Installation Guide

Xtend
TECHNOLOGIES

Xtend Voice Logger

VoIP Lines
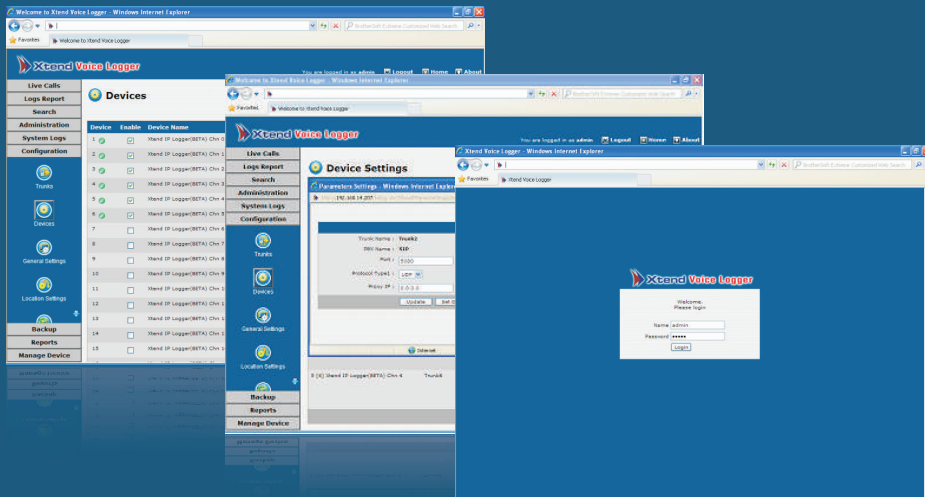
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1. Welcome

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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 market in India. The series of innovative products developed by Xtend includes Voice Loggers, Interactive Voice Response System and Outbound Dialers. Xtend Voice Logger is used to log all the incoming and outgoing calls in an organisation. With the purchase of this product, now you can have a perfect monitoring on all the ongoing calls to upgrade the performance of the organisation. This user guide familiarises you to install the Xtend Voice Logger for VoIP lines 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, VoIP, analog and digital telephone lines. In this manual, the installation of Xtend Voice Logger is explained.

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.

Xtend Voice Logger has the capability of quality voice compression maintaining the voice quality as such. Mostly, this is used as an "agent monitoring" or "call logging" tool in call centers, stock markets, banks etc.

3. Features

Features of Xtend Voice Logger include:

- Logs complete call details including caller/called id, date, time, duration, etc.
- Compatible with analog lines, digital trunks/extensions, audio and VoIP lines
- Simplified or advanced search and reporting capability
- Real-time call snoop capability and call alert popups
- Export call reports in PDF/Excel format
- Backup to CD/DVD/hard disk or .zip files for later restoration
- Automatic scheduled backup of recorded files
- Low disk space notification and board failure alerts
- Graphical charts for statistical analysis of calls
- Call record commenting and custom tags creation for quick call record retrieval
- SMDR integration for detailed call record analysis
- Phonebook integration for informative call records
- Audio compression capability to PCM/GSM formats
- ActiveX based advanced audio player with AGC and DTMF mute capability
- Export of audio files to MP3/PCM/GSM formats
- Stereo audio logs for digital trunk, extension and VoIP calls
- User-friendly browser interface with multiple access levels

4. Unpacking

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

- Installation CD
- HASP HL key

5. 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
- ◼ Mirrored port
- ◼ Headphone/Speaker
- ◼ LAN connection

6. Getting Started

Xtend Voice Logger for VoIP lines is a multi-line voice recording solution that can be used to record H.323/SIP VoIP calls. The product captures the audio and presents the logged information through a secure user-friendly interface with full-fledged features for call monitoring and evaluations. Real-time calls can be accessed from any desktop for policy compliance verifications and reports can be generated for appraisals to improve efficiency and performance.

Installation of Xtend Voice Logger for VoIP lines is briefly mentioned below:

- Install Xtend Voice Logger software 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 software.
- Click **Live Calls** in the browser interface and check that all incoming and outgoing calls are logged in Xtend Voice Logger.

6.1. Connection Diagram

Extension Side (IP Phones) Logging

All transmitted and received data from the IP Phone is forwarded to Xtend Voice Logger installed PC using Mirror Port, where the data is further logged for future references.


Connection Diagram
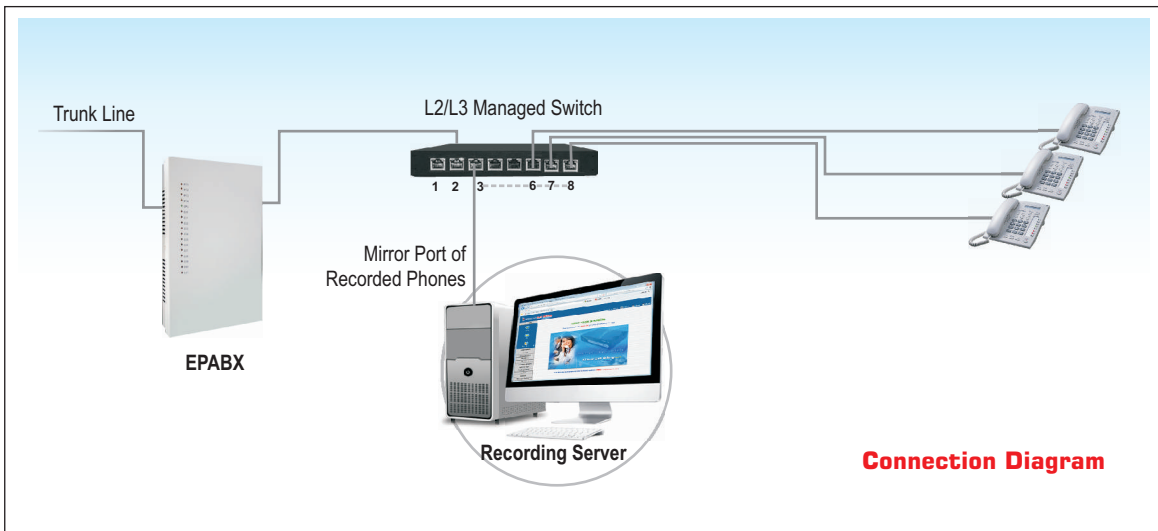
SIP Trunk Logging

All transmitted and received data from EPABX SIP Trunk is forwarded to Xtend Voice Logger installed PC using Mirror Port, where the data is further logged for future references.

Connection Diagram
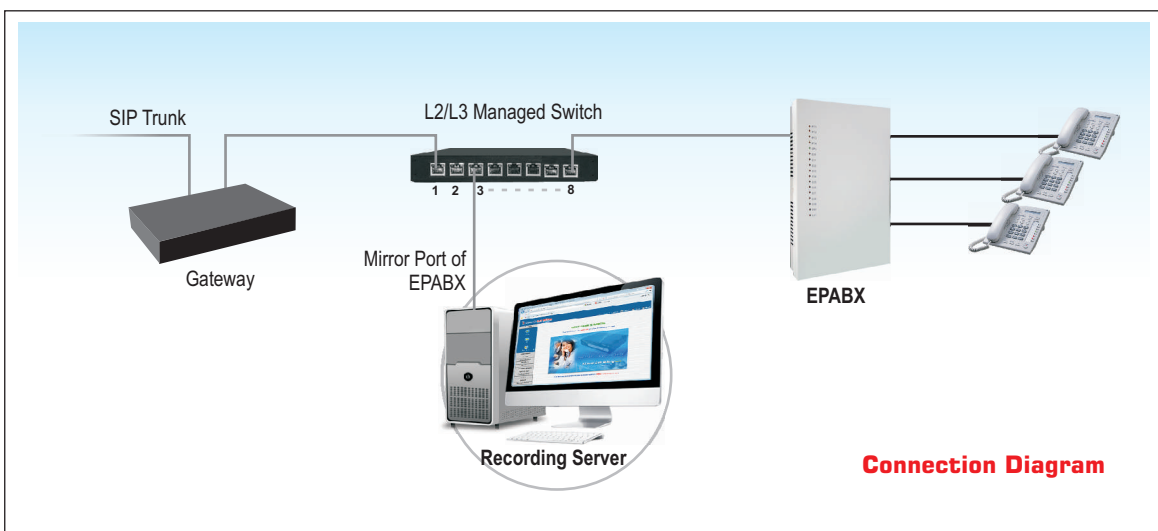
6.2. Xtend Voice Logger - Installation

This section will help you to install the Xtend Voice Logger for VoIP lines in the system. Software installation is done from the CD provided in the package kit. You can follow these steps to install the Voice Logging system:

