



Installation Guide

Xtend Voice Logger

(Ai-Logix-HPX)

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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 specializes in the development and implementation of innovative products and toolkits targeting the growing telecommunication market. The series of innovative products developed by Xtend includes Voice Loggers, Interactive Voice Response System and Outbound Dialers.

Xtend Voice Logger is one among these products developed by Xtend to log all the incoming and outgoing calls in an organization. With the purchase of this product, now you can have a perfect monitoring on all the ongoing calls to upgrade the performance of an organization. This user guide familiarizes you to install the Xtend Voice Logger for VoIP lines in the system.

2. Introduction

Xtend Voice logger is a multi-channel voice logging solution that helps to supervise, record, monitor and review all incoming/outgoing calls and audio communication in your organisation. This is a multi-channel voice-logging tool that works with audio channels, IP, 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.

Features of Xtend Voice Logger include:

- Audio logs of all calls
- User friendly, easy-to-use and browser-based user interface
- Multi-user login facility with different access levels
- Extensive search options
- Flexible and easy to implement
- Voice quality is maintained as such
- Supports Analog, Digital and IP lines
- Quality voice compression and archiving capability
- Generates advanced call reports

3. Unpacking

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

- Installation CD
- HASP HL key
- Dongle
- Patch Panel for Scenario 2 (refer page no. 22)

4. Minimum System Requirements

Operating System (32/64-bit)	: Windows 2008/2012/2016/ Windows 7/8/8.1/10
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 is for recording a single port and this shall vary with the increase in number of ports.

Other System Requirements

- Sound Card
- Headphone/Speaker
- LAN connection

5. 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:

- Switch on the computer and insert the dongle to the USB port.
- Install the Ai-Logix AudioCodes SmartWORKS from the installation CD.
- Install the AudioCodes Inc. HPXMedia from the installation CD.
- Copy the HPX Media license for eg: HPXM1540012180.lic and paste it to the location C:\Program Files\AudioCodes USA\HPXMedia. Restart the computer.
- 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 ongoing calls are logged in Xtend Voice Logger.

Installation

5.1 Connecting the Dongle

Connect the Dongle to the USB port of the computer.

5.2 AudioCodes Inc. Smart WORKS Installation

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 and open the folder **Drivers**. Install the Setup **AudioCodes Inc. SmartWORKS**

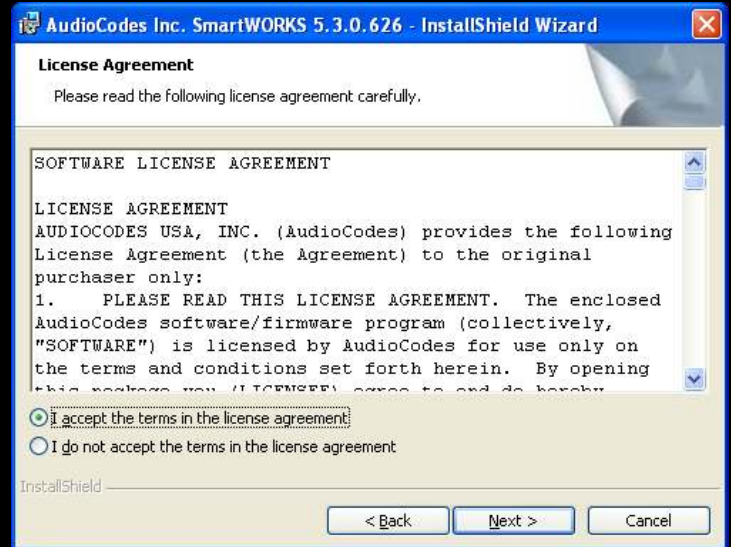


After you run the setup for AudioCodes, "**Welcome to the InstallShield Wizard for AudioCodes Inc. SmartWORKS**" appears as shown below. Click "**Next**".



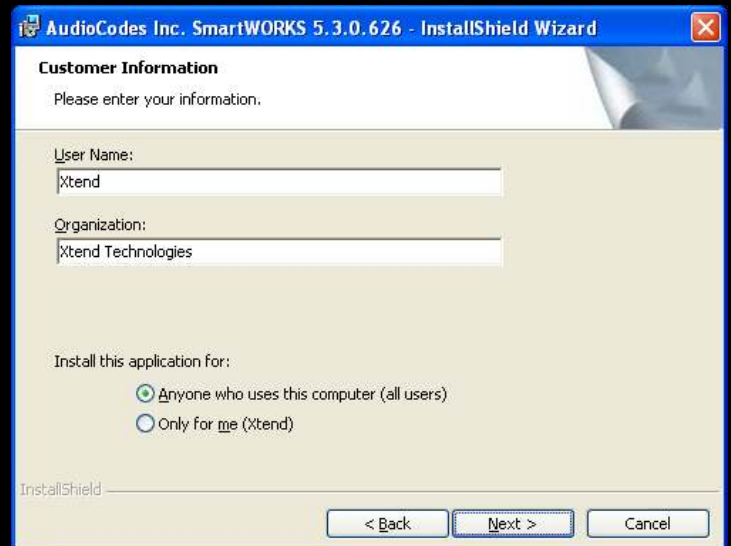
Step 2.

The "**License Agreement**" screen displays. Read the agreement carefully and click "**I accept the terms in the license agreement**" option. Click "**Next**" to proceed.



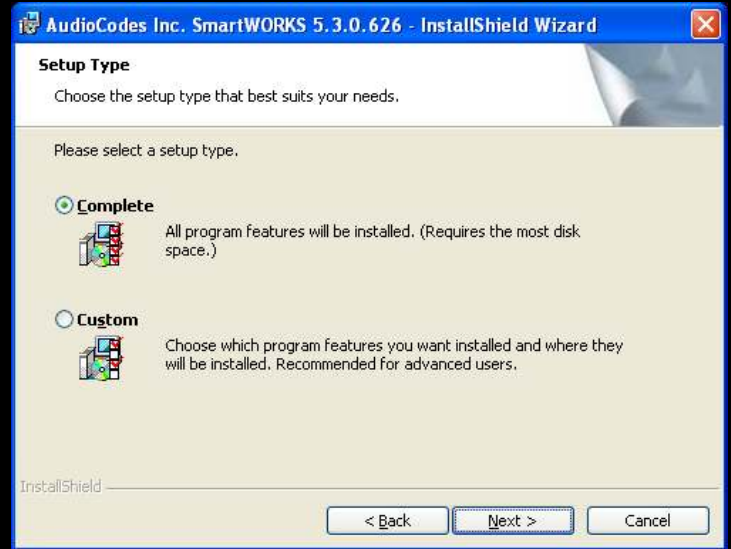
Step 3.

In the Customer Information screen, specify the **User Name** and **Organization**. Click "**Next**".



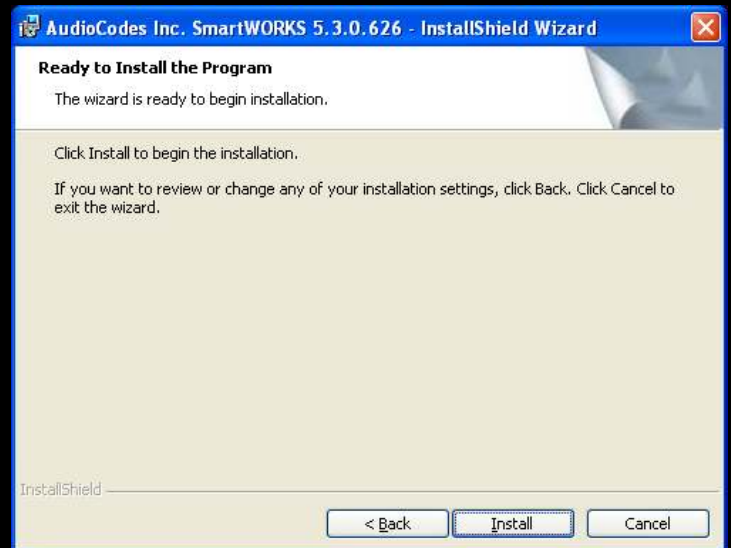
Step 4.

In the "**Setup Type**" screen, select the first setup type option "**Complete**", to install all program features. Click "**Next**".



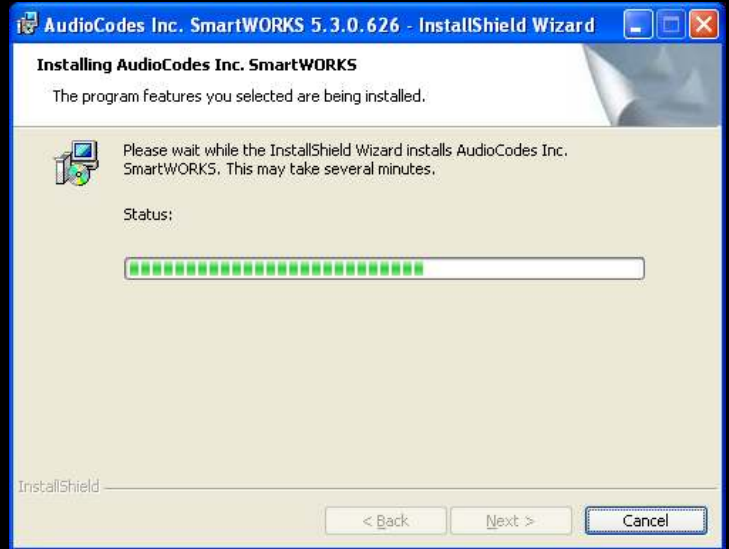
Step 5.

In the "**Ready to Install the Program**" screen, click "**Install**" to begin the installation.



Step 6.

