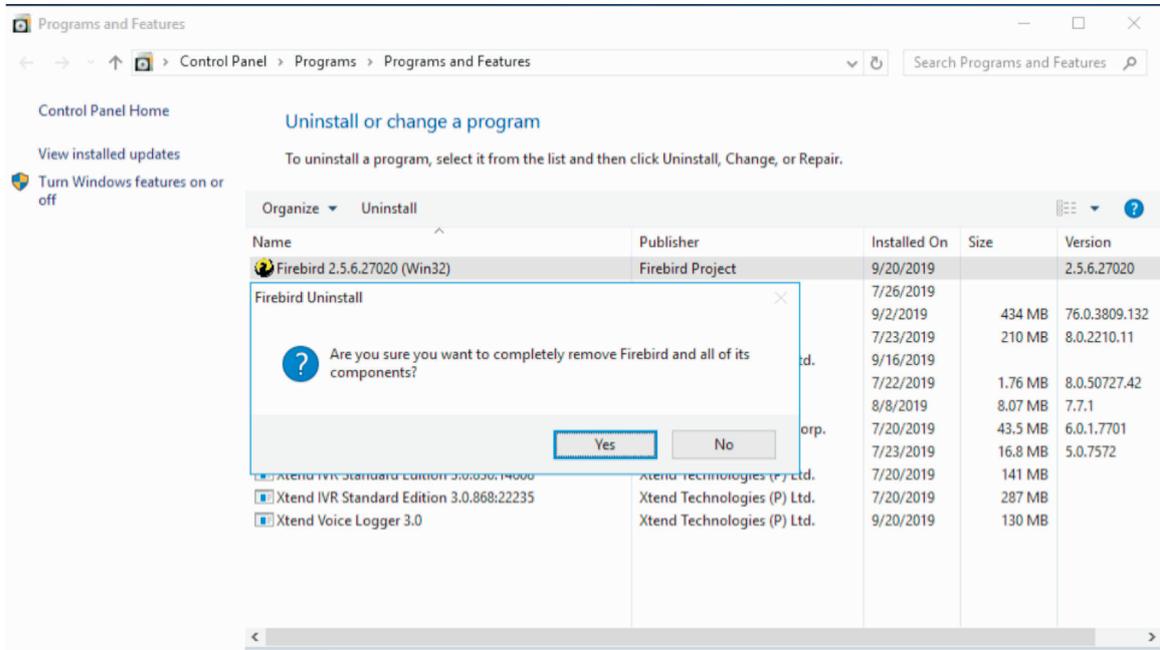
Step 4: Click *Yes to All* to remove the shared files from the system.
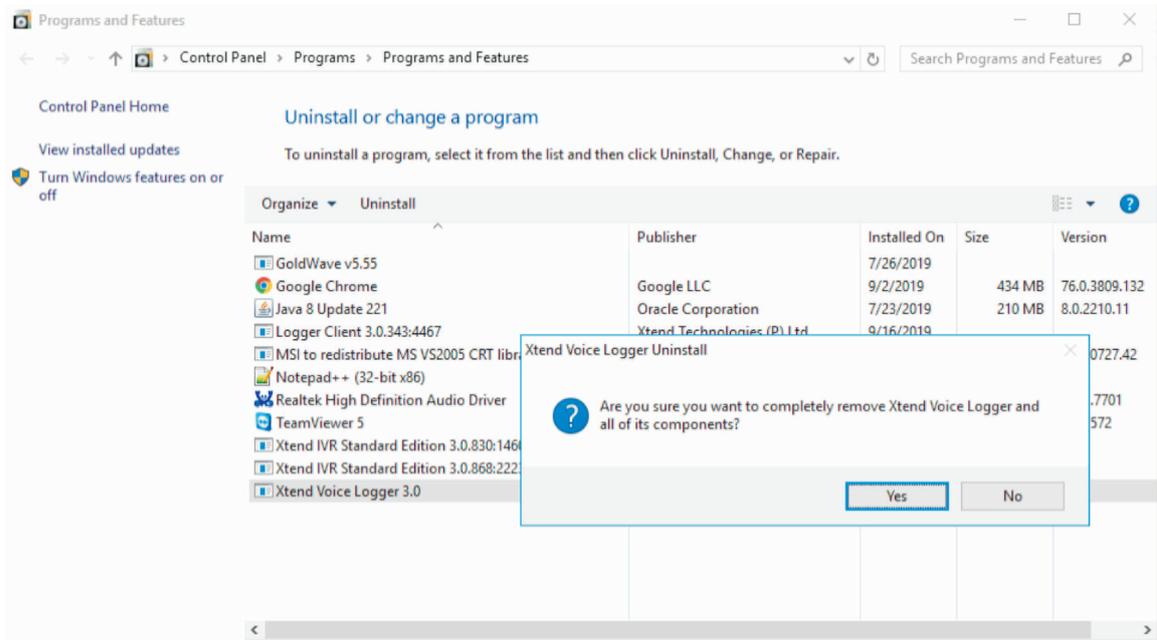

