Xtend Call Billing System

Voice Logger

Installation Manual

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WELCOME

Congratulations on your choice of a world-class product from Xtend, this will provide you with a full-featured Call Billing Solution. The Xtend Call Billing [Voice Logger] with advanced call billing features ensures quality and productivity-wise upgradation in business.

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1. Introduction

The Xtend Call Billing Solution shows the detailed report of all incoming, outgoing, local, long distance and international calls routed through the telecommunication system. Useful information like trunk name, date and time of call, trunk/extension number, caller/called number, call type and the duration with cost of the call are available to facilitate the account management process. The billed information is presented through a user-friendly browser interface accessible from any location.

The Call Billing software is bundled up with a single port voice recorder that allows the user to monitor live and listen to recordings of a particular trunk. The splendid solution can be cascaded to support call recording for multiple number of ports as per the organisational requirements.

Call billing and recording helps in improving customer service by enabling managerial staffs and supervisors to review the phone bills and prepare assessment reports for optimising the call cost. It helps to reduce call costs and control the telecom budget in a short time. Continuous evaluation ensures operational efficiency, efficient telecom utilisation and sustained profitability in an organisation. This document is a guidance to understand the process of installation of Xtend Call Billing [Voice Logger].

2. Package Kit

    i.   Xtend Voice Logger (Single Port) with Call Billing license
    ii. Software Installation CD
   iii. USB 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.
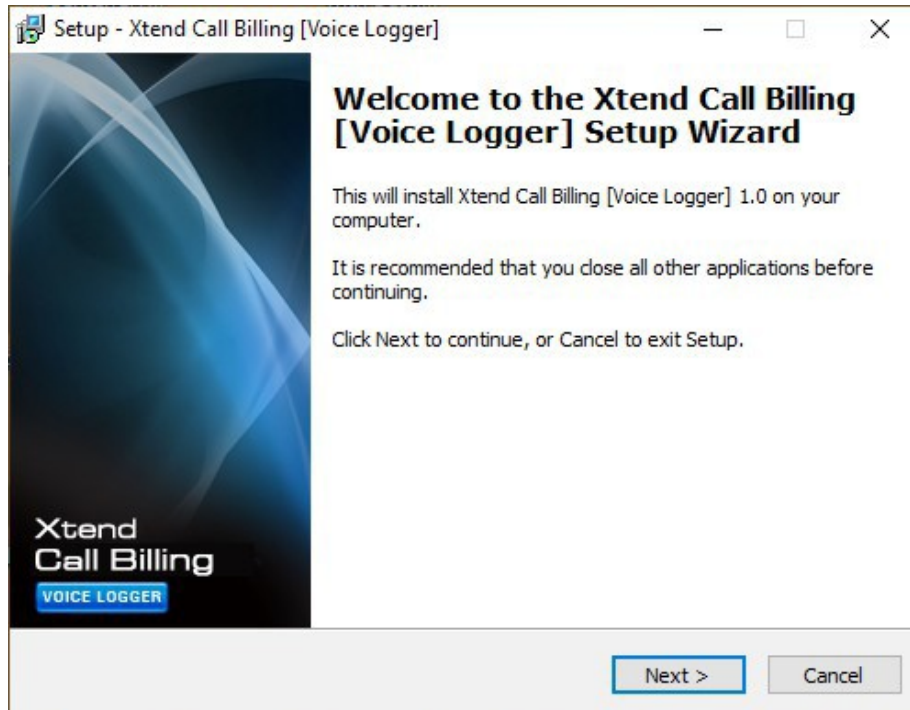
4. Software Setup