"Installing AudioCodes Inc. SmartWorks" screen shows the installation process. It will take few seconds to complete the installation, please wait until the process gets completed.



Step 7.

In the WinPcap 4.0.2 Installer Setup window click "Next" to start the installation.



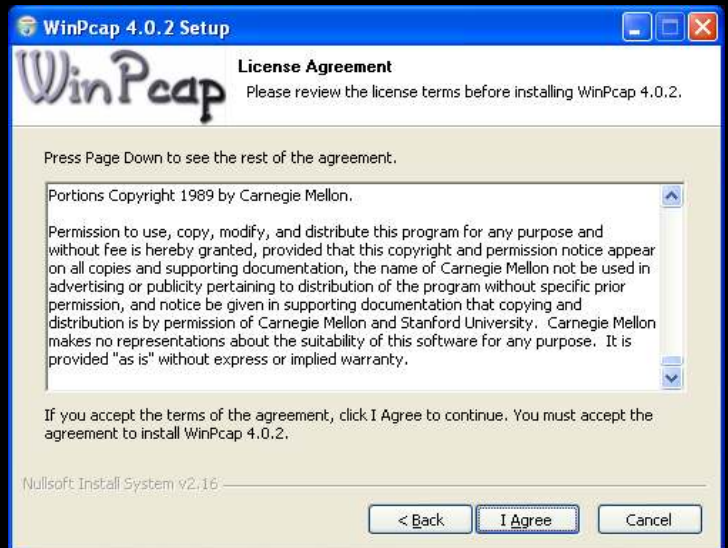
Step 8.

The "**Welcome to the WinPcap 4.0.2 Setup Wizard**" is displayed on the screen. This wizard will guide you through the entire WinPcap installation. Click "**Next**".



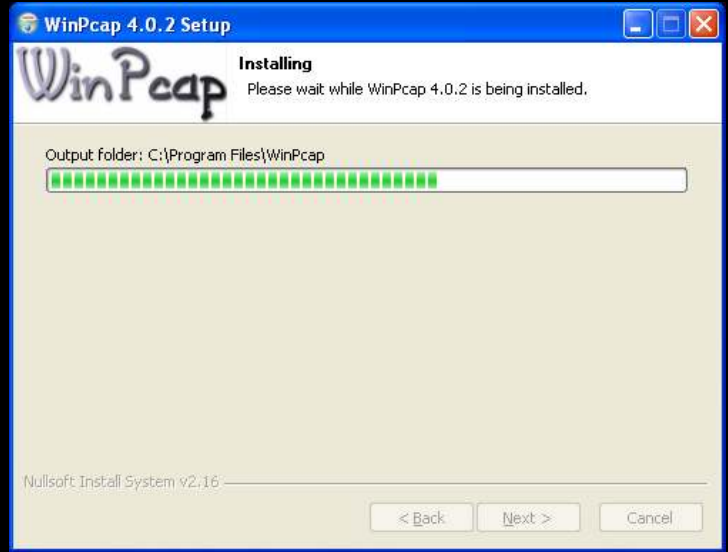
Step 9.

The "**License Agreement**" screen appears as shown below. Please read 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.



Step 11.

After the WinPcap 4.0.2 setup has been installed in your computer, the "**Completing the WinPcap 4.0.2 Setup Wizard**" screen appears. Click "**Finish**" to conclude the installation.



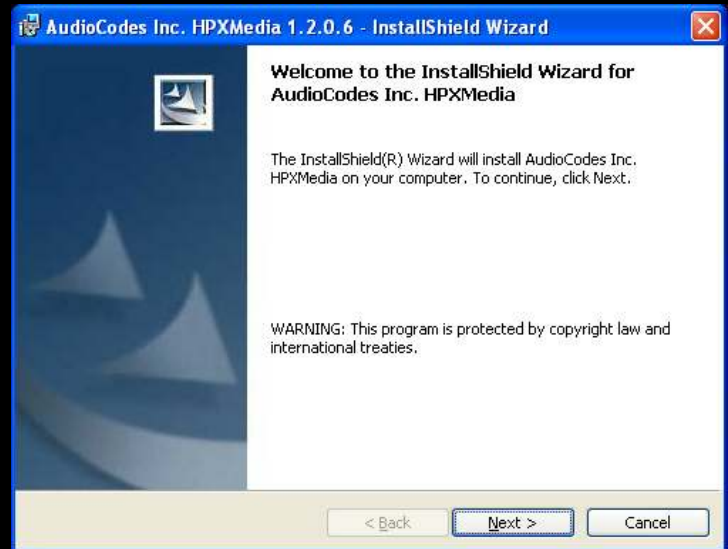
5.3 AudioCodes Inc. HPXMedia Installation

Step 1.

From the installation CD, open the folder named **Drivers** and run the setup "**AudioCodes Inc. HPXMedia**"

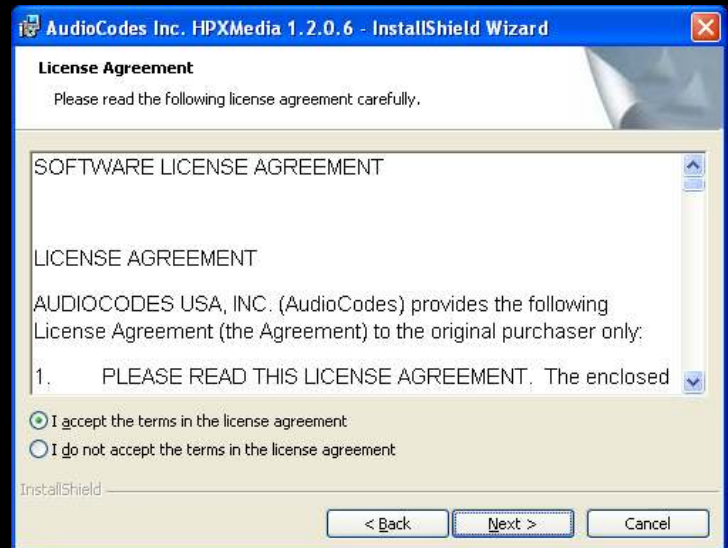


After you run the setup for AudioCodes, the "**Welcome to the InstallShield Wizard for AudioCodes Inc. HPXMedia**" appears as shown here. Click "**Next**" to proceed.



Step 2.

Please read the following License Agreement carefully. Press *Page Down* to read the rest of the Agreement. Click "**I accept the terms in the license agreement**" and click "**Next**" to proceed.



Step 3.

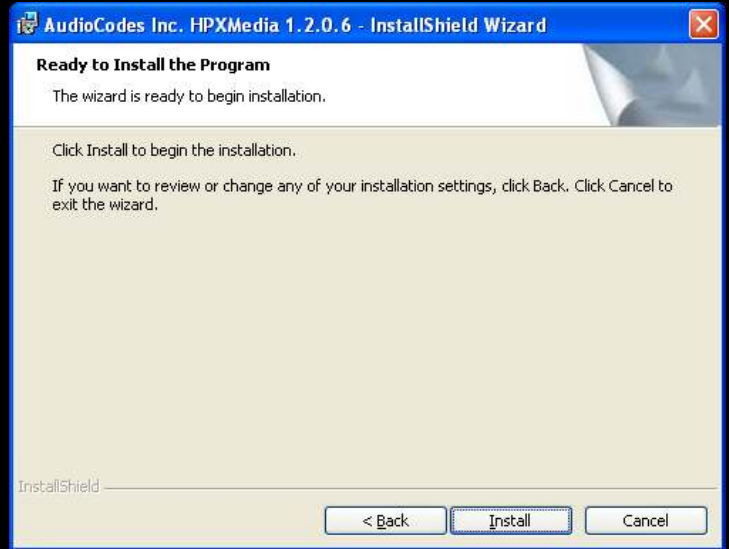
In the "AudioCodes Inc. HPXMedia 1.2.0.6 - InstallShield Wizard" window, you need to specify the customer information. Please enter the *User Name* and *Organization*, click "**Next**" to proceed.

Step 4.

The "SRMon Configuration" screen displays. Here you can see the Master IP Address field. By default, the IP address shown is 192.168.0.1. You can proceed with the default IP address by clicking the "**Next**".

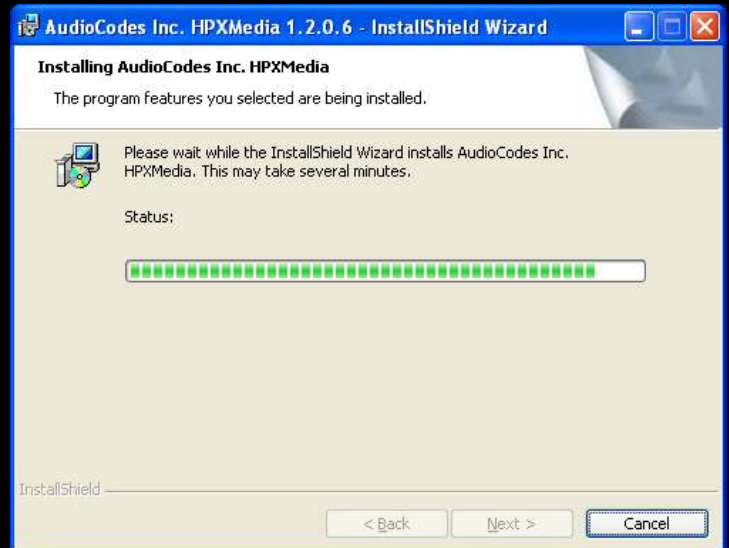
Step 5.

Once the wizard is ready to begin the installation, the **"Ready to Install the Program"** screen displays. Click **"Install"** to proceed further.