Step 1: Run the setup named "**XtendLogger**"
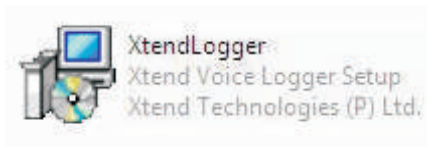
Step 2: The Welcome window appears on the monitor as the first step in the process of installation, click **Next**.
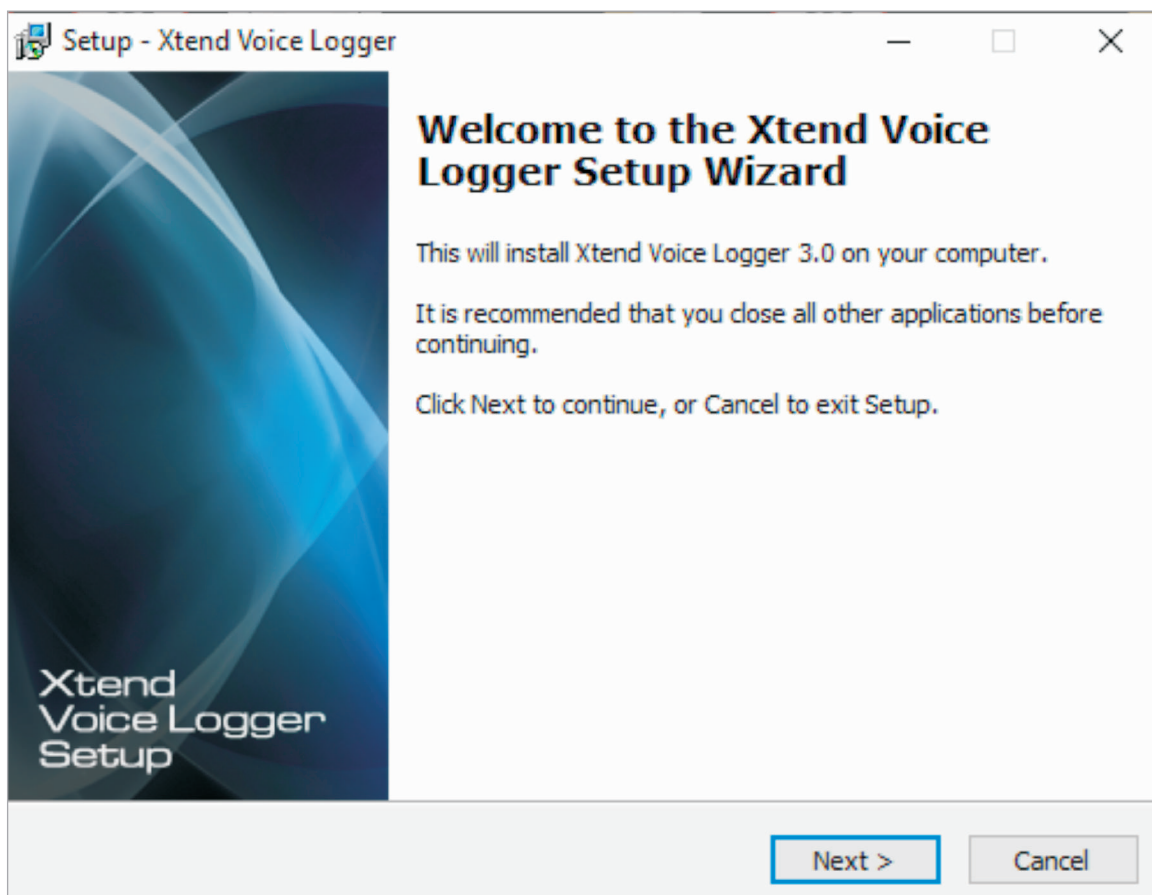
Step 3: The license agreement screen appears. Read the terms and click "I accept the agreement". Then, click **Next**.
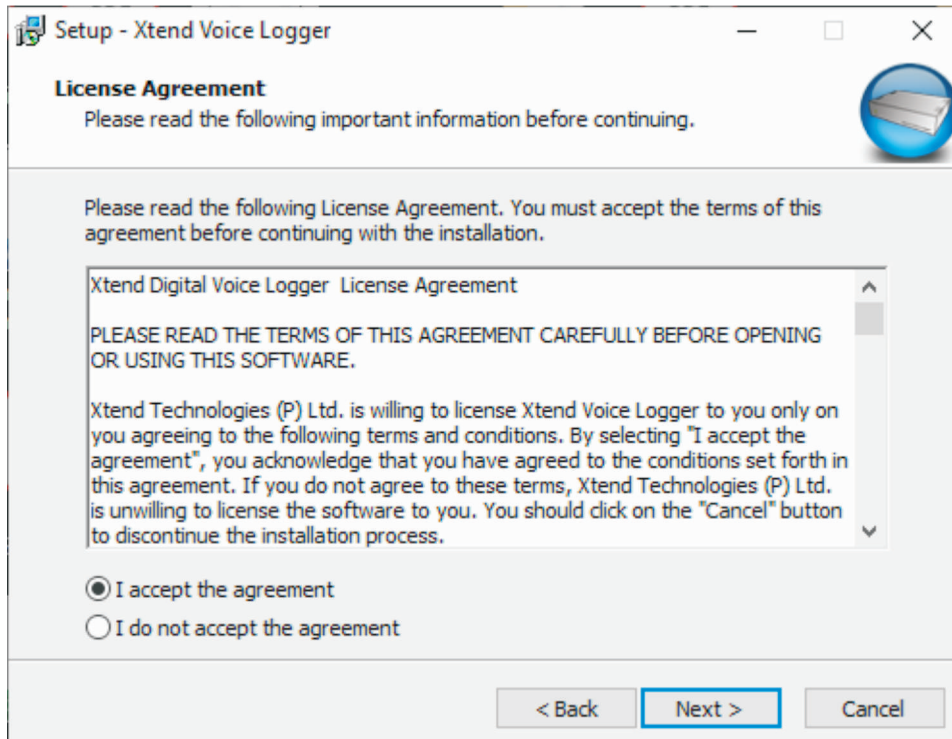
Step 4: Setup installs Xtend Voice Logger in default location "**C:\XtendLogger**", click **Next**.
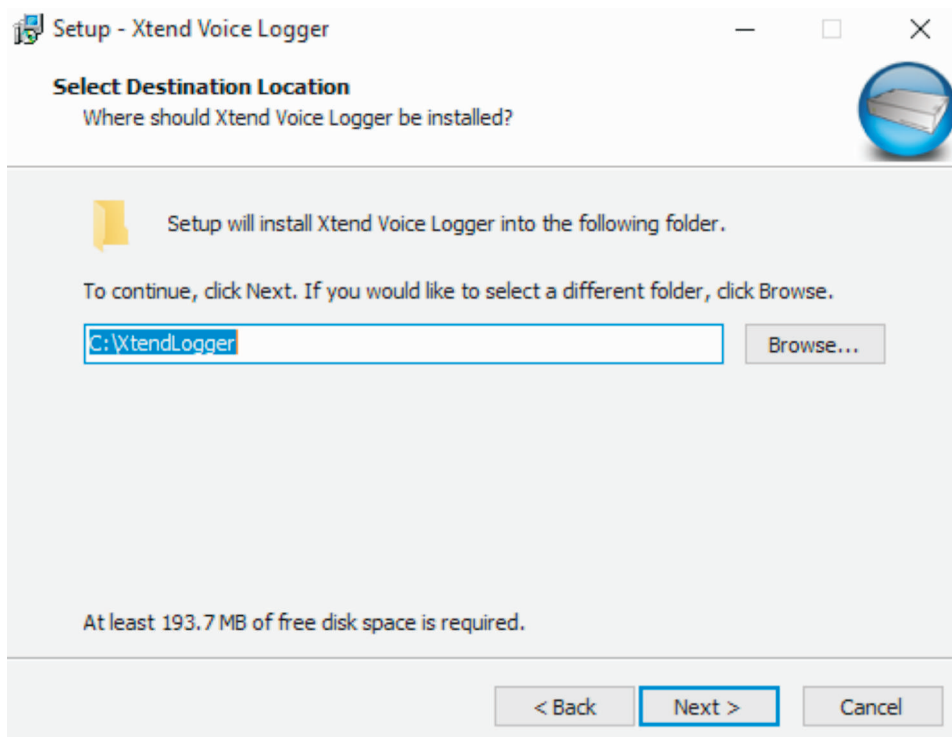
Step 5: The program shortcut in the Start menu appears as Xtend Voice Logger 3.0. Click **Next** to proceed.
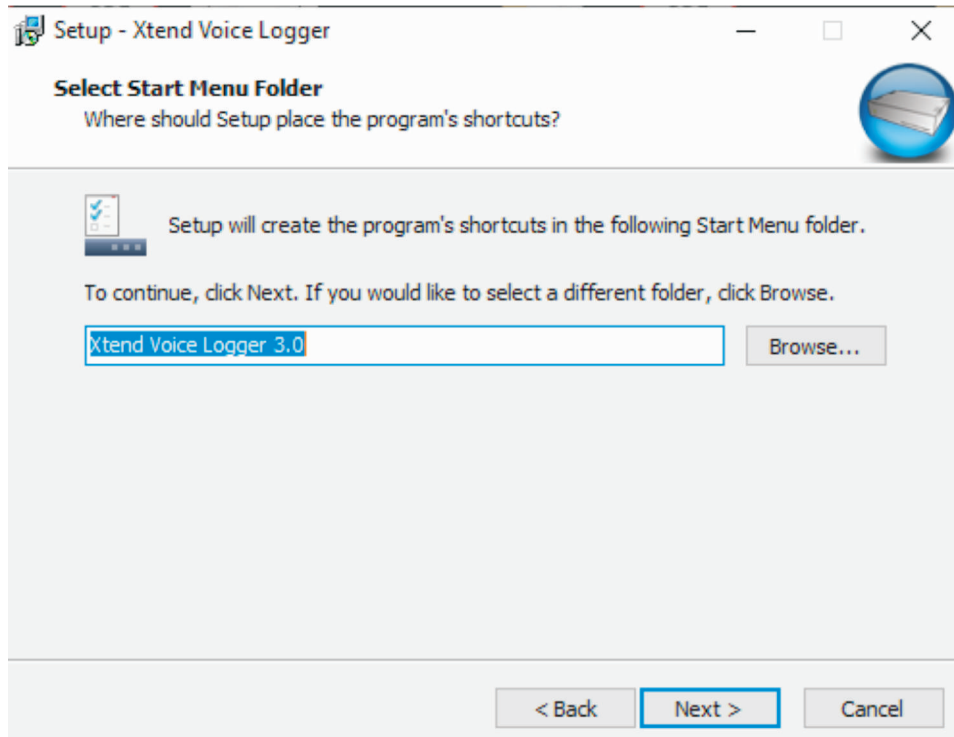
Step 6: The user-selected options appear, verify the destination location and the program shortcut in the start menu. Click **Install** to continue.
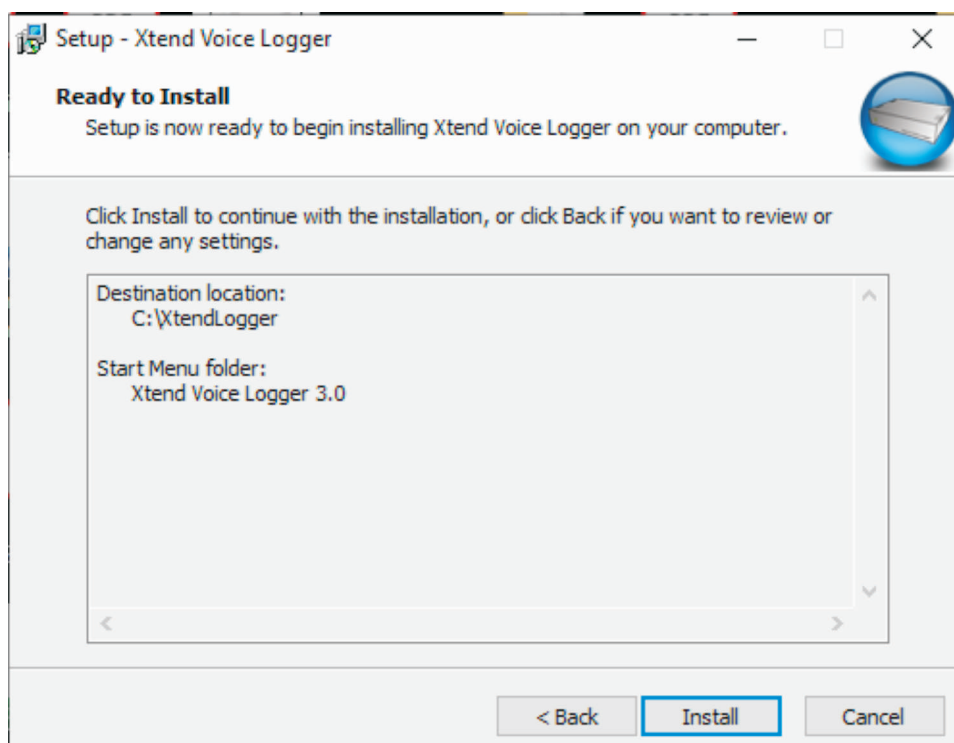
Step 7: The installation process proceeds by copying all the related files and programs into the specified location. It will take a few seconds for the process to get completed, as the time taken will vary from system to system.
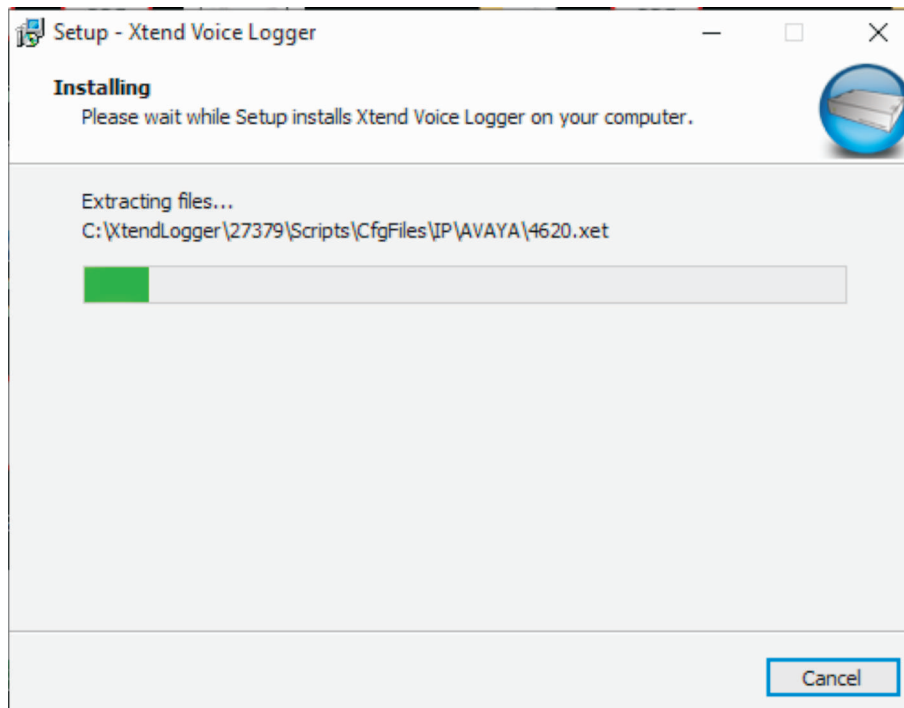
Step 8: You will be prompted about the installation of HASP device driver. Please wait to complete the installation and click **OK** to continue.
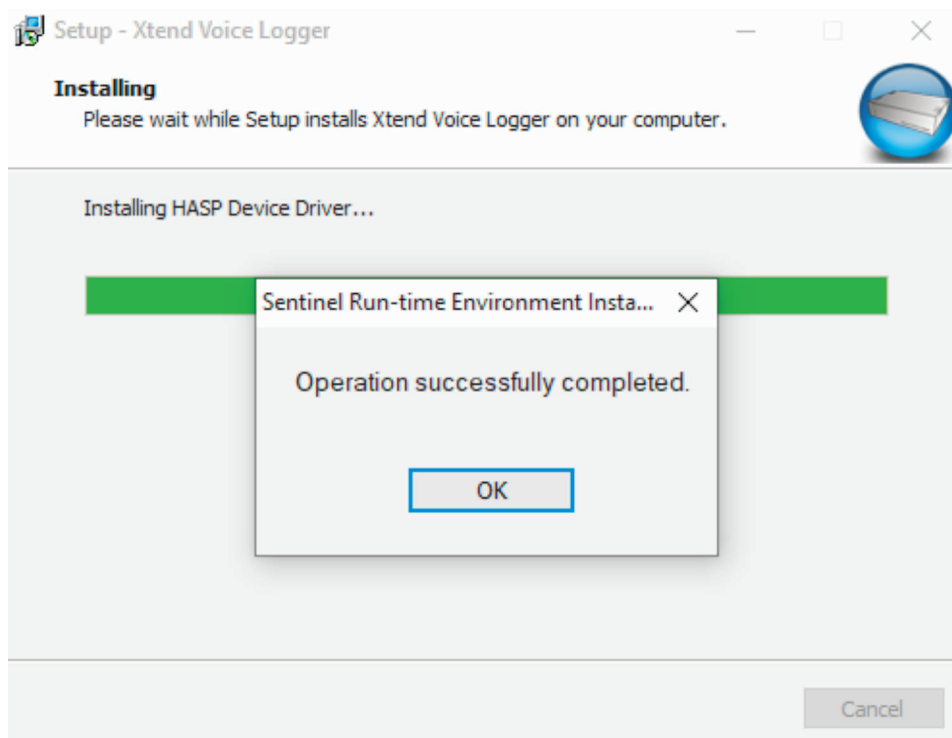
Step 9: Once the installation of Xtend Voice Logger completes, a screen "**Completing the Xtend Voice Logger Setup Wizard**" appears. Select the option "**Support VoIP Logging**" and click **Finish**.
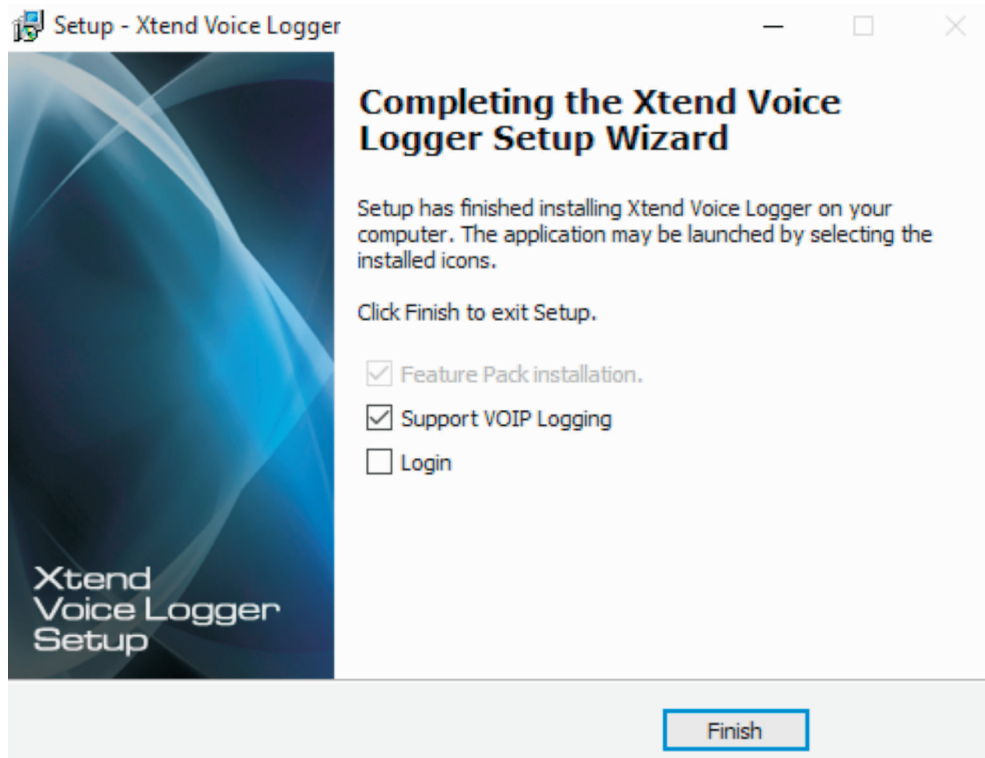
Note 1: *If Xtend Voice Logger Feature Pack is present in the installed folder, then a popup appears automatically and prompts for installation once the main software installation is completed. Click Next and follow the steps shown on the window to install the Feature Pack.*