Xtend Call Billing [Voice Logger] implements an easy software installation. To execute the setup, turn on your computer and insert the CD into the CD drive. Run the setup file named "XtendCallBilling.exe".
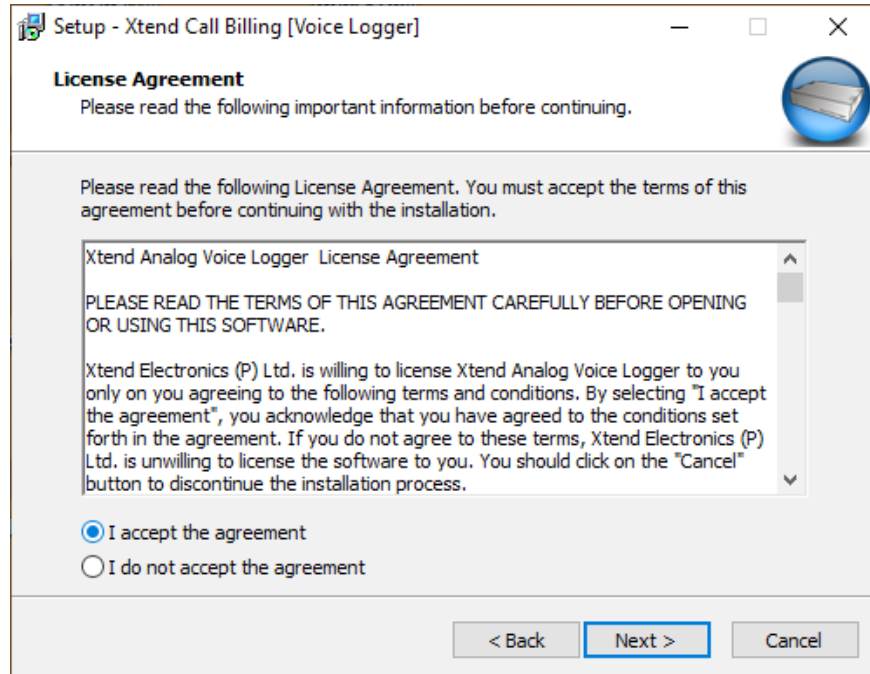
STEP - 1
Welcome Wizard
The first screen for installing Xtend Call Billing [Voice Logger] appears, click **Next**.
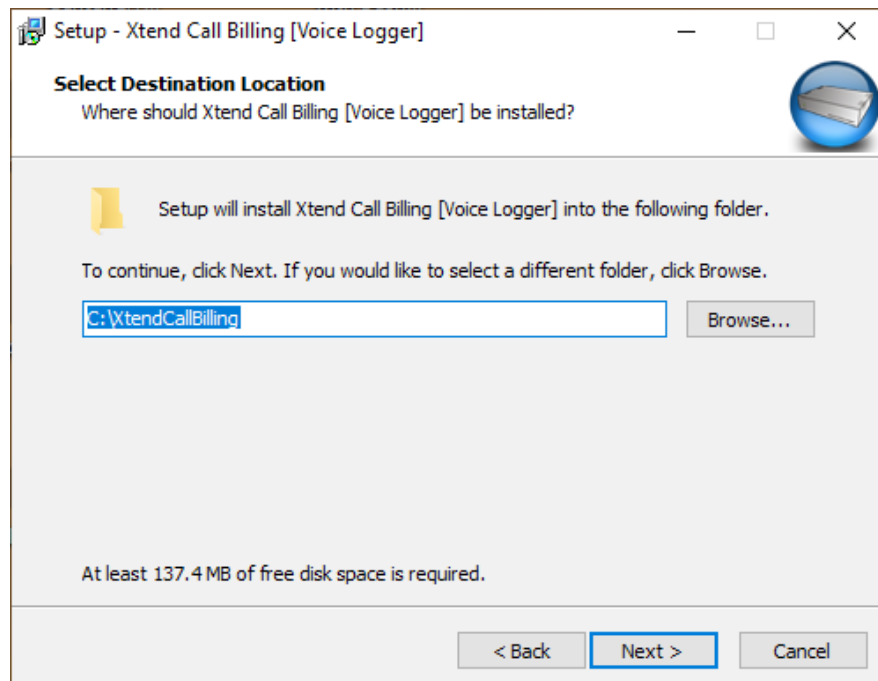
STEP - 2
License Agreement
Read the License Agreement carefully and select *"I accept the agreement"*. Now, click *Next*.

STEP - 3
Destination Location
Default installation directory is "C:\XtendCallBilling", 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 Call Billing [Voice Logger] 1.0". You can choose new folder by clicking **Browse**, else click **Next** to continue.
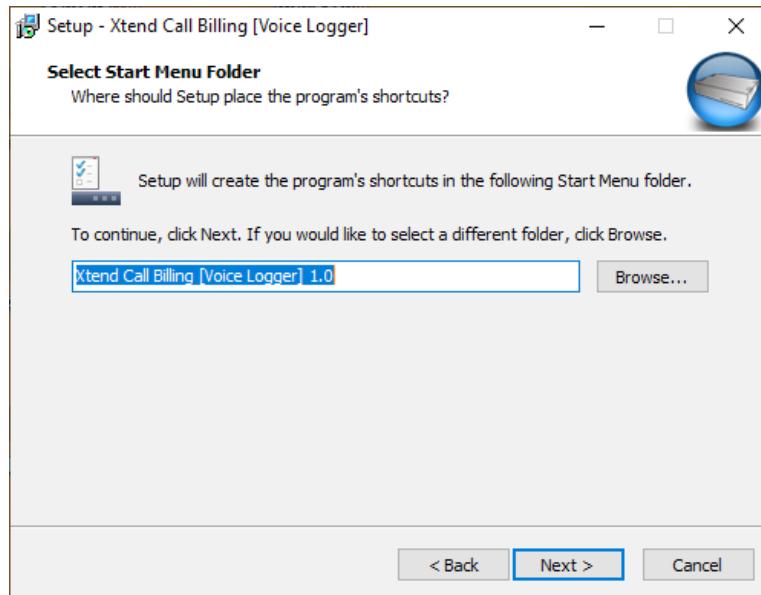
STEP - 5
Location Verification