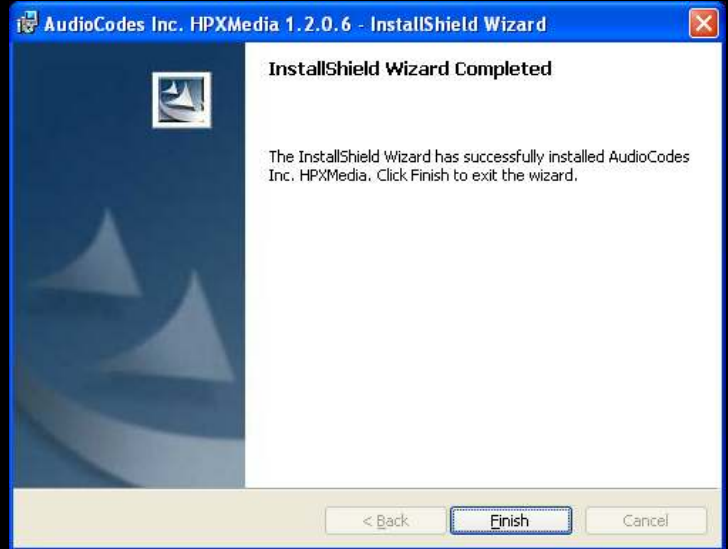
Step 6.

The program features are being installed. The status of installation process is shown here. Please wait while the InstallShield Wizard installs AudioCodes Inc. HPXMedia.



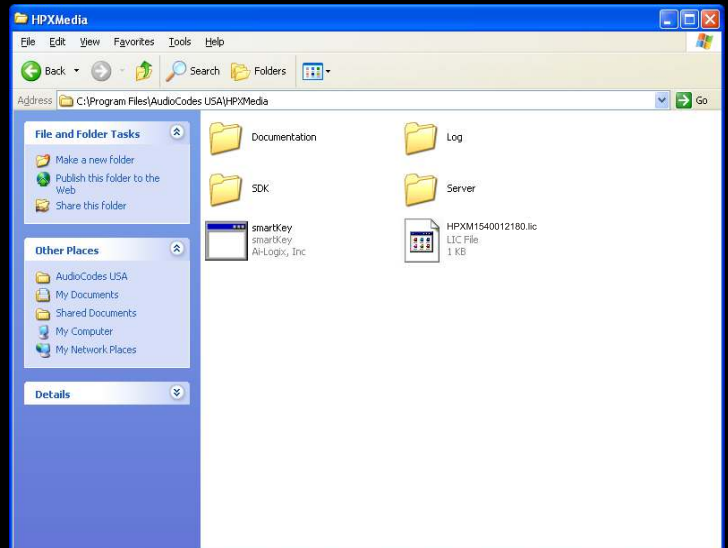
Step 7.

The "**InstallShield Wizard Completed**" screen is displayed. Click "**Finish**" to exit the wizard.



Important:

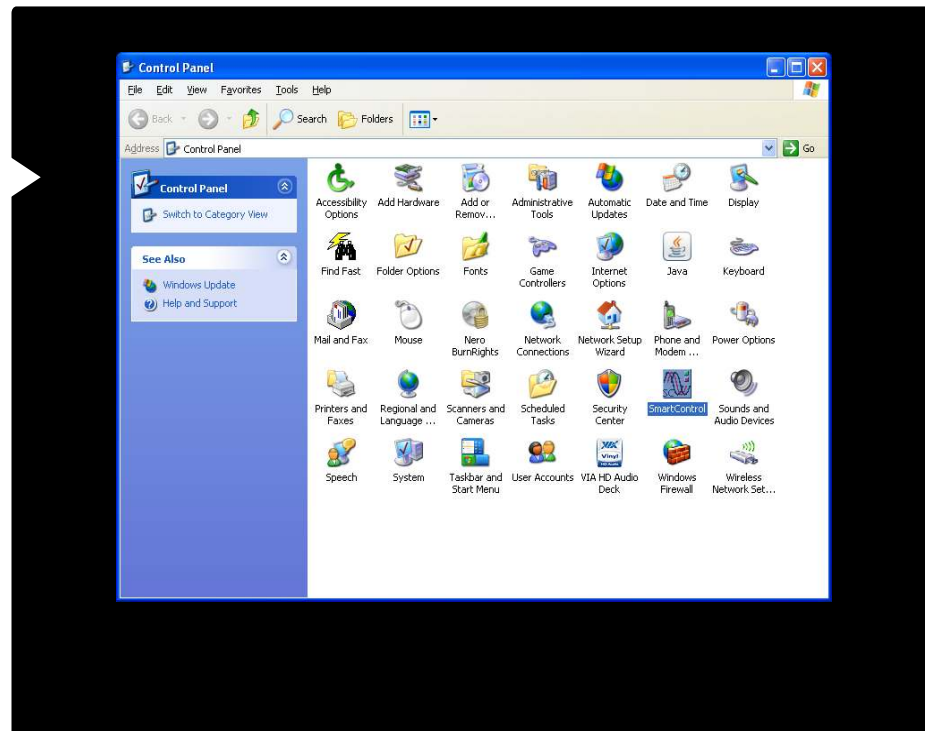
Open the folder **Drivers** from the installation CD, open **HPXMediaLicense** and copy the HPX license for eg: HPXMXXXXXXXXXX.lic and paste it to the location **C:\Program Files\ AudioCodes USA\ HPXMedia**. Restart the computer before proceeding to next step.



Configuration of Network Cards

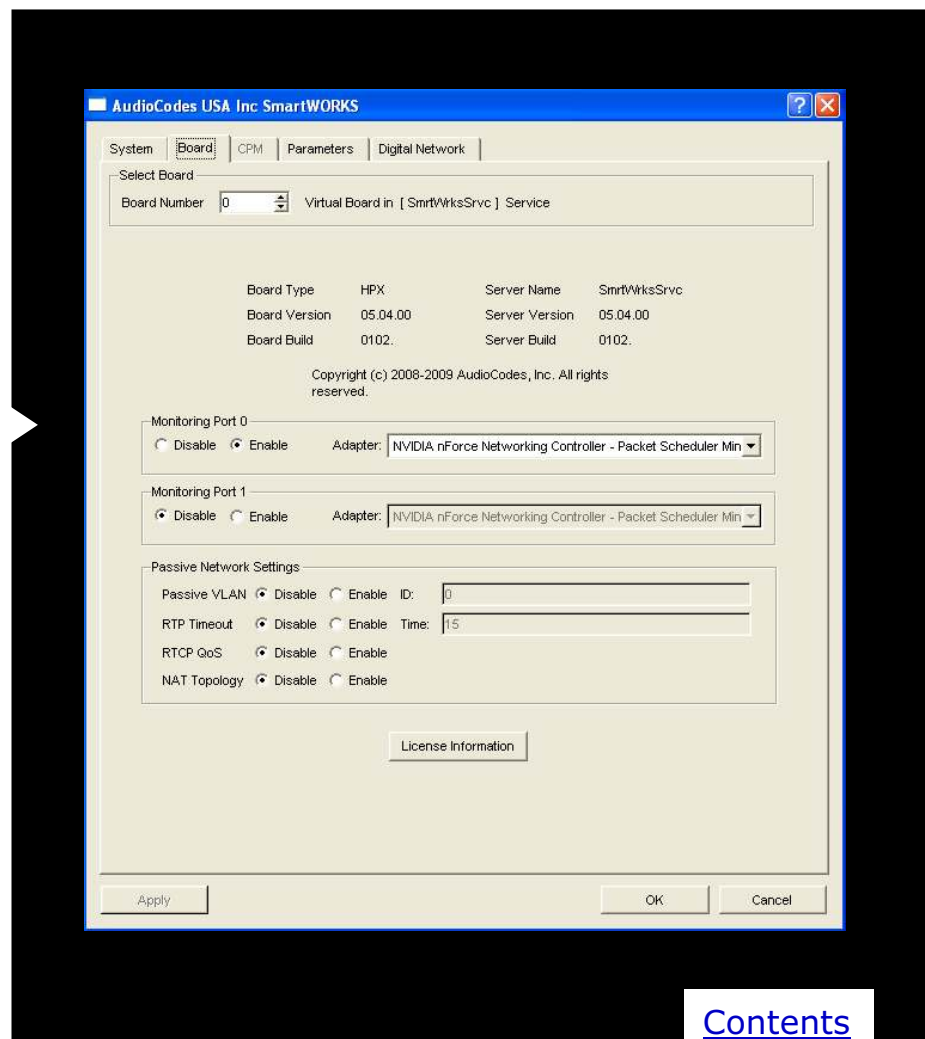
Step 1.

From Windows, click **"Start"** and select **"Control Panel"**. From the Control Panel screen, double-click **"SmartControl"** icon.



Step 2.

The **"AudioCodes USA Inc. SmartWorks"** window gets displayed. On the top there are several options like System, Board, CPM, etc. Click **"Board"**. You will see the enabled option as *Monitoring Port 0*. Here you need to select the **"Adapter"** (network adapter eg: NVIDIA) you are using from the drop-down list for port 0. Click **"Apply"** and then click **"OK"** to continue.



Step 3.