Note 2: *If WinPcap Application is already installed in the System, a prompt appears as given below. Click OK if you want to reinstall the application or click Cancel if you want to stop the installation.*
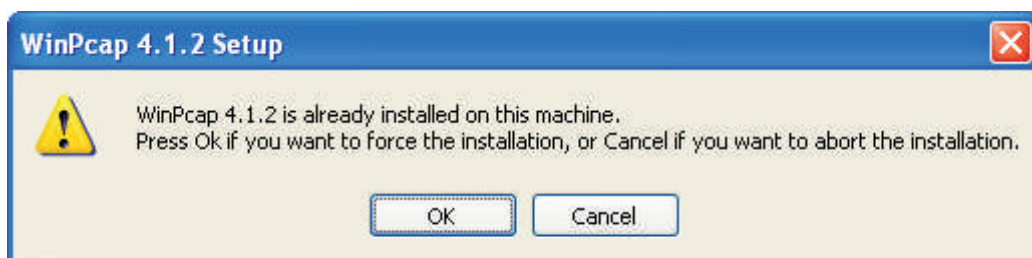
Step 10: The welcome window appears, click **Next** to proceed.
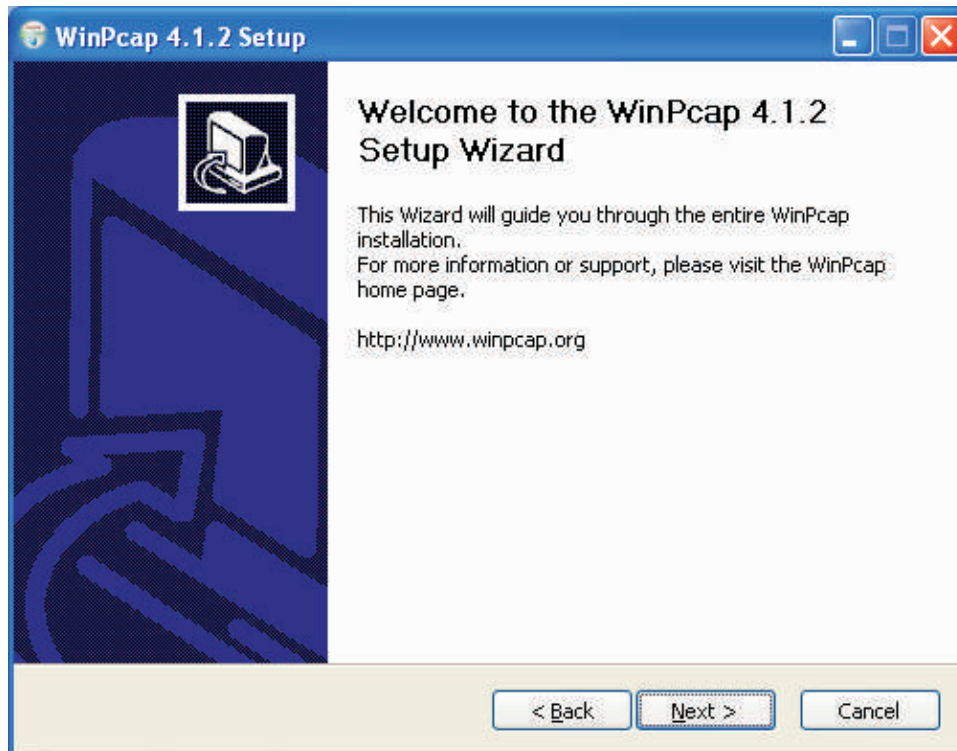
Step 11: The license agreement screen appears. Read the terms and click **I Agree**.
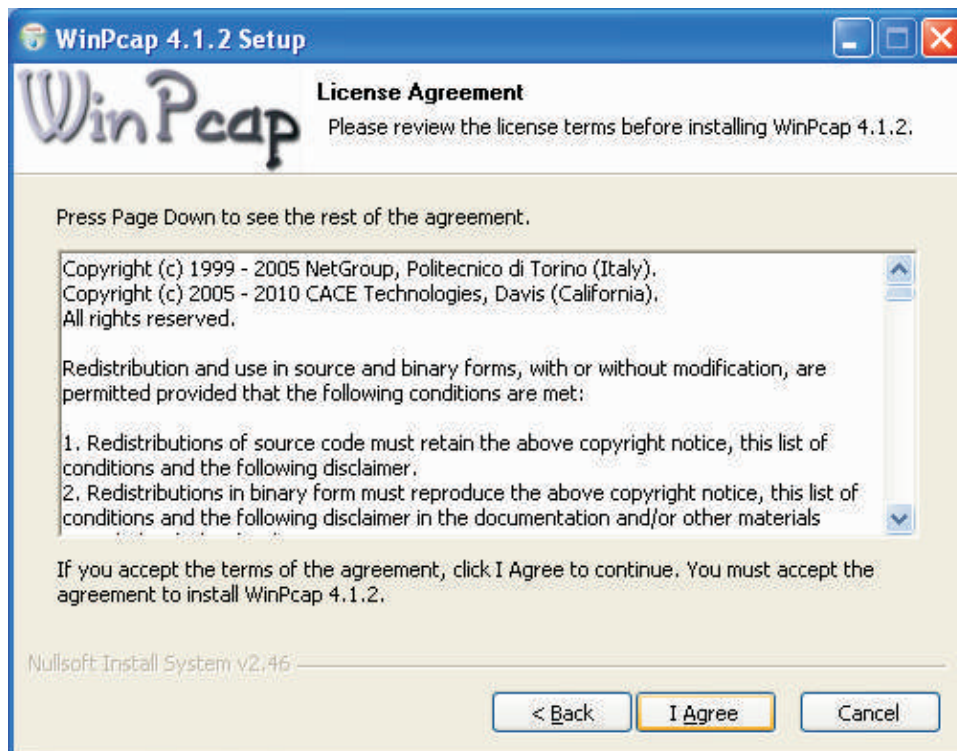
Step 12: Click **Install** to start installation.
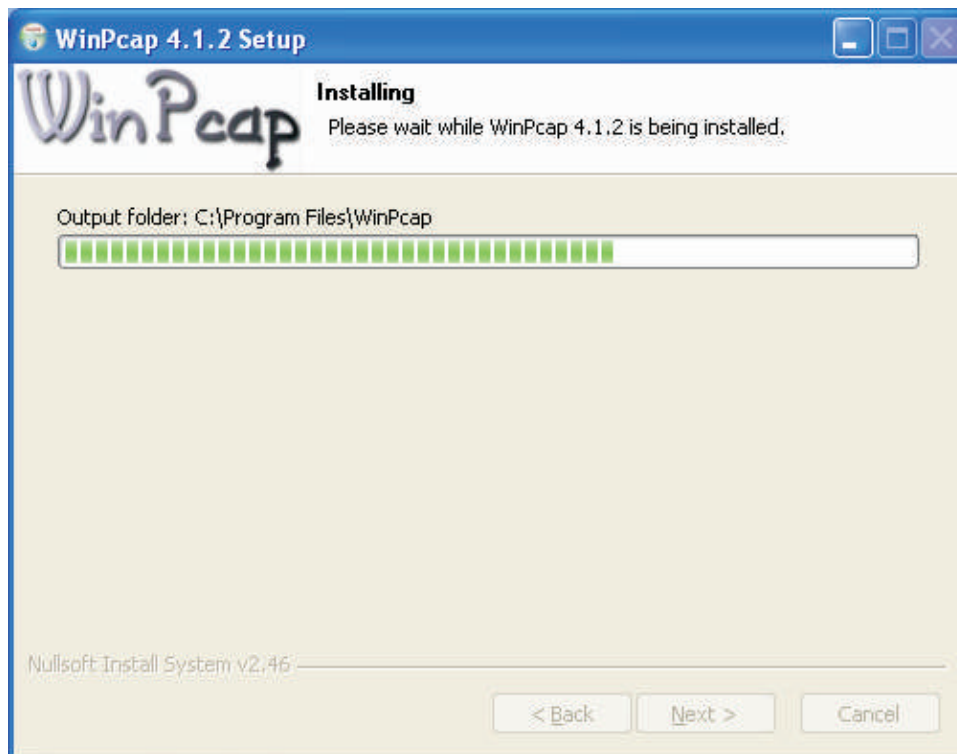
Step 13: It will take a few seconds for the installation process to get completed, as the time taken will vary from system to system.