Check the given location and click **Install** to begin the installation process.
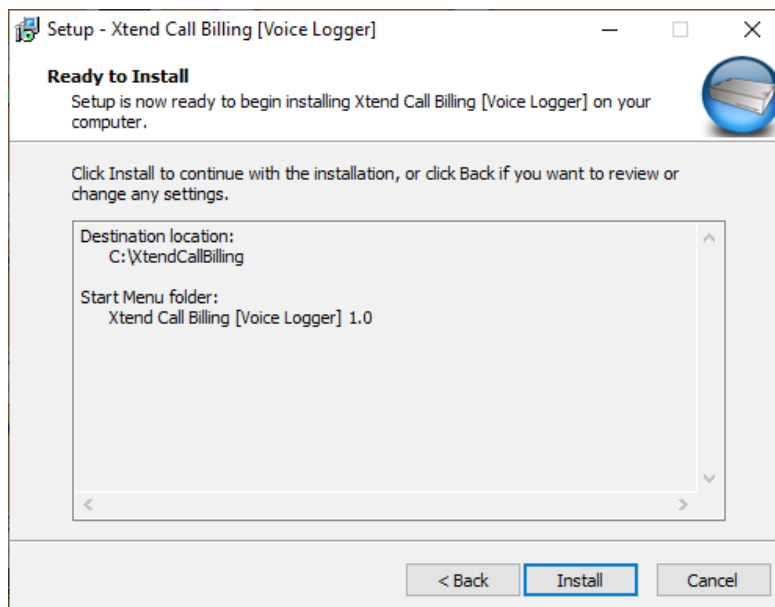
Note: *If the Windows Firewall blocked message appears, then click "Allow access" to proceed with the installation.*

STEP - 6
Installation Process
Setup installs Xtend Call Billing [Voice Logger] in the system.
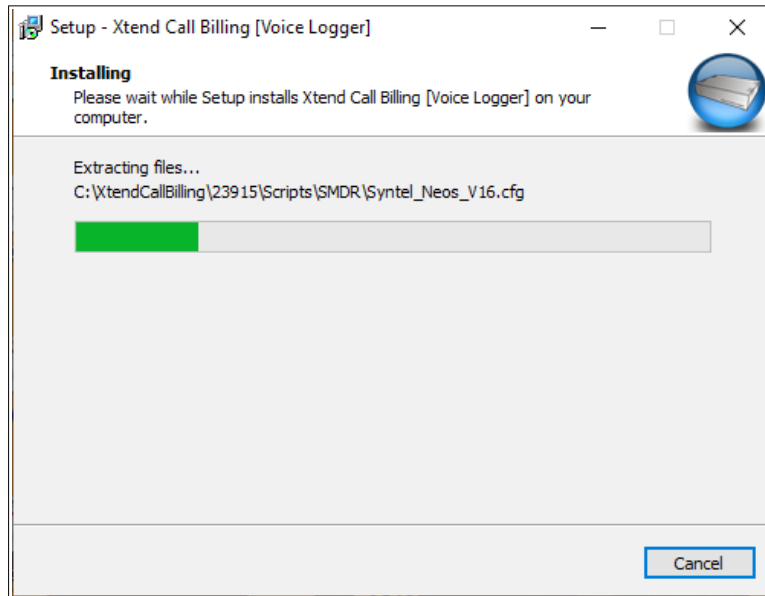
STEP - 7
Process Completion
A popup appears and prompts for installation once the main software installation is completed. Now, click *Finish* to complete the installation.
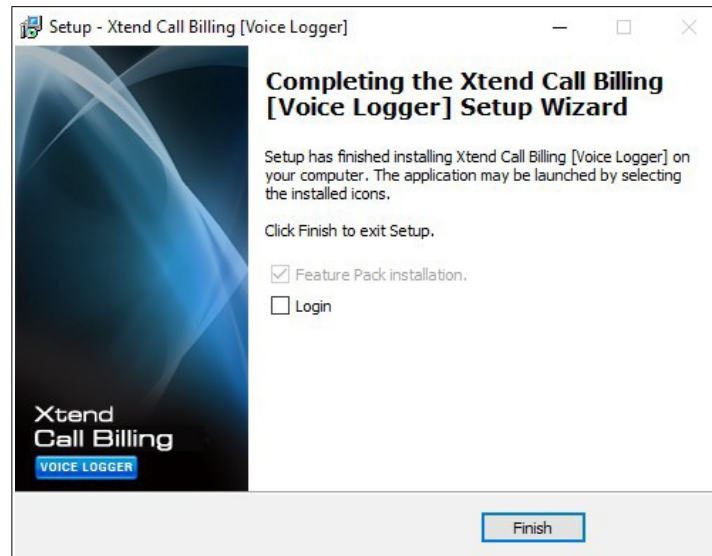
On successful installation, **Xtend Web Server** icon is enabled on the notification area of the taskbar.

Note: If Xtend Call Billing 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.

5. Hardware Setup

Connect one end of the USB cable with the Xtend Voice Logger and the other end 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.*

The LED on the front-side of device turns red and blinking. Windows shall automatically detect and install the hardware.

A message appears as "Installing device driver software", in order to check the status of device driver, click on the link *"Click here for status"*.

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 Analog Lines.

After installation, a message appears as "Device driver software installed successfully".

On successful installation, the LED turns green and blinking.

In case the driver is not installed automatically, follow the below mentioned steps to carry out the driver updation.