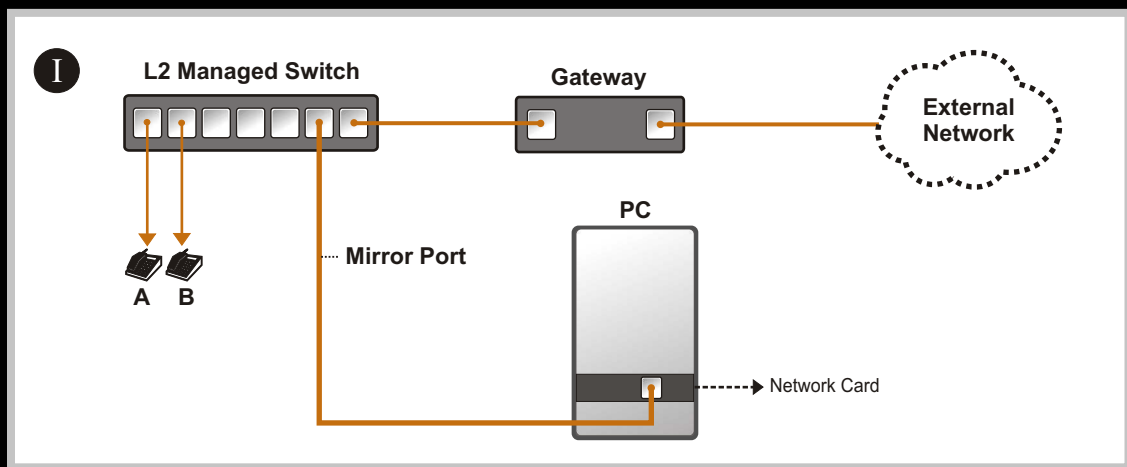
Click **"OK"** to complete the board configuration.



5.4 Connection Diagram

Scenario 1:

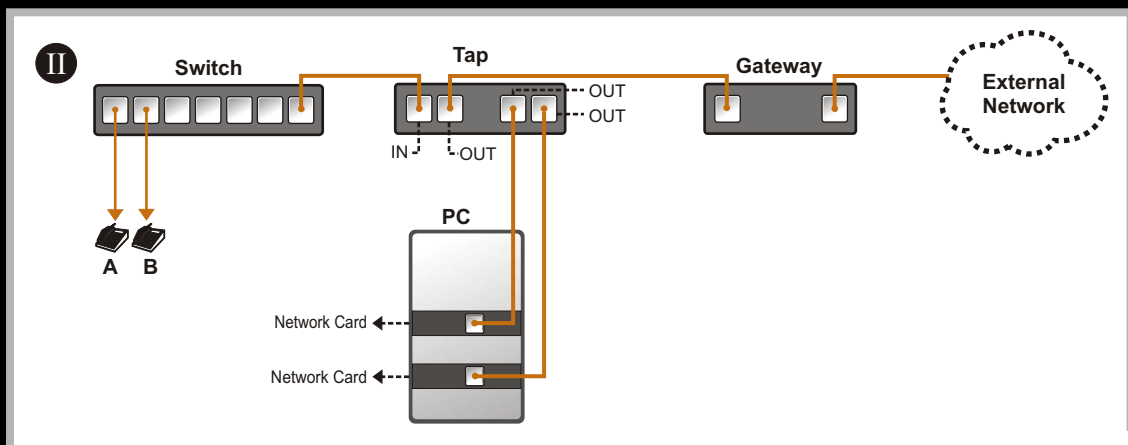
All transmitted or received data from the IP Phone is forwarded to Xtend Voice Logger installed PC using Mirror Port, where the data is further logged for future references.



Scenario 2:

All transmitted or received data from the Switch to Gateway (IP PBX/Router) is forwarded to Xtend Voice Logger installed PC using TAP, where the data is further logged for future references.

Note: We prefer Scenario-1 for the installation.



5.5 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: -

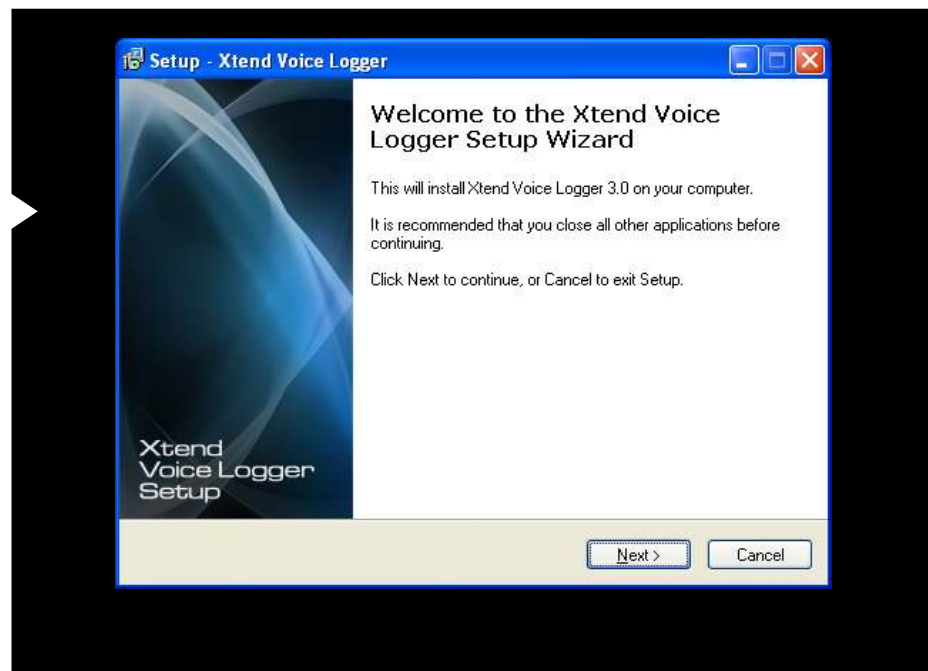
Step 1.

Run the setup named **XtendLogger.exe**



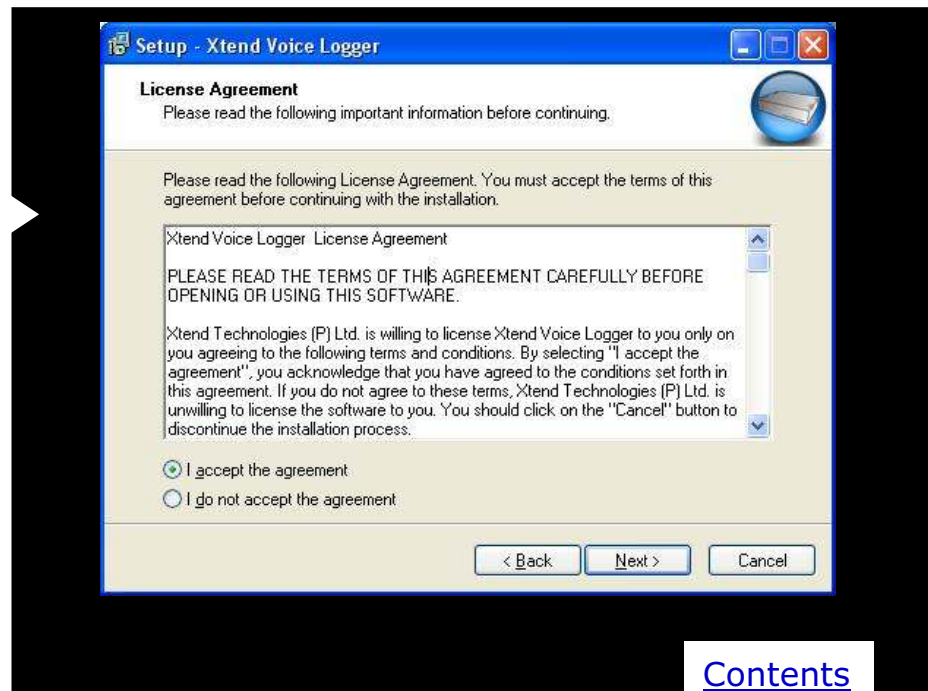
Step 2.

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



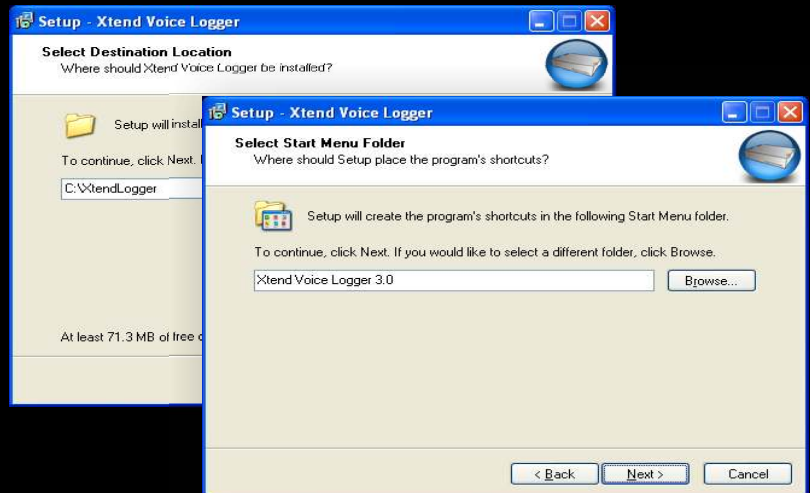
Step 3.

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



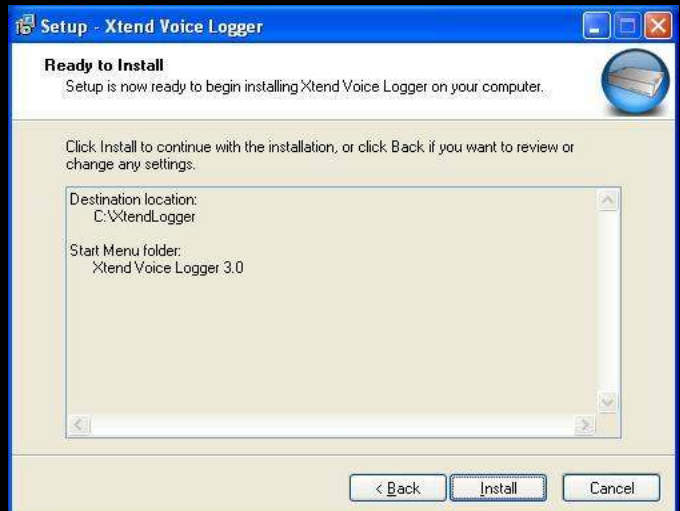
Step 4.