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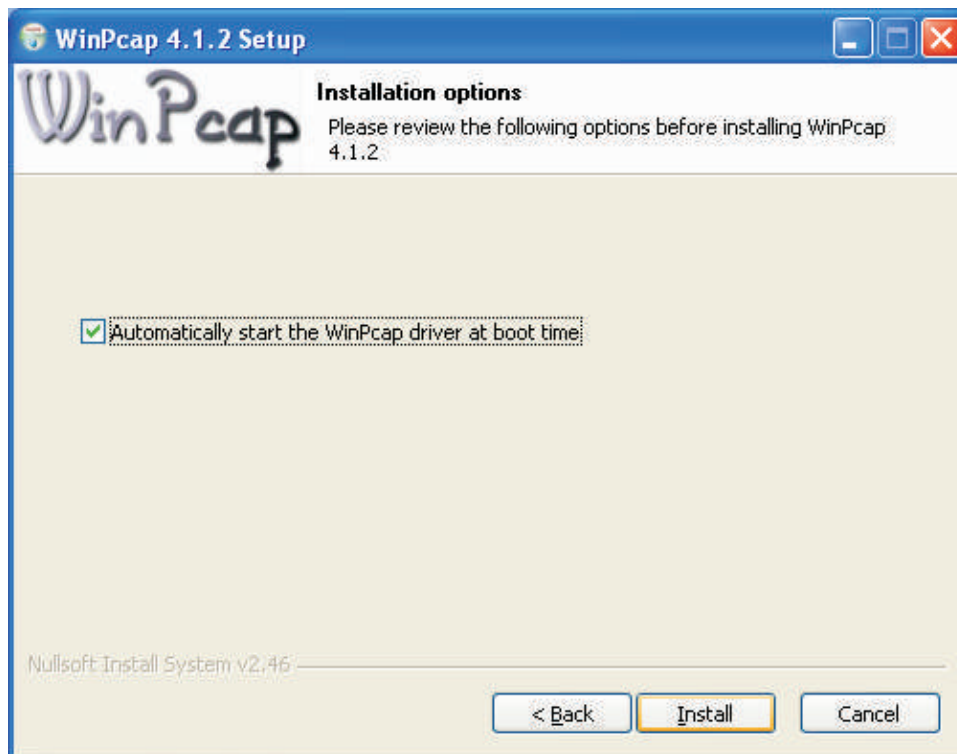
Step 14: Once the installation of Xtend Voice Logger completes, a screen "**Completing the WinPcap 4.1.2 Setup Wizard**" appears. Click **Finish**.
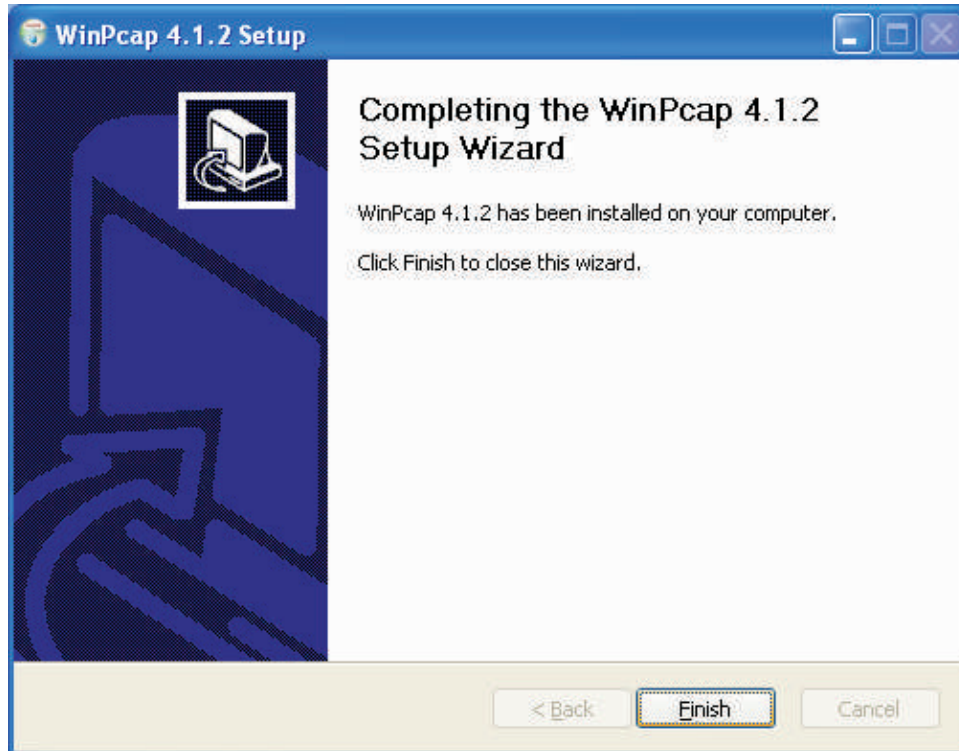
6.3. Xtend Voice Logger - Configuration

This section deals with the configuration of Xtend Voice Logger. The device configuration is carried out from the browser interface.