STEP - 1
Device Manager
Go to **Device Manager** and update the driver software by right clicking on **Xtend Voice Logger** detected under **Other Devices**.
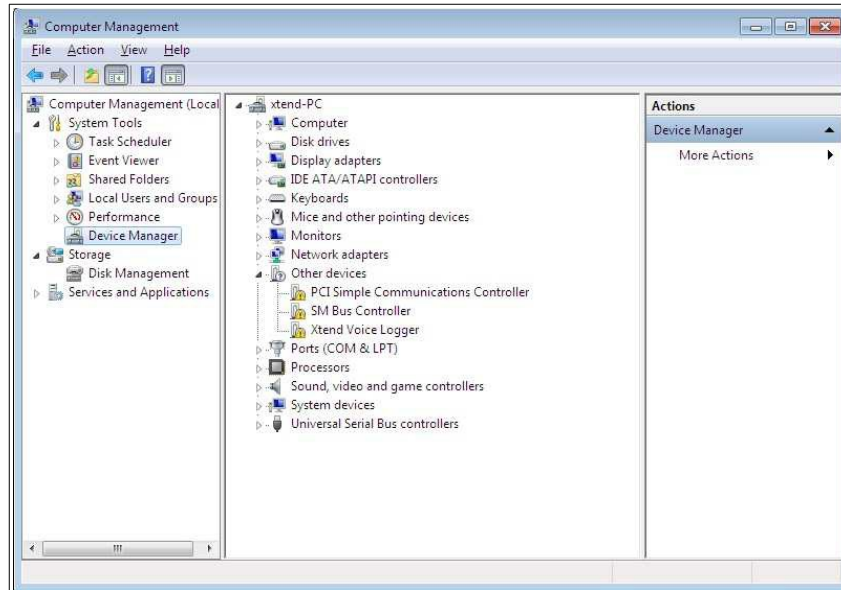
STEP - 2
Update Driver Software
A window as shown below appears. Click *"Browse my computer for driver software"*.
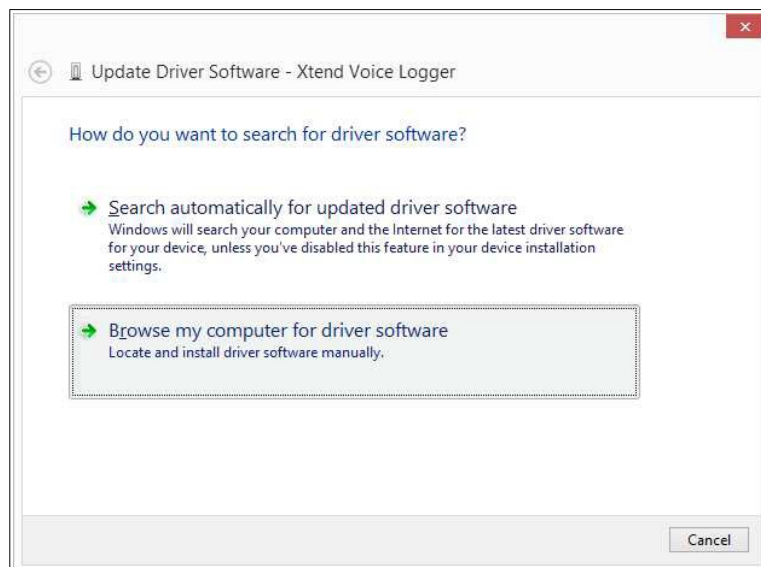
STEP - 3
Browse Driver Software
Select the location of driver software (for example, C:\XtendCallBilling\Setup) and then click *Next*.
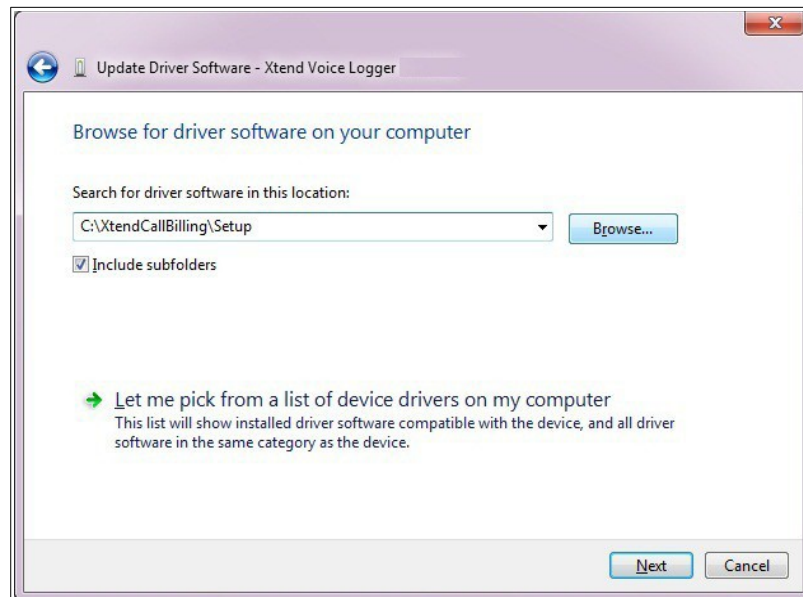
STEP - 4
Driver Installation