Setup installs Xtend Voice Logger in default location C:\XtendLogger, click **"Next"**. The program shortcut in the Start menu appears as Xtend Voice Logger 3.0. Click **"Next"** to proceed.



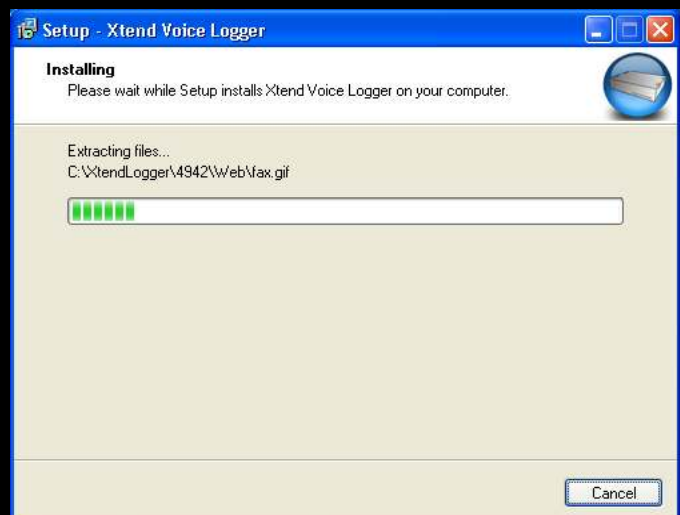
Step 5.

The user-selected options appear, verify the destination location and the program shortcut in the start menu. Click **"Install"** to continue.



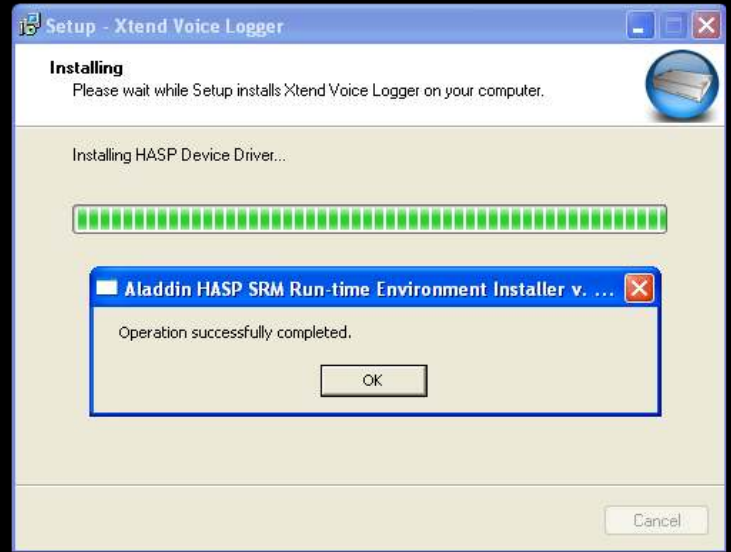
Step 6.

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 here.



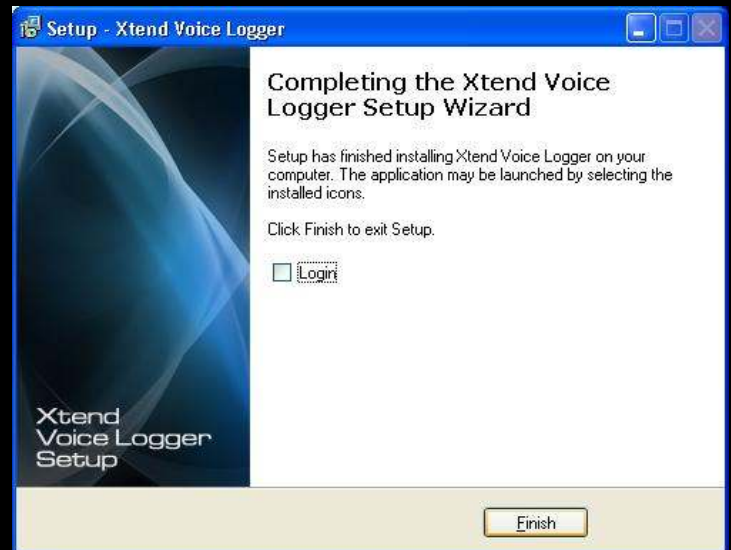
Step 7.

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"** screen appears. Click **"Finish"**.



Connecting HASP to USB port

The Xtend Voice Logger software 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.



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.

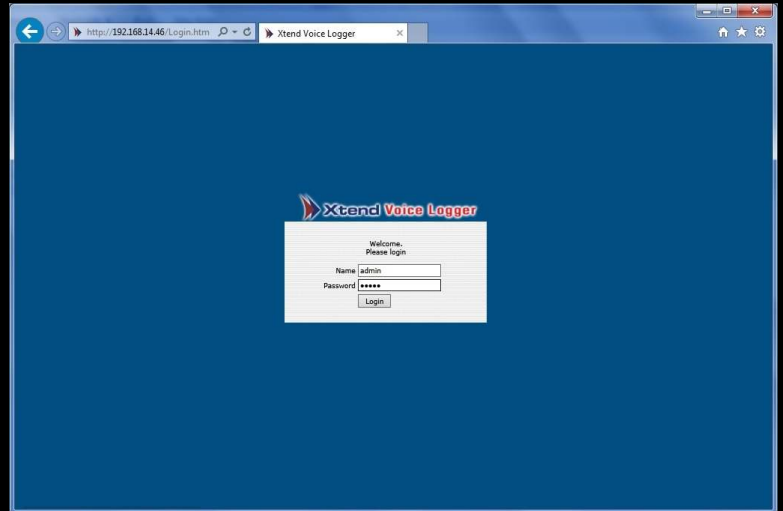


5.6 Configure Xtend Voice Logger Software with Hardware

Step 1.

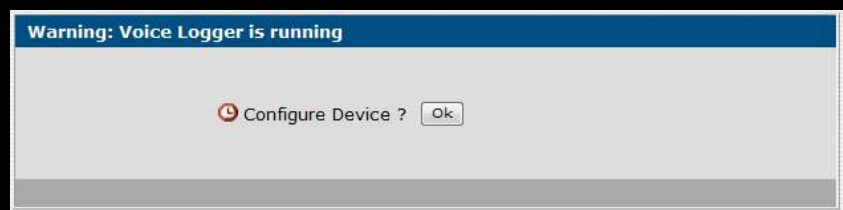
This section deals with the configuration of Xtend Voice Logger with Ai-Logix Voice Device. The device configuration is carried out from the browser interface.

Goto **Start > Programs > Xtend Voice Logger 3.0 > Login**. Default **Name** and **Password** is "admin". Click "Login".



Step 2.

A warning message "**Voice Logger not configured.**" will appear. You will be prompted whether to configure device, click "**Ok**" to continue the configuration.



Step 3.

The Configure Devices window appears as shown below. Select the *Trunk Type* as *IP* and *Log Type* as *Handset Up to Down*. Click "Next".

Device	Enable	Device Name	Trunk/Extension Name	Trunk Type	Log Type
1	<input checked="" type="checkbox"/>	Ai-Logix Voice Logging (NetTap 8676399): Line 1 Chn 1	192.168.14.1	IP	Handset Up to Down
2	<input checked="" type="checkbox"/>	Ai-Logix Voice Logging (NetTap 8676399): Line 1 Chn 2	502	IP	Handset Up to Down
3	<input checked="" type="checkbox"/>	Ai-Logix Voice Logging (NetTap 8676399): Line 1 Chn 3	Trunk3	IP	Handset Up to Down
4	<input checked="" type="checkbox"/>	Ai-Logix Voice Logging (NetTap 8676399): Line 1 Chn 4	Trunk4	IP	Handset Up to Down
5	<input type="checkbox"/>	Ai-Logix Voice Logging (NetTap 8676399): Line 1 Chn 5	Trunk5	IP	Handset Up to Down
6	<input type="checkbox"/>	Ai-Logix Voice Logging (NetTap 8676399): Line 1 Chn 6	Trunk6	IP	Handset Up to Down
7	<input type="checkbox"/>	Ai-Logix Voice Logging (NetTap 8676399): Line 1 Chn 7	Trunk7	IP	Handset Up to Down
8	<input type="checkbox"/>	Ai-Logix Voice Logging (NetTap 8676399): Line 1 Chn 8	Trunk8	IP	Handset Up to Down

Note: Here, the user can specify the IP address or extension name or agent name in the option *Trunk/Extension Name*.

Step 4.

Select the PBX from the drop-down list.