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Step 5: After the uninstallation process, a window will be popped up as shown below. Click *OK* .
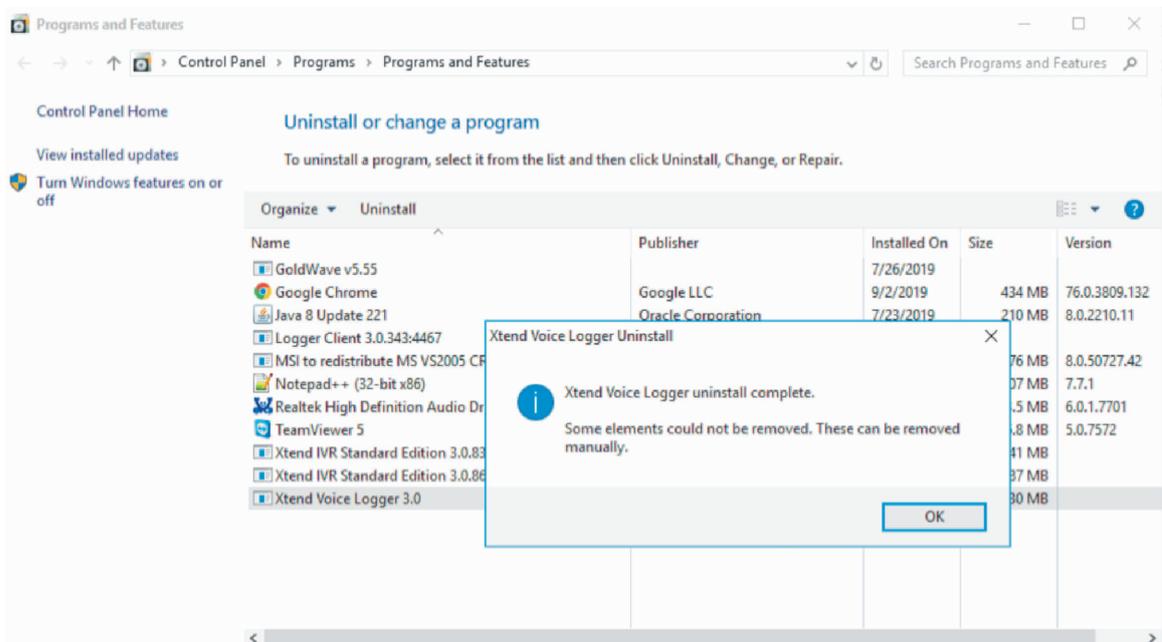

Step 6: Select the program for **Xtend Voice Logger 3.0** from the list and click **Uninstall** to remove Xtend Voice Logger from the system.

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Step 7: Click *Yes* to complete the process of uninstallation.

Step 8: A window will be displayed as shown below, Click *OK.*

This concludes the document on installation and uninstallation of Xtend Voice Logger.

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