A windows security warning appears. Click *"Install this driver software anyway"*.
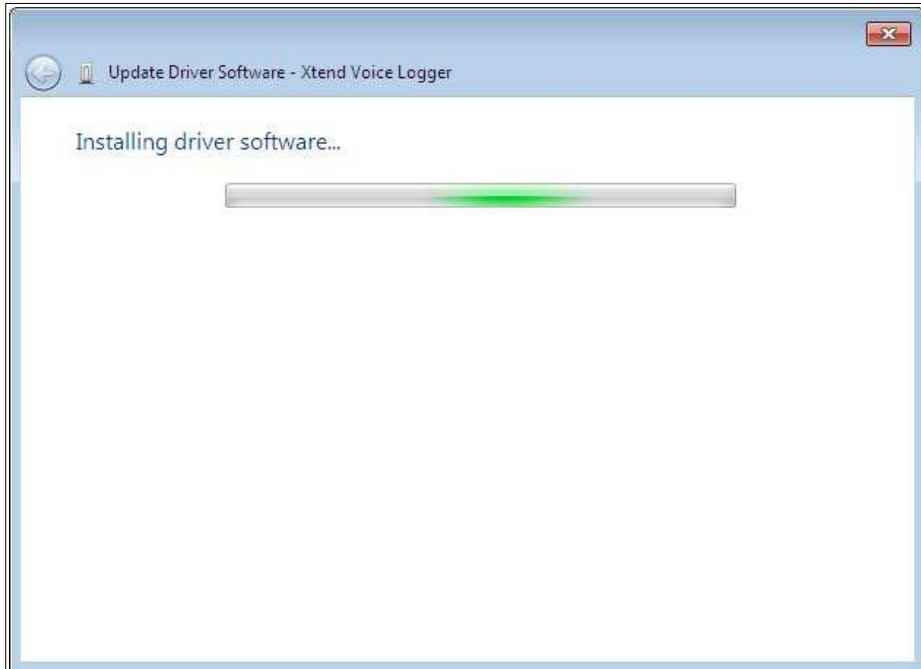
STEP - 5
Installation Completion
The software installation for Xtend Voice Logger is completed and a window appears after successful installation, click *Close*.
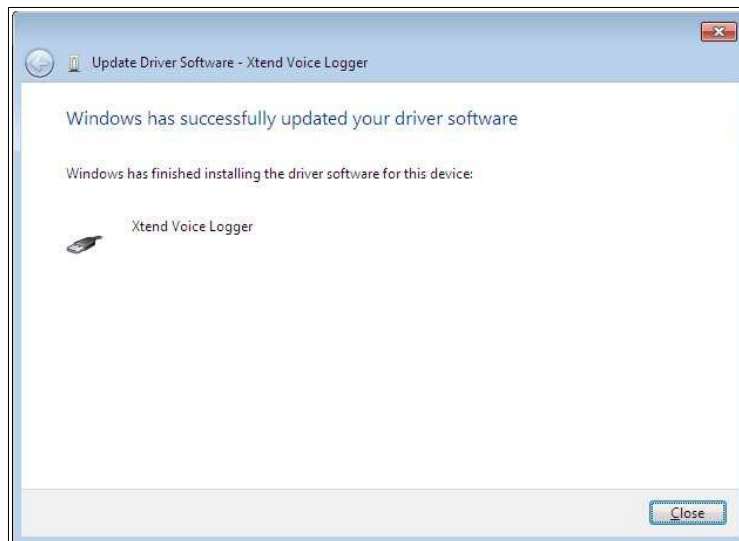
Now, to record a particular trunk line, connect the telephone line to the 'LINE IN' of the device and connection to the telephone can be done from 'LINE OUT' using another RJ11 cable. User can also take a parallel line from the phone/trunk and connect it to the port present in the Xtend Voice Logger device.