Device [Channel]	Trunk/Extension Name	Trunk Type	Log Type
1 [1] Ai-Logix Voice Logging (NetTap 8676399): Line 1 Chn 1	192.168.14.1	IP	Handset Up to Down
2 [2] Ai-Logix Voice Logging (NetTap 8676399): Line 1 Chn 2	502	IP	Handset Up to Down
3 [3] Ai-Logix Voice Logging (NetTap 8676399): Line 1 Chn 3	Trunk3	IP	Handset Up to Down
4 [4] Ai-Logix Voice Logging (NetTap 8676399): Line 1 Chn 4	Trunk4	IP	Handset Up to Down

Select PBX: SIP

Select Phone: All

IP Mac

Select PBX: Select

Select Phone: All

IP Mac

Select PBX: Select

Select Phone: All

IP Mac

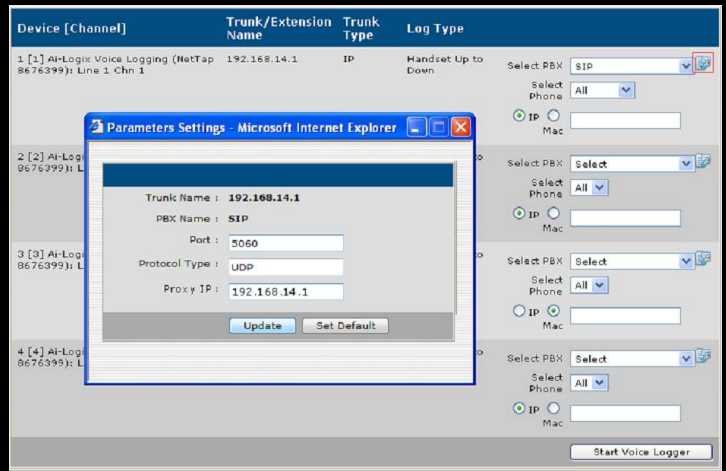
Select PBX: Select

Select Phone: All

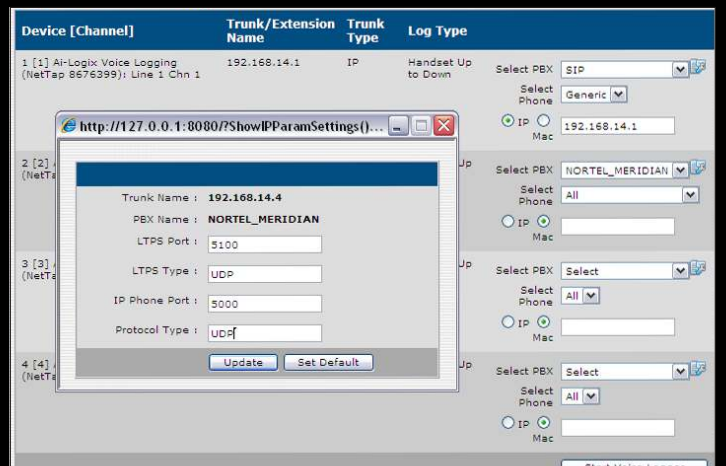
IP Mac

Step 5.

To get more details about the selected PBX, click the icon (highlighted with red colour) next to the drop-down list of *Select PBX*. Click **“Update”** to save the changes, if any.

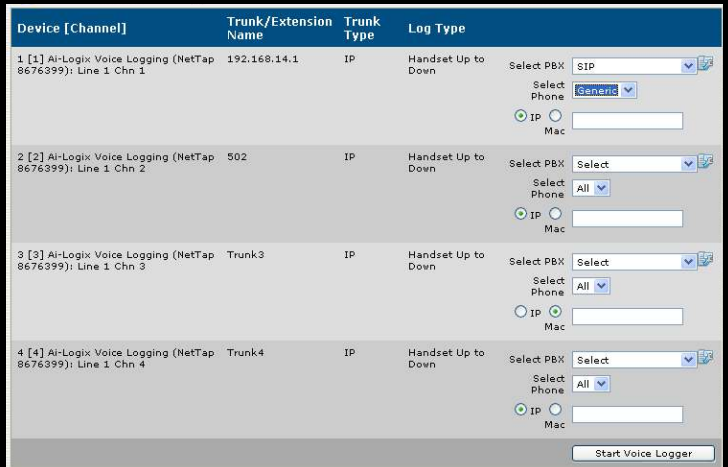


Note: If the PBX selected is NORTEL_MERIDIAN, then the Parameter Settings window will appear as follows:



Step 6.

Select the Phone from the drop-down list.



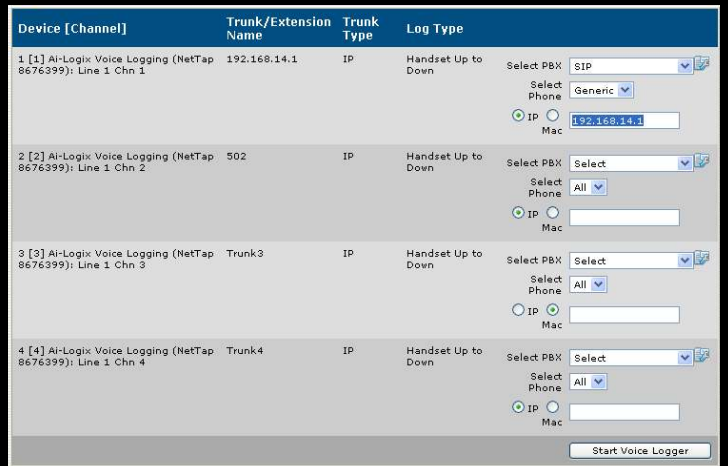
Step 7.

The user can either enter the IP or Mac address. If the phone is configured in the DHCP mode for obtaining the IP, then you can use the phone *Mac* id.

For example: Let us assume the IP as 192.168.14.1 and Mac as 00-0B-82-19-27-7B

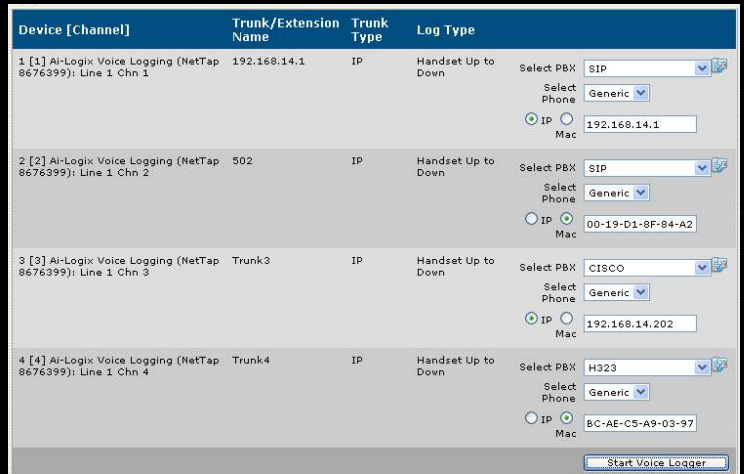
or

00:0B:82:19:27:7B



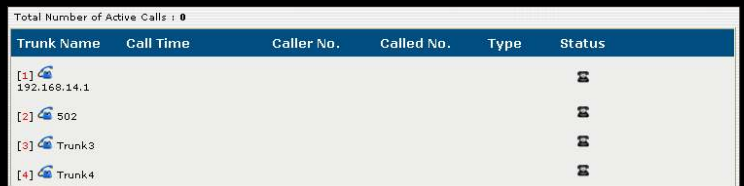
Step 8.

Click **"Start Voice Logger"** present at the bottom of the page.



Step 9.

The Live Calls window shows the assigned trunks for live call monitoring.



Step 10.

When a call becomes active, the window will appear as given below. The information obtained include Trunk Name, Call Time, Caller No., Called No., Type and Status of the call.



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

Do you have network cards on your computer?

Have you inserted the dongle on the USB port of the computer?

Have you installed the AudioCodes Inc. SmartWORKS from the installation CD?

Have you installed the AudioCodes Inc. HPXMedia from the installation CD?

Have you copied the License key to C:\Program Files\AudioCodes USA\HPXMedia?

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 configured the Ai-Logix voice device with the Xtend Voice Logger?

Have you verified the live call status from the Live Calls menu?

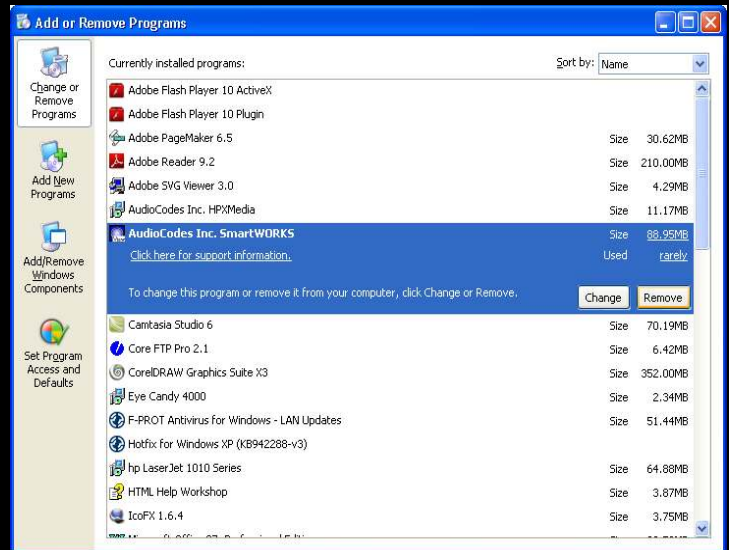
Have you checked that all live calls are being recorded to Xtend Voice Logger?

7. Uninstallation

7.1 Uninstallation of AudioCodes Inc. SmartWORKS:

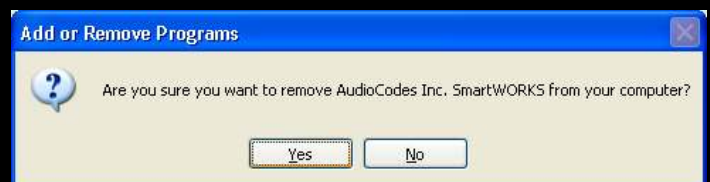
Step 1.

Go to **"Start>Control Panel>Add or Remove Programs"** and select the **"AudioCodes Inc. SmartWORKS"**. Then click **"Remove"**.