Step 1: Go to **Start > Programs > Xtend Voice Logger 3.0 > Login**. Default "**Name**" and "**Password**" is "**admin**". Click **Login**.
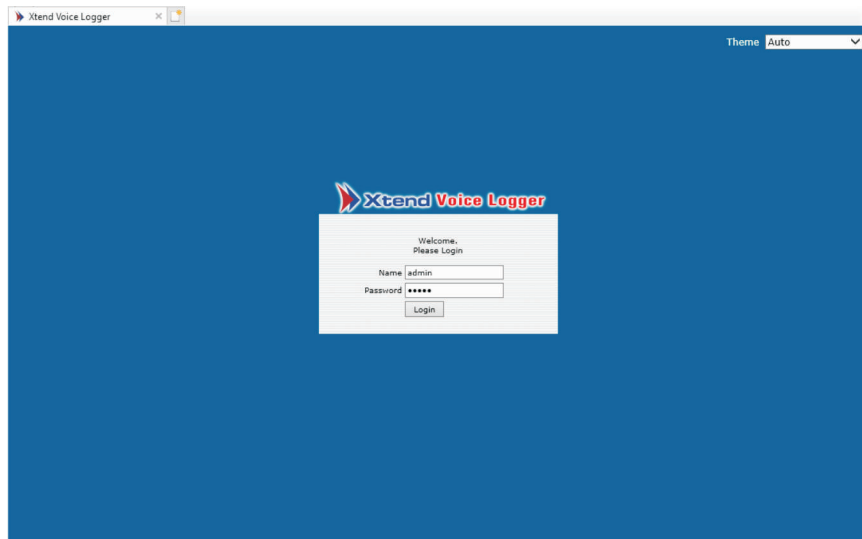
Step 2: Device configuration is a one-time process during the installation. Click **Devices**, to configure Xtend Voice Logger. Click **Ok** to activate the configuration window.
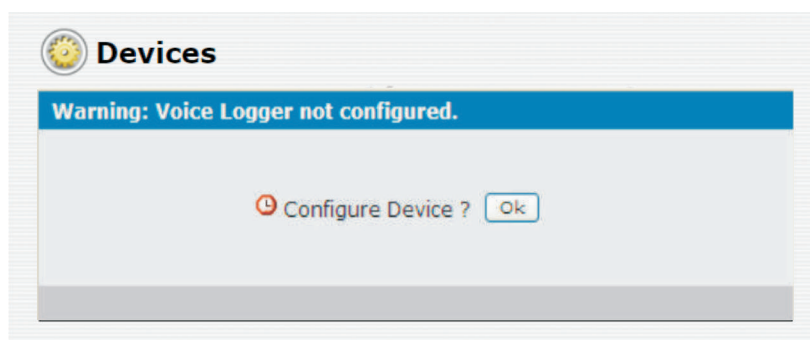
Step 3: The Configure Devices window appears as shown below. Here, the user can specify the IP address or extension name or agent name in the option "Trunk/Extension Name". Select the "Trunk Type" as "**IP**" and "Log Type" as "**Handset Up to Down**". Click **Next**.

Step 4: A window as shown below will get displayed.

**Step 5:** Select the **Phone** and **PBX** from the dropdown list.

Step 6: The user can either enter the IP or Mac address. If the phone is configured in the DHCP mode for obtaining the IP, then the user can use the phone Mac Id. "BypassCallId" and "Extension" column are optional and need to give only when required.

Step 7: To get more details about the selected PBX, click the icon (highlighted with red) next to the drop-down list of "Select PBX". Click **Update** to save the changes, if any. Also the user can assign the same settings to all the channels by clicking the option Apply settings for all.
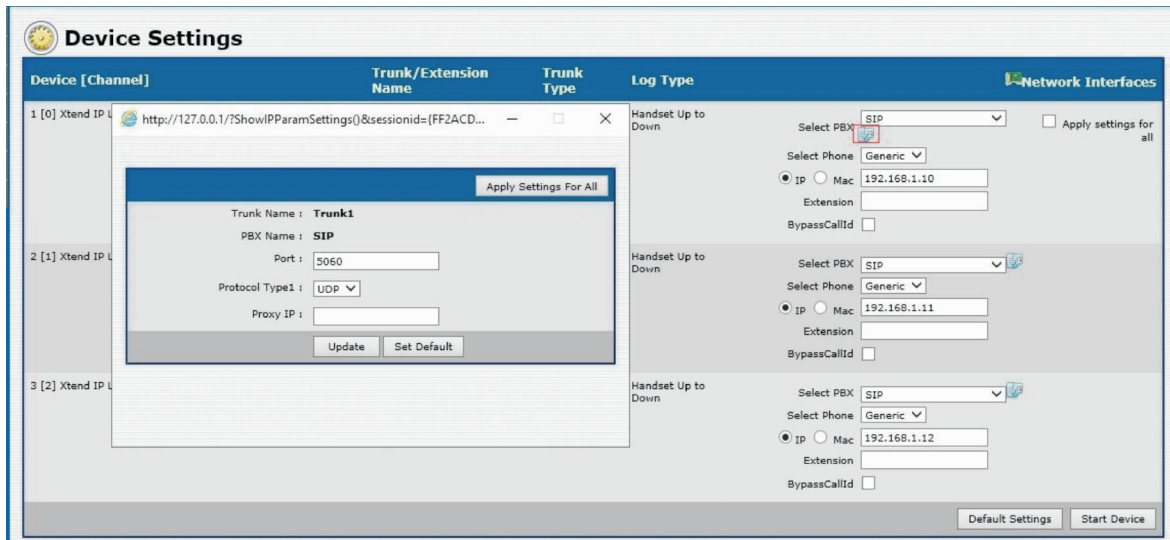

Step 8: Click the option "Network Interfaces" to select the interface for communication. Enabling V-LAN and BPF are optional and need to be enabled when required only.
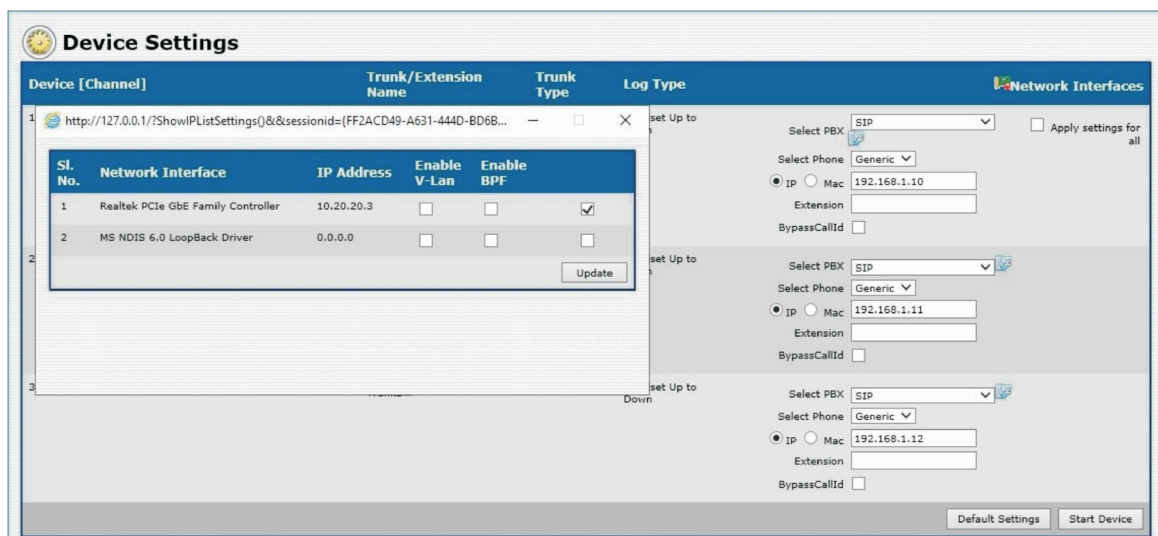
Step 9: After selecting the PBX, Phone and IP/Mac, the user can assign the same settings to all the channels by clicking the option "Apply settings for all" and to reset the settings, click on the option Default Settings.
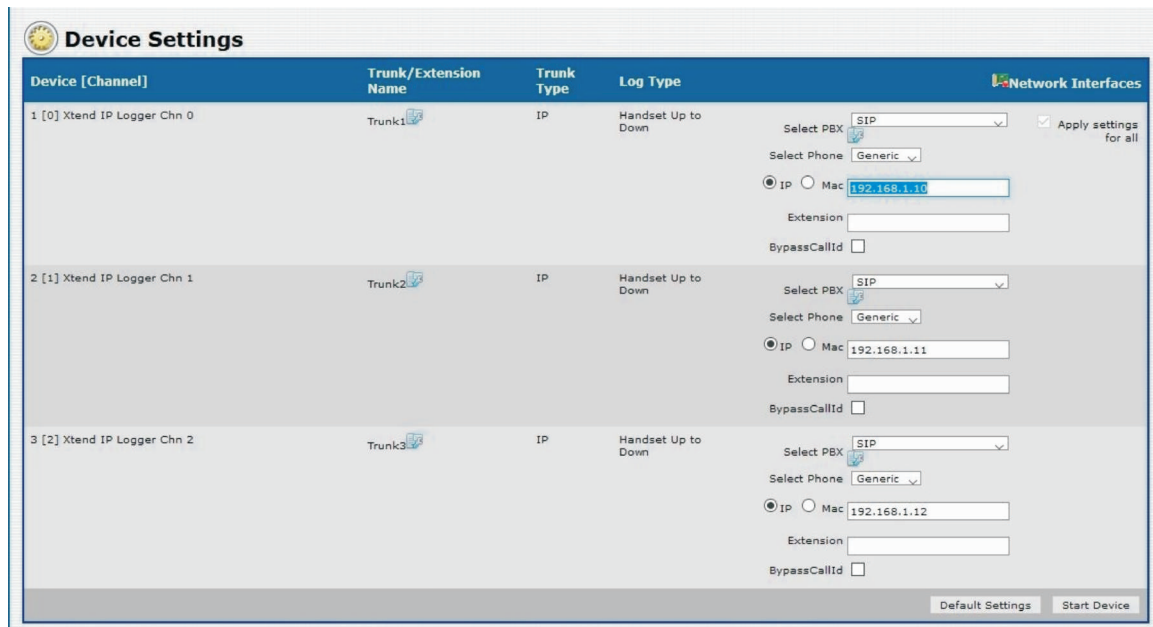
Step 10: Click **Start Device** present at the bottom of the page.
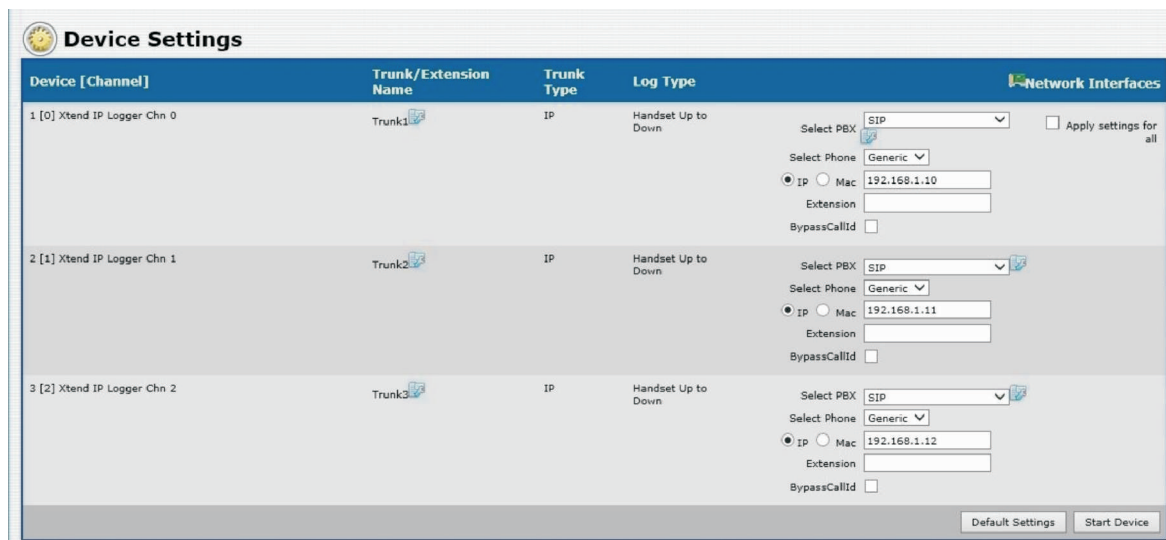
Step 11: The Live Calls window shows the assigned trunks for live call monitoring.