6. Device Configuration
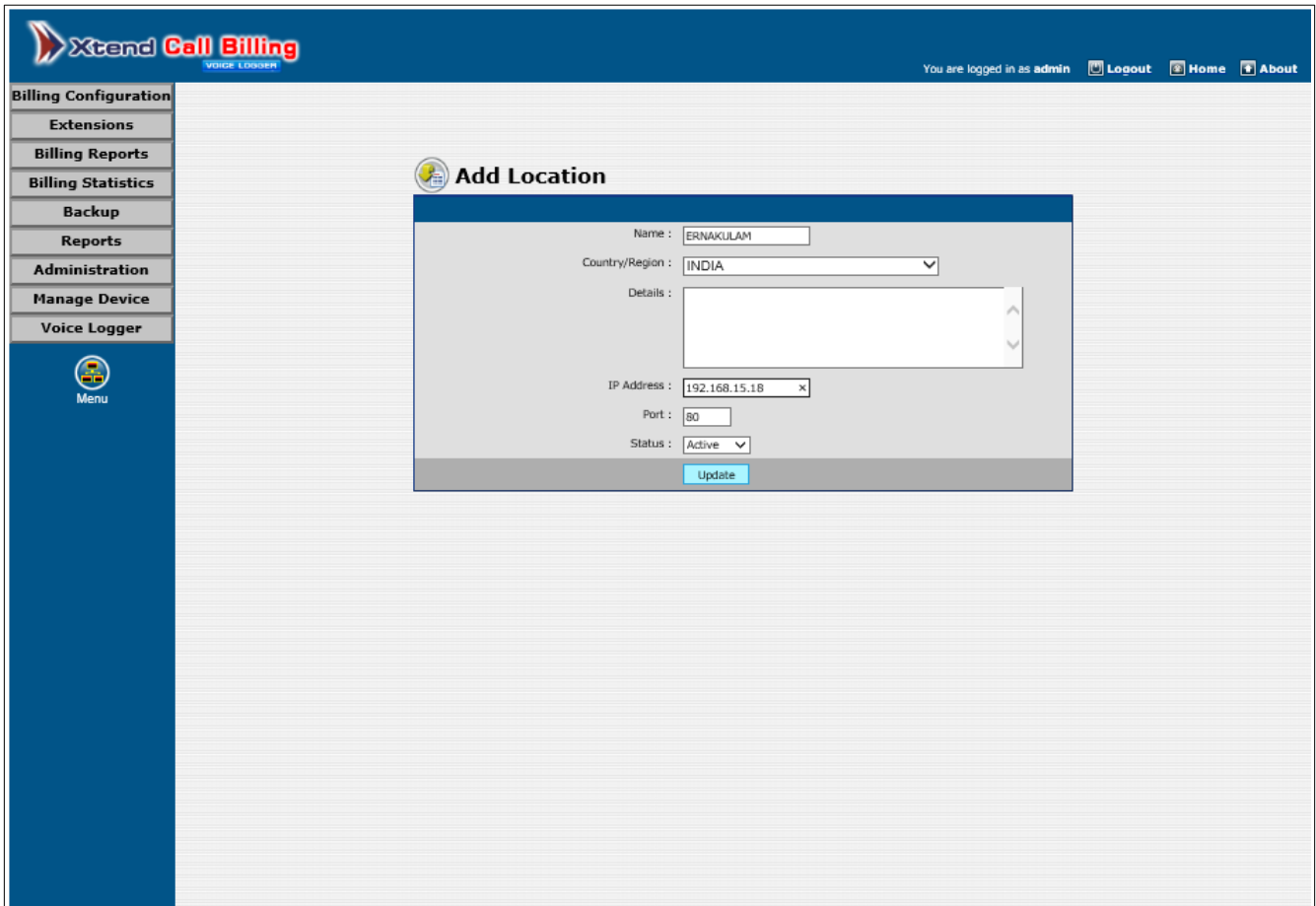
Step 1:
Go to **Start → Programs → Xtend Call Billing [Voice Logger] 1.0 → Login** to activate the browser interface. Login Page appears for user authentication and if needed, select theme colour to enhance visual experience from the top-right side of the Login Page. Enter **"Name"** and **"Password"** as "admin" and click ***Login***.
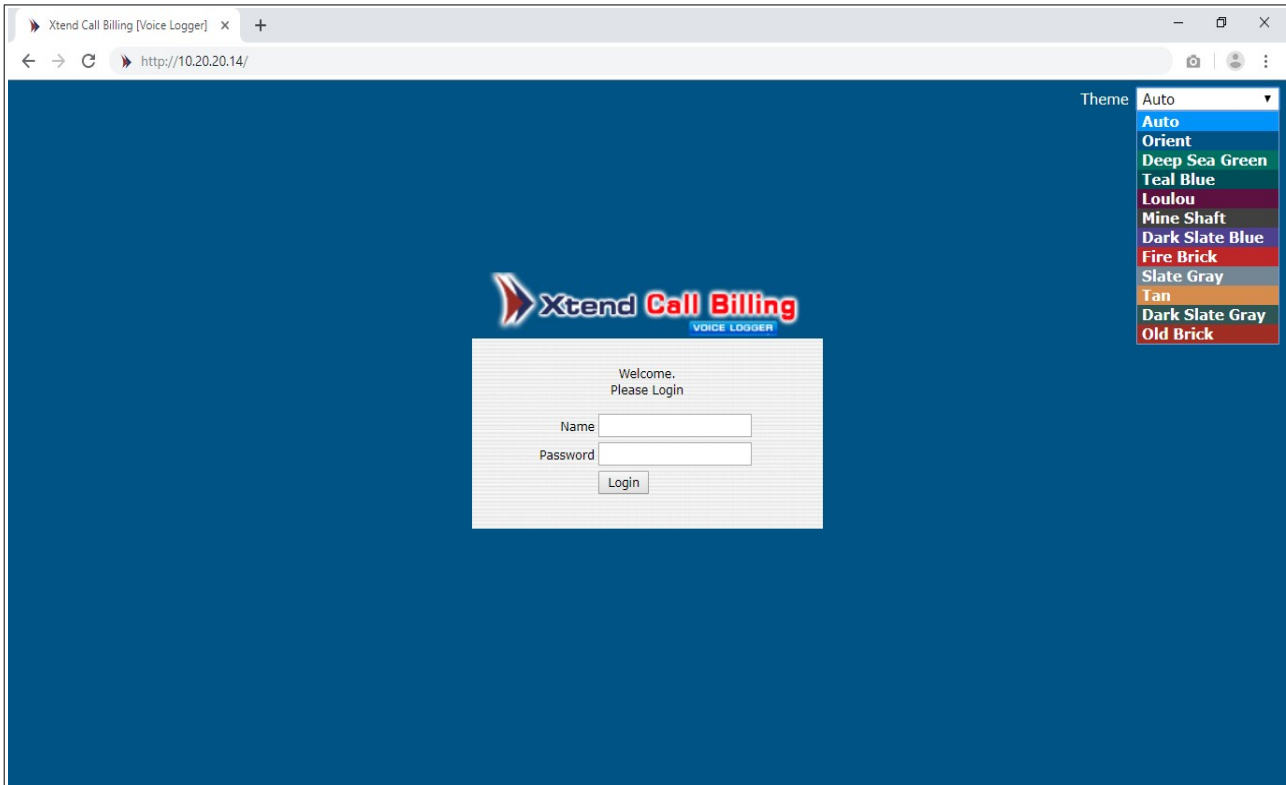
Step 2:
Location Settings
The option to **Add Location** appears as shown below. Enter the **"Name"**, **"Country/Region"**, **"IP Address"**, **"Port"**, **"Status"** and click *Update*.