Step 2.

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



Step 3.

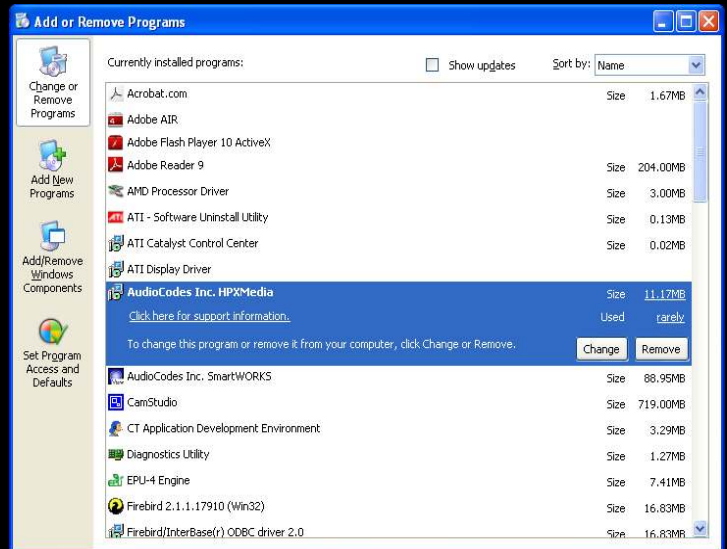
The **AudioCodes Inc. SmartWORKS** screen appears. Please wait while Windows configures AudioCodes Inc. SmartWORKS. It will take few seconds to complete.



7.2 Uninstallation of AudioCodes Inc. HPXMedia:

Step 1.

From the window **"Uninstall a program"**, select **"AudioCodes Inc. HPXMedia"** and click **"Remove"**.



Step 2.

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



Step 3.

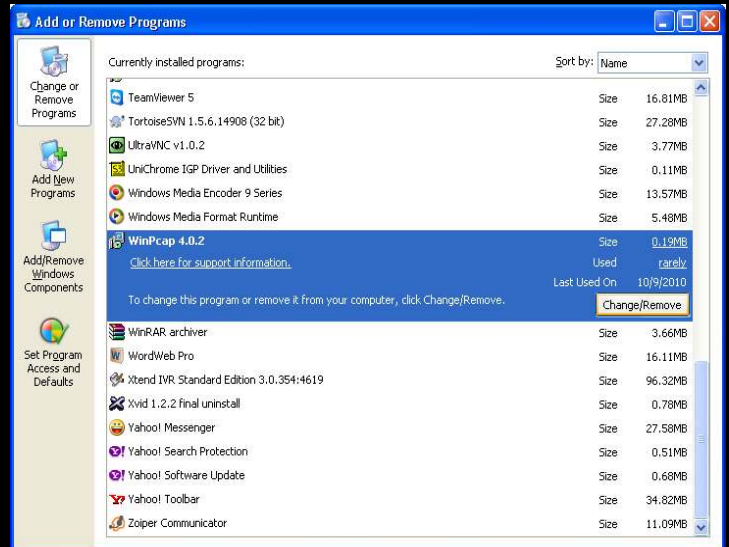
The **AudioCodes Inc. HPXMedia** screen appears. Please wait while Windows configure AudioCodes Inc. HPXMedia. It will take few seconds to complete.



7.3 Uninstallation of WinPcap

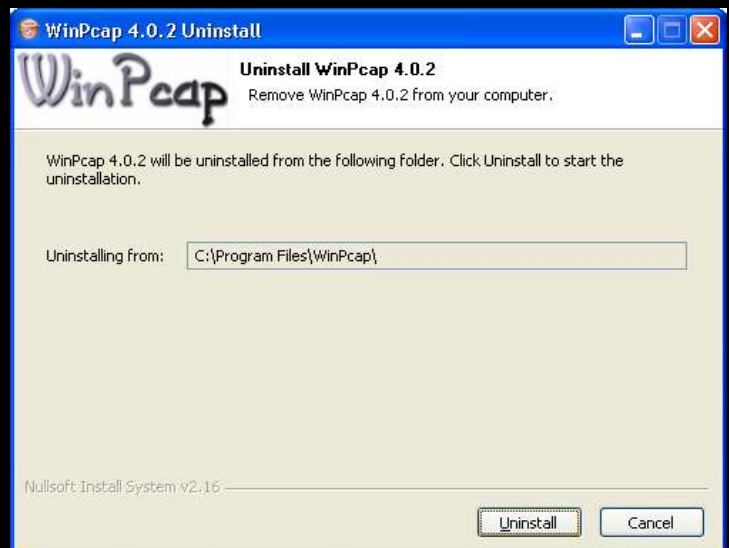
Step 1.

From the window "Add or Remove Programs", select the "WinPcap 4.0.2" and click "Remove".



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 4.0.2 Uninstall Wizard**" window is displayed. Click "**Finish**" to close this wizard.

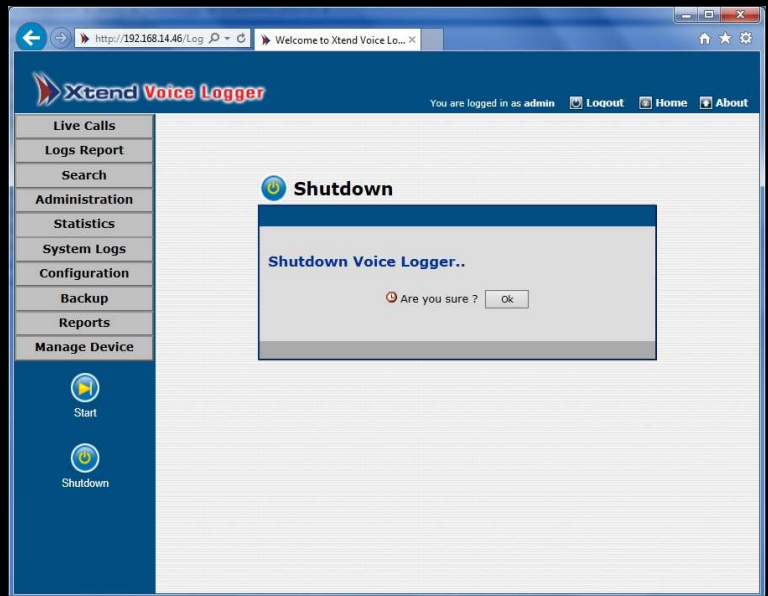


7.4 Uninstallation of Xtend Voice Logger

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

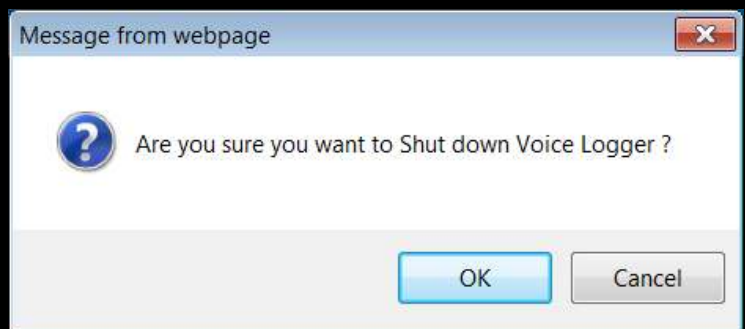
Step 1.

To shutdown the Xtend Voice Logger, please click the **Manage Devices** link and select **Shutdown**. The "**Shutdown Voice Logger..**" screen displays. Click "**Yes**" to continue.



Step 2.

A dialog box appears asking the confirmation to **Shutdown** the Xtend Voice Logger. 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**".



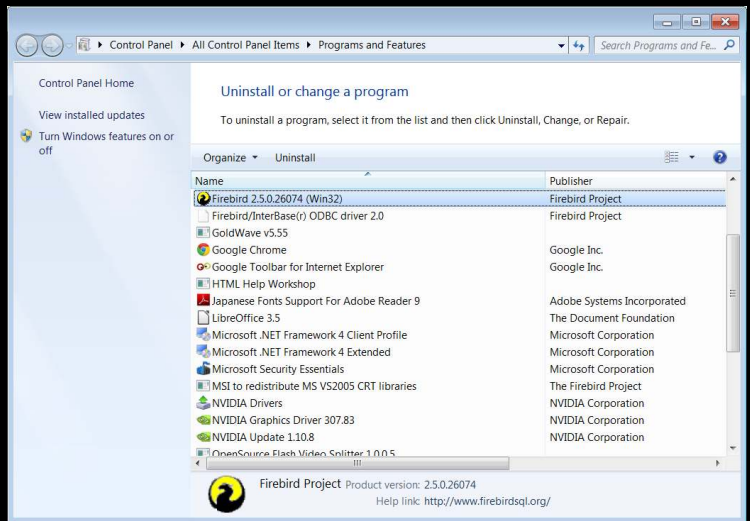
Step 5.

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

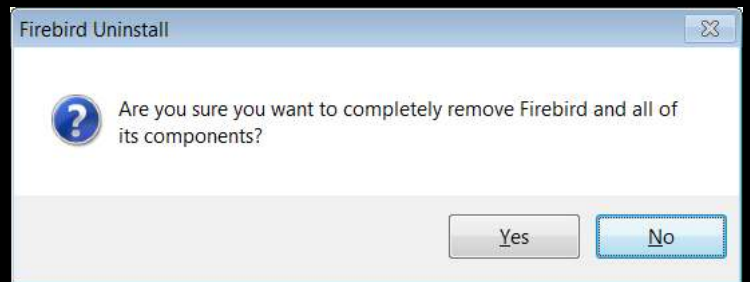


Step 6.