7. 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

- Do you have network cards on your computer?
- 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 made the connection as specified in the diagram?
- Have you checked the mirrored data is coming to this system?
- Have you configured 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?
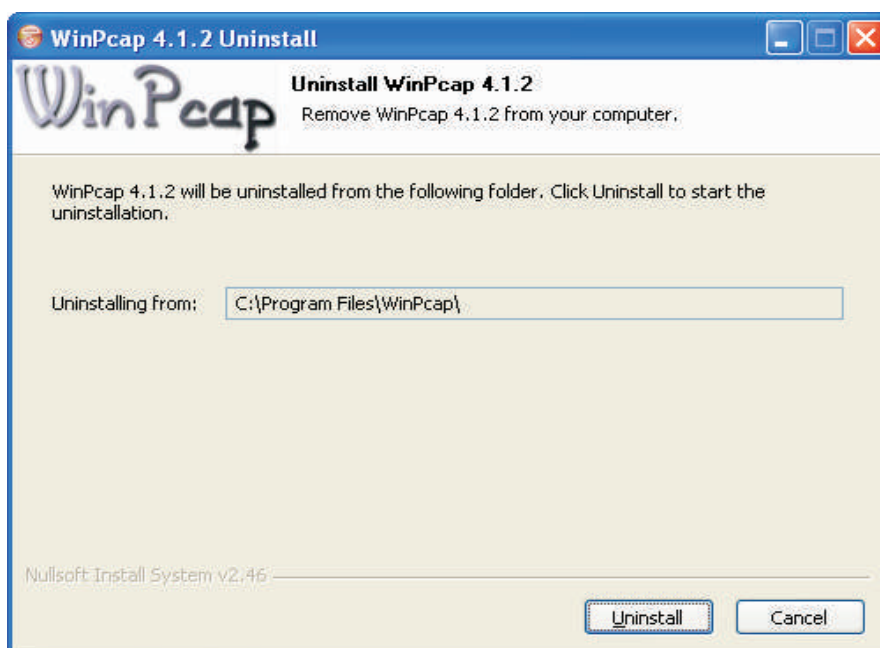
8. Uninstallation

To uninstall the WinPcap application, follow the steps below:
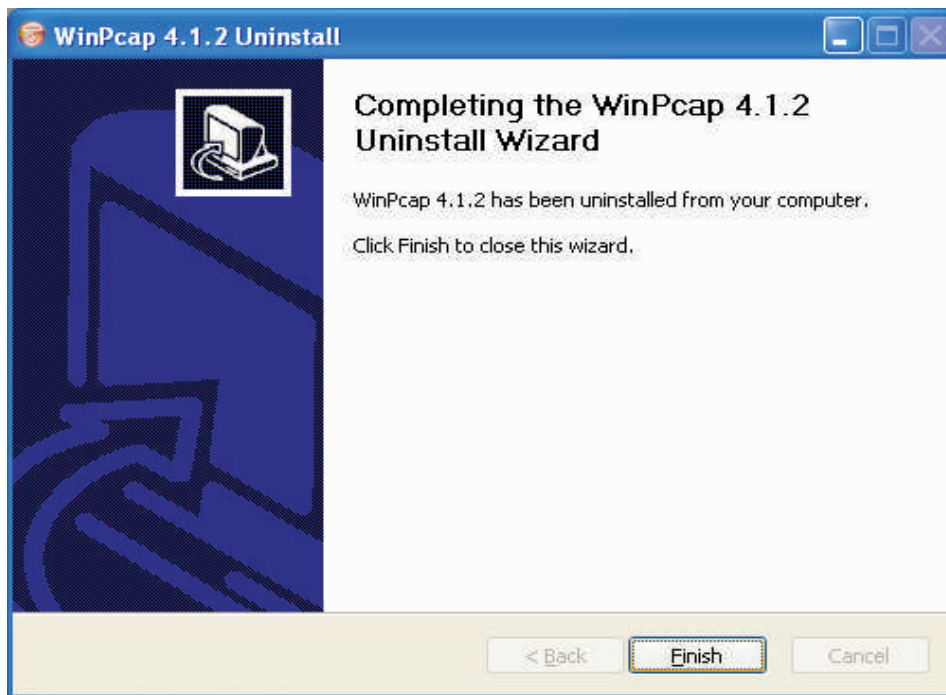
8.1. Uninstallation of WinPcap

Step 1: Uninstall from Control Pannel **>** Programs **>** Programs and Features.
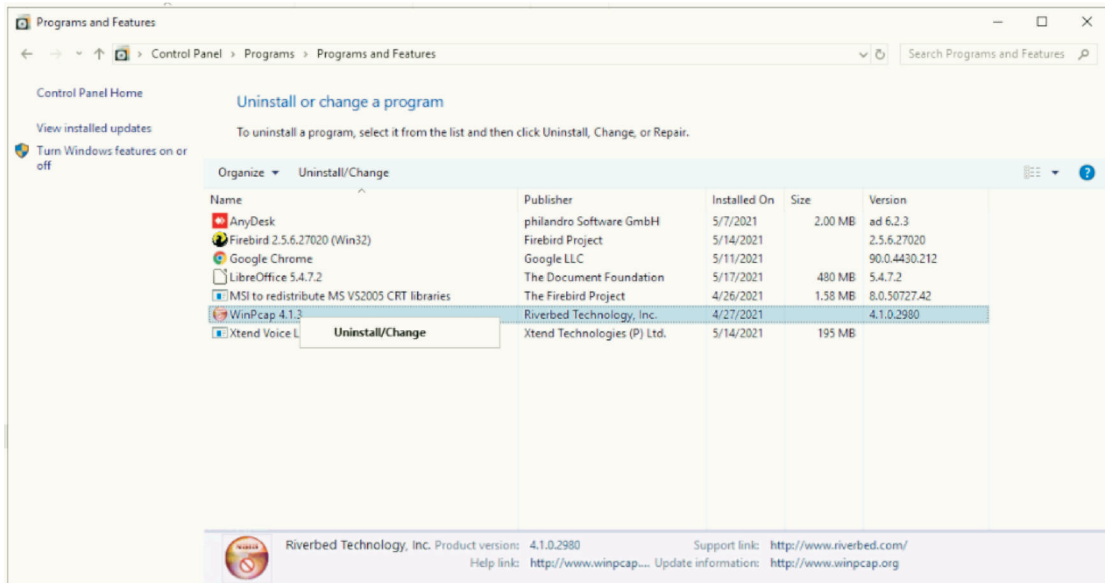
Step 2: The "**WinPcap Uninstall**" window appears as shown here. Click **Uninstall** to start the uninstallation.

Step 3: Once the uninstallation process is over "**Completing the WinPcap 4.1.2 Uninstall Wizard**" window is displayed. Click **Finish** to close this wizard.
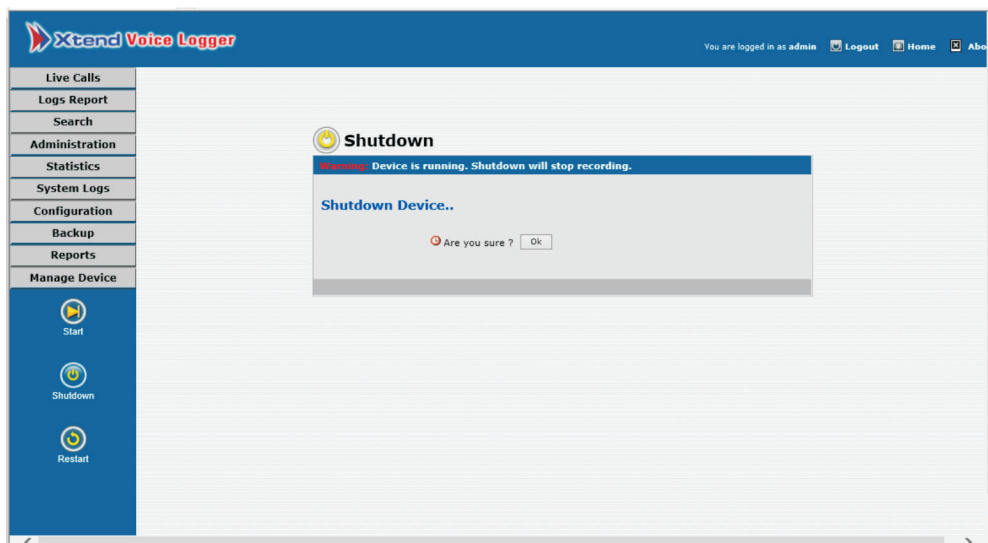

## 8.2. Uninstallation of Xtend Voice Logger

Before uninstallation, take backup of logged files to prevent data loss.

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

Step 1: To shutdown the Xtend Voice Logger, click "**Manage Devices**" link and select "**Shutdown**". A screen "**Shutdown Voice Logger**" appears. Click **Ok** to continue.