Step 3:
Area Code Settings
The next step is to configure the area code on the basis of location. The **Area Code Settings** window appears, select the value for **"Local Number Length"** from the drop-down list and select the **"STD/Local Areacode"**.

Click the search icon (*highlighted in red*) corresponding to the field **"STD/Local Area Code"** to track the area code. A window appears as shown below. Enter the code and click *Search* button, the code with location and district will be listed. Enable the checkbox corresponding to the code.
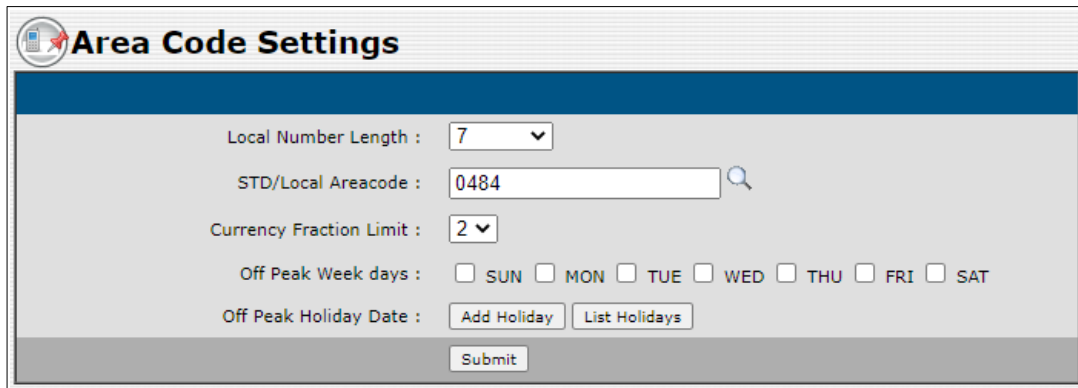
The selected code appears in "**STD/Local Areacode**".

Select the days corresponding to **"Off Peak Week days"**, if required or else click *Submit* to proceed **Device Configuration**.
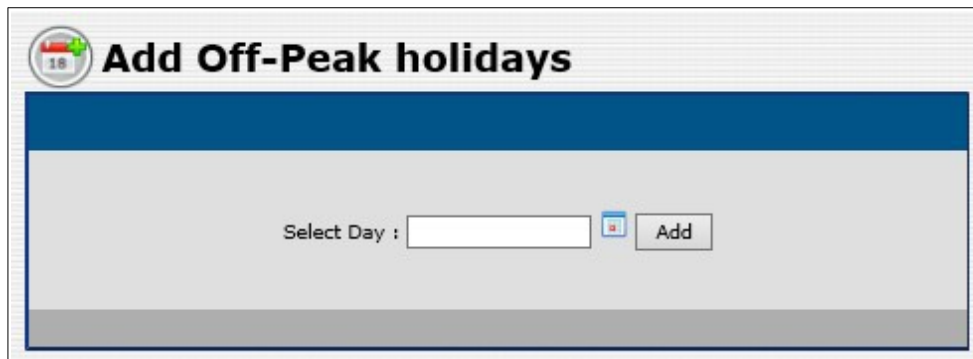
To add **"Off Peak Holiday Date"**, click on *Add Holiday*.

A window as shown below appears

Click on the calendar icon shown corresponding to "**Select Day**". Pick a date from the calendar as shown below, then click *Add.*

A window appears saying *"OffPeakHoliday added successfully"*.
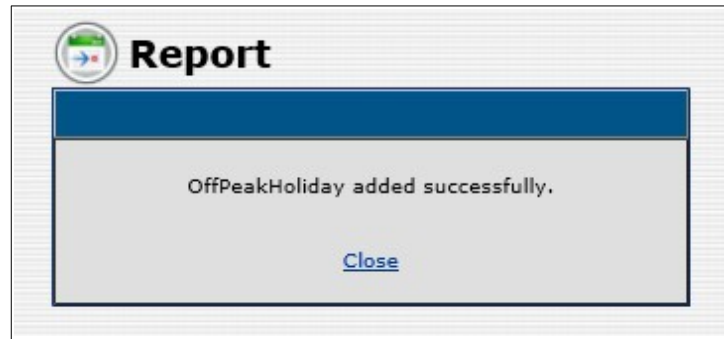
In the **Area Code Settings**, after entering all the necessary details, click ***Submit*** to proceed. A message appears that the STD/Area code once configured, cannot be modified. To proceed, click ***OK***.
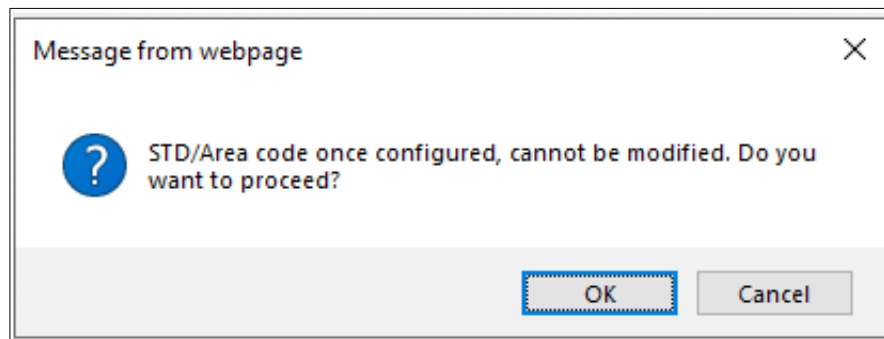
Step 4:
Configure Device
The next step is the configuration of the Xtend Call Billing [Voice Logger]. Device configuration is a one-time process during the installation. To configure the Call Billing System, go to Devices and set the trunk/extension lines. Click Devices, to configure Xtend Call Billing. Note that, billing will not perform at the time of configuration.