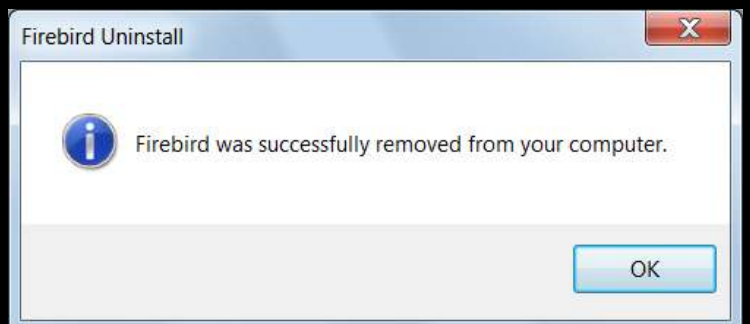
Goto **"Start → Control Panel → Uninstall a program"**, all the currently installed programs will be displayed. Select *Firebird 2.1.1.17910(Win32)* and click **"Uninstall"**.



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

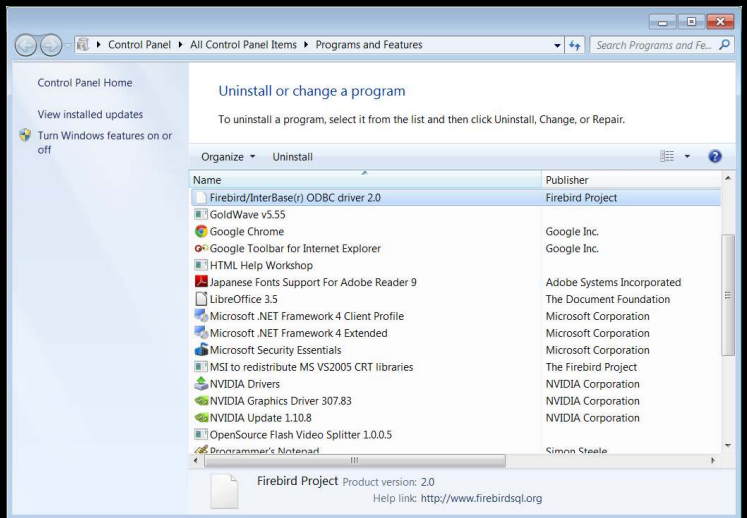


After uninstallation of Firebird, click **"OK"**.



Step 7.

Next, select *Firebird/Interbase(r) ODBC driver 2.0* from the same list and click **“Uninstall”**.

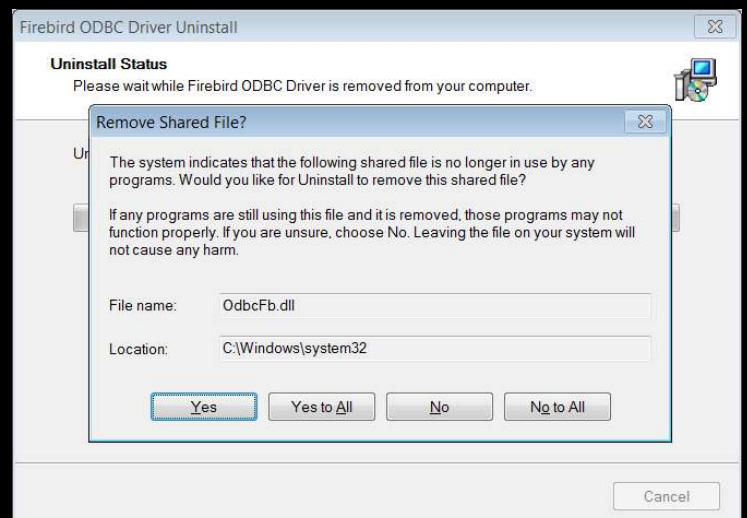


Step 8.

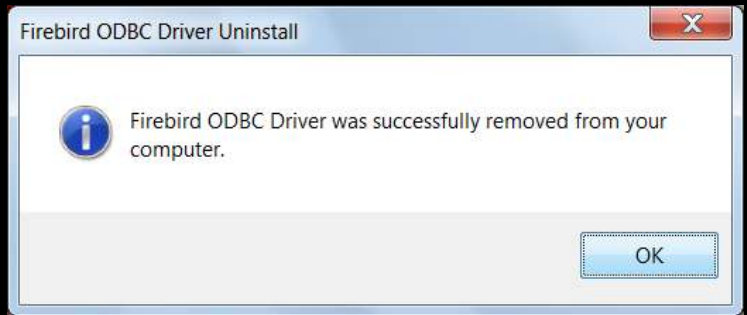
Click **“Yes”** when asked if you want to remove all the components.



Click **“Yes to All”** to remove the shared files from the system.

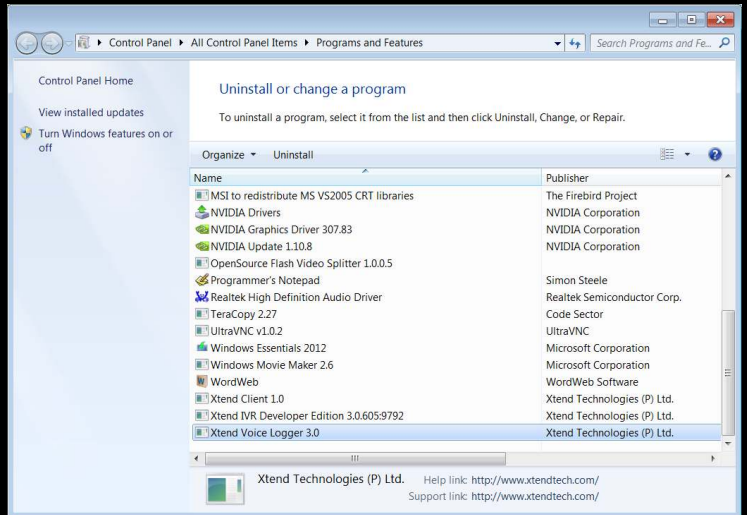


Click **"OK"** once uninstallation is complete.

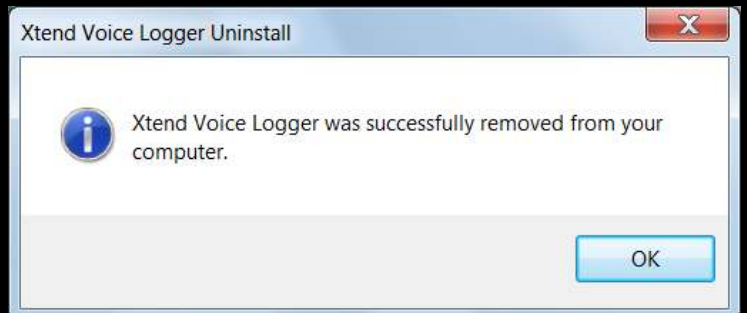


Step 9.

Now select *Xtend Voice Logger 3.0* and click **"Remove"**.

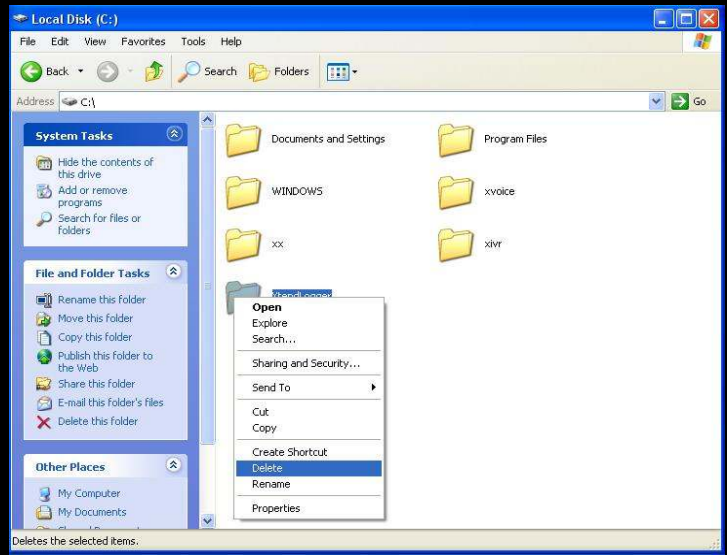


Xtend Voice Logger uninstallation is now complete. Click **"OK"**.

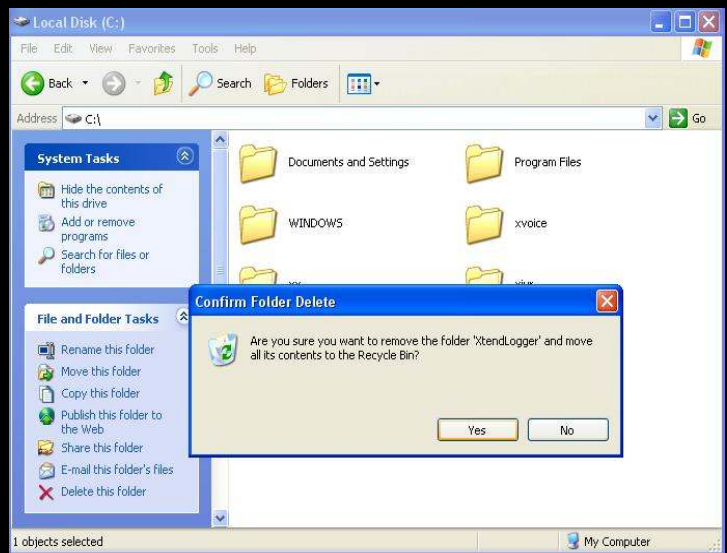


Step 10.

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 the document on installation and uninstallation of Xtend Voice Logger.

8. Contact Us



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