**Step 2:** A dialog box asking the confirmation to shutdown the Xtend Voice Logger appears. Click **OK**.
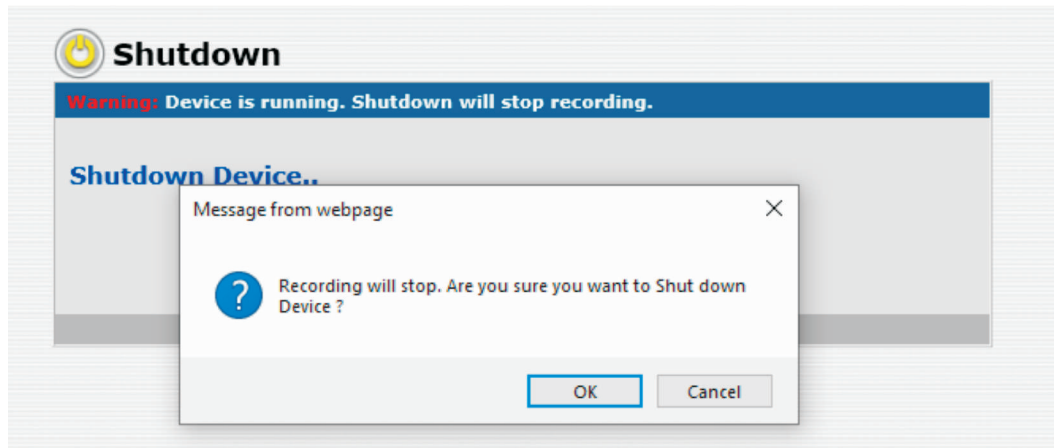
**Step 3:** The Xtend Voice Logger is shutdown successfully.
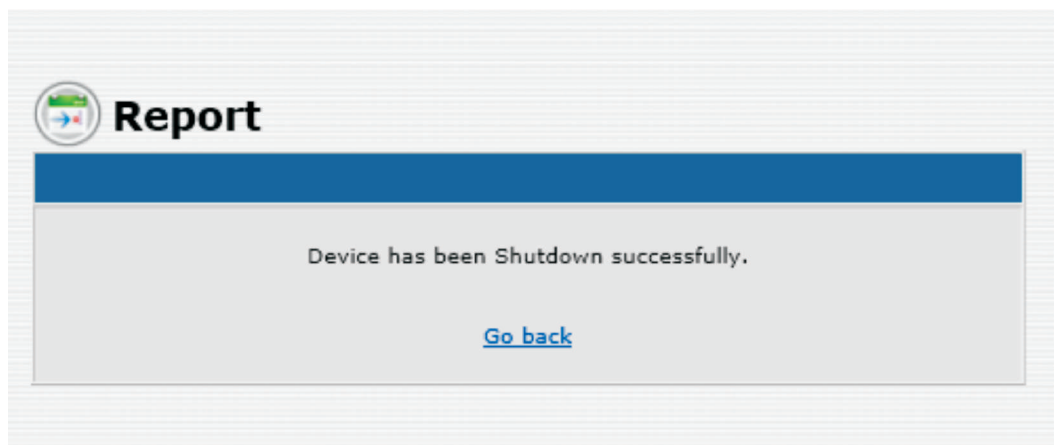
Step 4: Right click Xtend Web Server icon from the taskbar, a popup with two options **"About"** and **"Shutdown"** will appear. Click **"Shutdown"**.

Step 5: You will be prompted that, whether you want to stop Xtend Web Server from the computer. Click **Yes**.
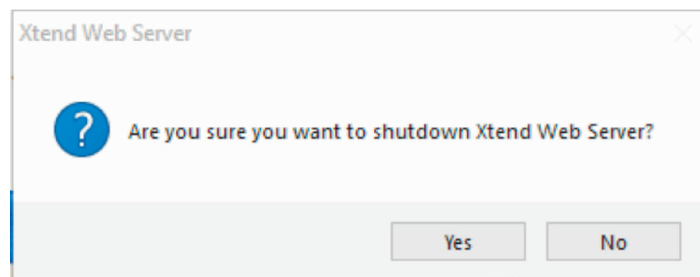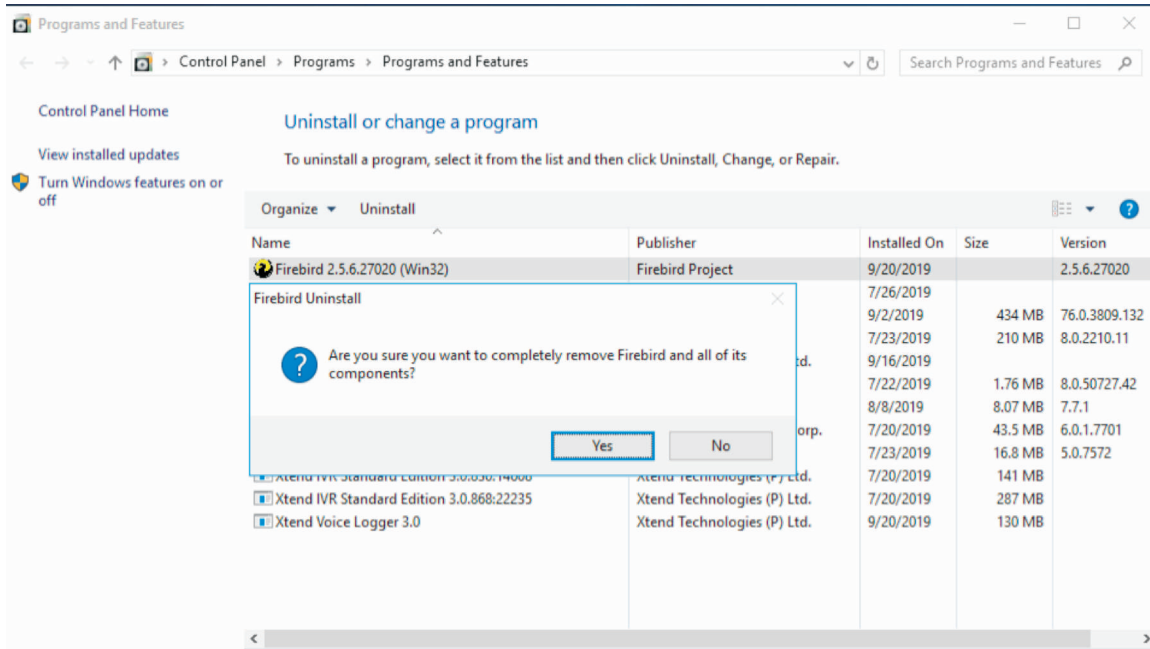

Step 6: Go to **Start** > **Control Panel** > **Programs** > **Uninstall a program**, all the currently installed programs will be displayed on the monitor.
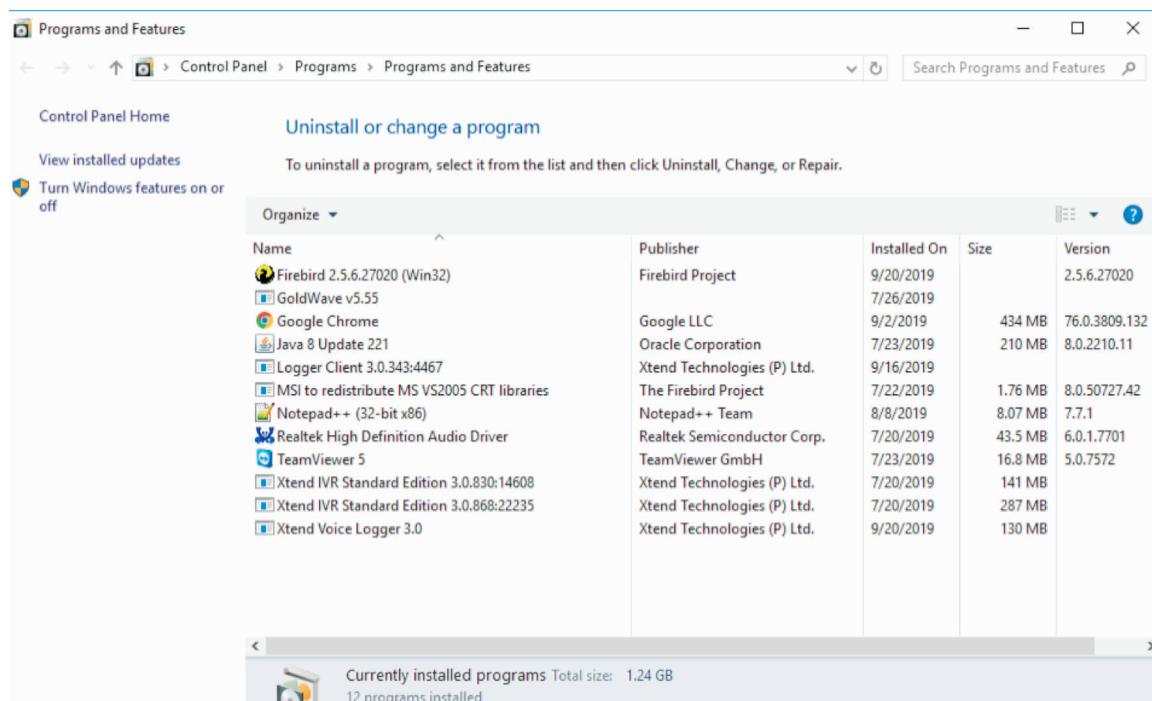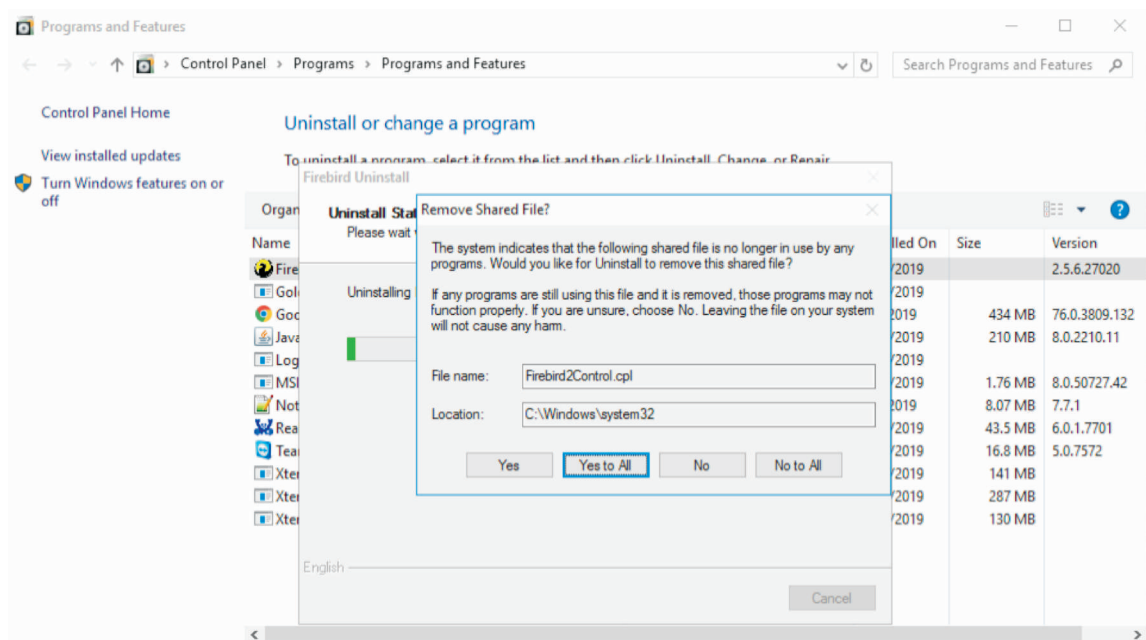

Click the icon named **Fireword 2.5.6.27020(Win 32)** to select for uninstallation. Click *Uninstall* to delete this program,

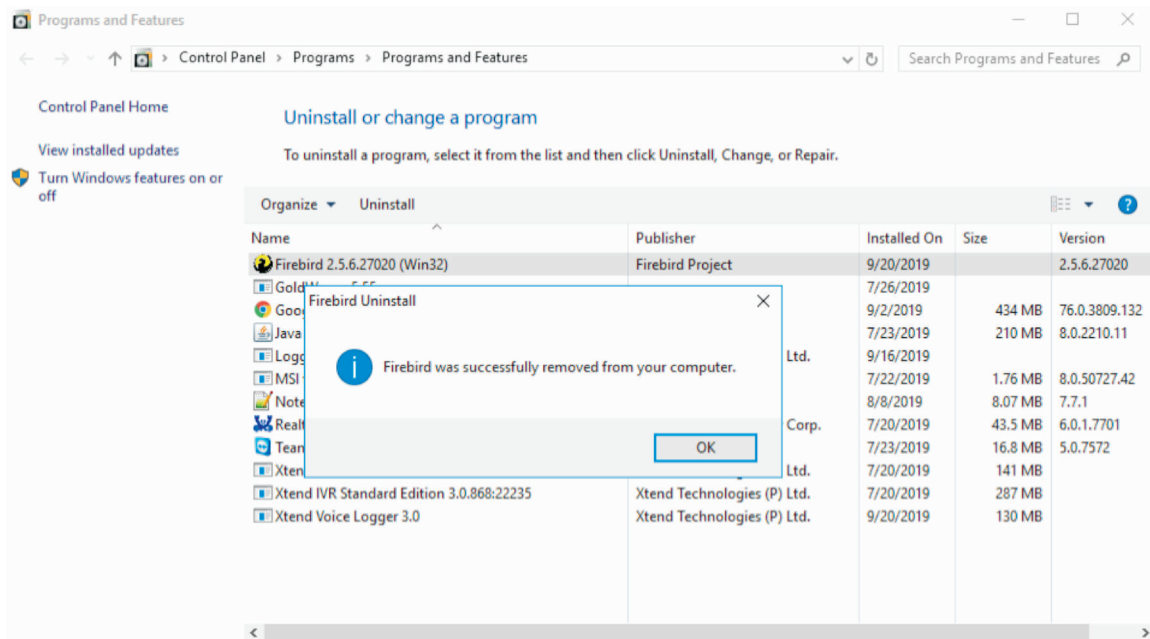*Note: The firebird version number may vary based on latest version.*

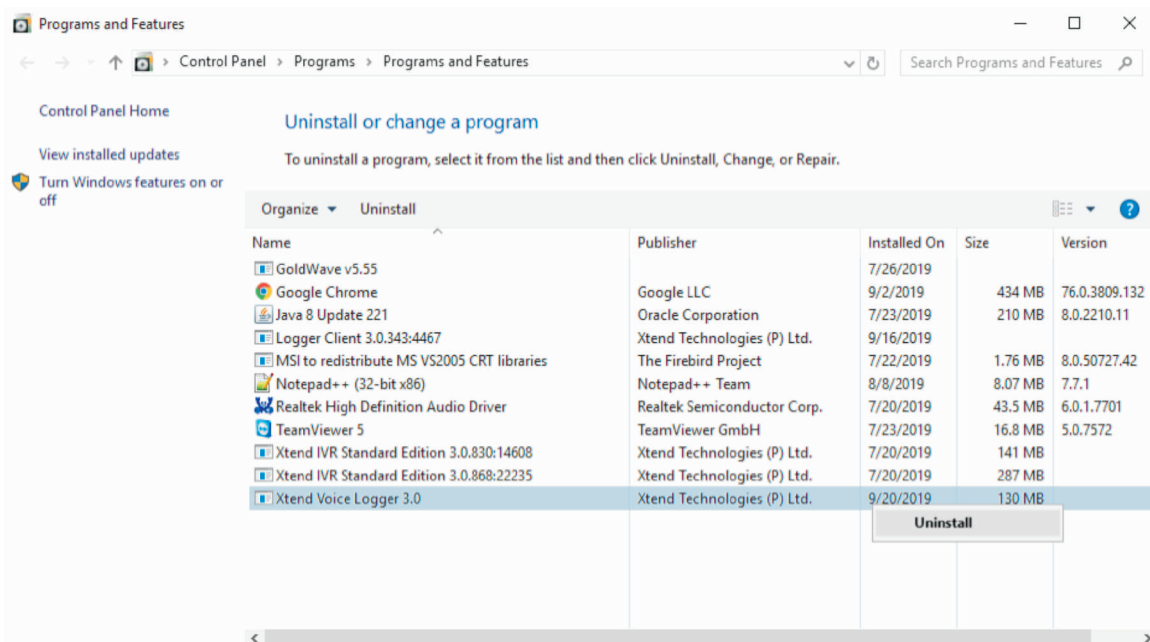**Step 7:** Click *Yes* to uninstall the program.

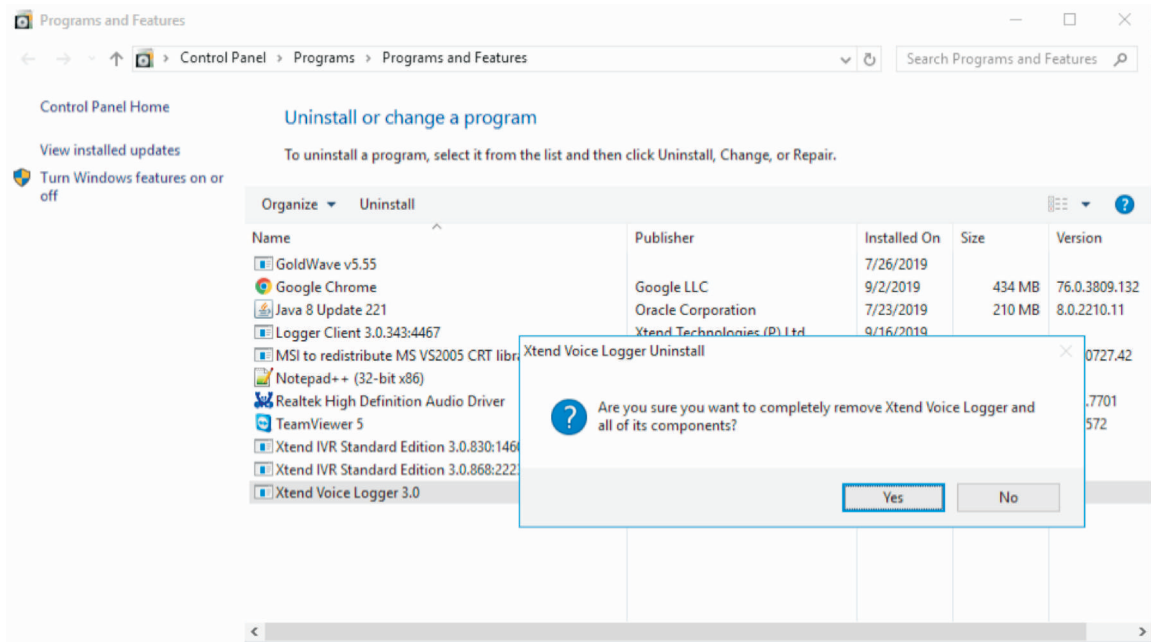**Step 8:** Click *Yes to All* to remove the shared files from the system.

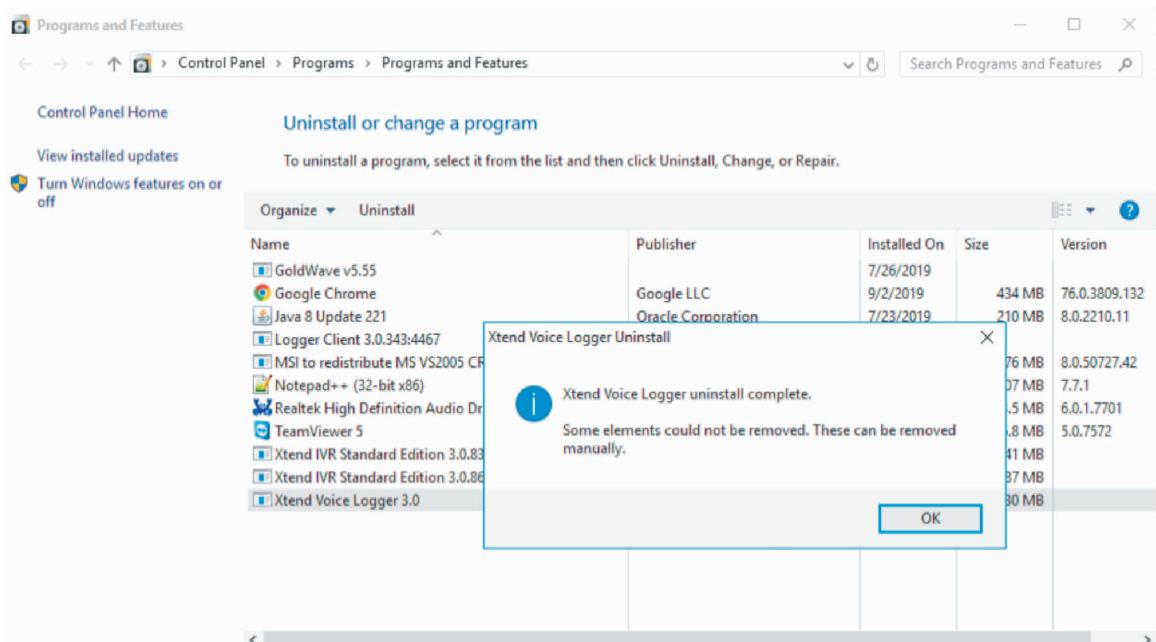**Step 9:** After the uninstallation process, a window will be popped up as shown below. Click *OK* .

Step 10: Select the program for **Xtend Voice Logger 3.0** from the list and click **Uninstall** to remove Xtend Voice Logger from the system.

CONTENTS

Step 11: Click *Yes* to complete the process of uninstallation.

Step 12: 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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9. Contact Us

Regional Office for South Central Asia:

Xtend Technologies (P) Ltd.,

Blue Hill, Kalathiparambil Cross Road, Ernakulam South, Kochi 682016, Kerala, India,
Phone: +91-484-2378008, +91-9388686080, E-mail: sales@xtendtech.com, Web: www.xtendtech.com

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Regional Office for South East Asia:

Xtend Technologies Pte Ltd.,

21, Bukit Batok Crescent, #18-83, Wcega Tower, Singapore-658065,
Phone: +65-67797972, E-mail: sales@xtendtech.com.sg, Web: www.xtendtech.com.sg

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Regional Office for Middle East:

Xtend Technologies LLC

P.O. Box No. 83939, M-10, Shaikh Hilal Al Nehayan Bldg., Hor Al Anz, Dubai, UAE,
Phone: +971-4-2545081, E-mail: sales@xtendtech.ae, Web: www.xtendtech.ae

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