Click ***OK*** to configure the device.
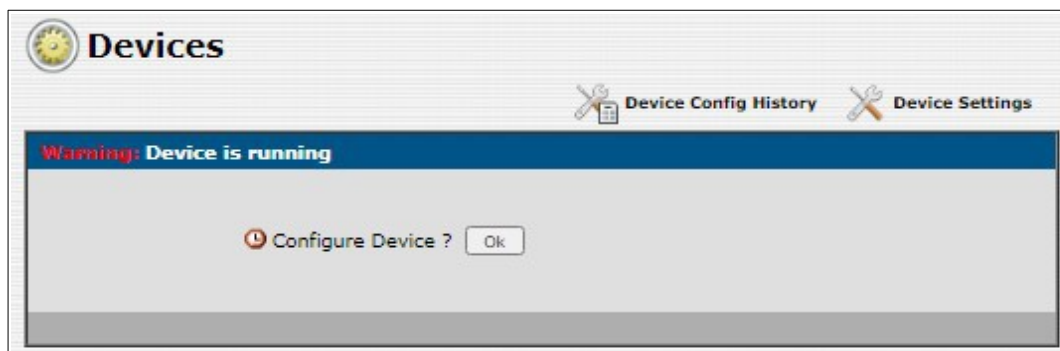
Enter the **"Trunk/Extension Name"**, **"Trunk Type"** and **"Log Type"** from the drop-down list. The default-selected **"Log Type"** is "Handset Up To Down". Enable the checkbox corresponding to SMDR processing. There are two options listed to process SMDR data from EPABX, one is using Com Port and other is TCP IP connectivity. If COM Port is used, select the Serial Port and set the Serial Port Configure Settings.

Else, select the option corresponding to **Select IP Address & Port**, enter the EPABX IP and Port corresponding to IP Address & Port. Click *Next* to proceed.

The configured trunk status appears and the count of total number of active calls are also displayed as shown below. The green LED status of the device will become stable.

Step 5:
Trunk-Plan Configuration
This submenu (*Billing Configuration → Trunk-Plan Configuration*) allows configuration of call cost for each trunk depending on the Service Provider's applicable plan. Entries of each trunk will appear only after making an incoming/outgoing call from that trunk.

After the call gets complete, details will appear as shown in the above screenshot.

Filter: This option present on top right side allows to view the details of the last call of the entered phone number along with the trunk details. Enter the **"Phone Number"** and click *Filter* to view the details.

After getting the details of the call from filter option, set the call costing details as shown below. Here, the channel, "Trunk1" is a logged channel configured in the Voice Logger. In order to get the billing details in this logged channel, set the **"Line Type"** as "Trunk". Click *Submit* to save the settings.
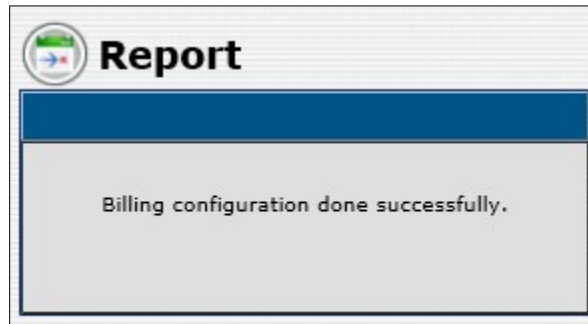
Message appears as *"Billing configuration done successfully"*.

Note that, in future, if there is any other trunk details to be configured in the selected plan, user can go to **Plan Configuration** (*for more information, refer Section 5.1.3 in Xtend Call Billing User Manual*) window and click ***Default Plan*** icon (*highlighted in red rectangular box*) corresponding to the plan as shown in the below screenshot. This will automatically configure the trunk details in the selected default plan.

Now, make a test call to the configured Trunk/Extension. Go to **Billing Reports → Today** and verify whether the call billing details are logged and displayed as shown below.

The ***Total Calls*** shows the entire count of the calls *(in the above given image the total count is "6"),* ***Total Units*** shows the total number of units used for calls (*total units in the above given image is "74"*) and ***Total Cost*** gives information on aggregate cost of all calls.

Note: The SMDR connectivity and valid license are needed for the functioning of Xtend Call Billing System.

This confirms that the configuration of Xtend Call Billing [Voice Logger] is successfully completed.
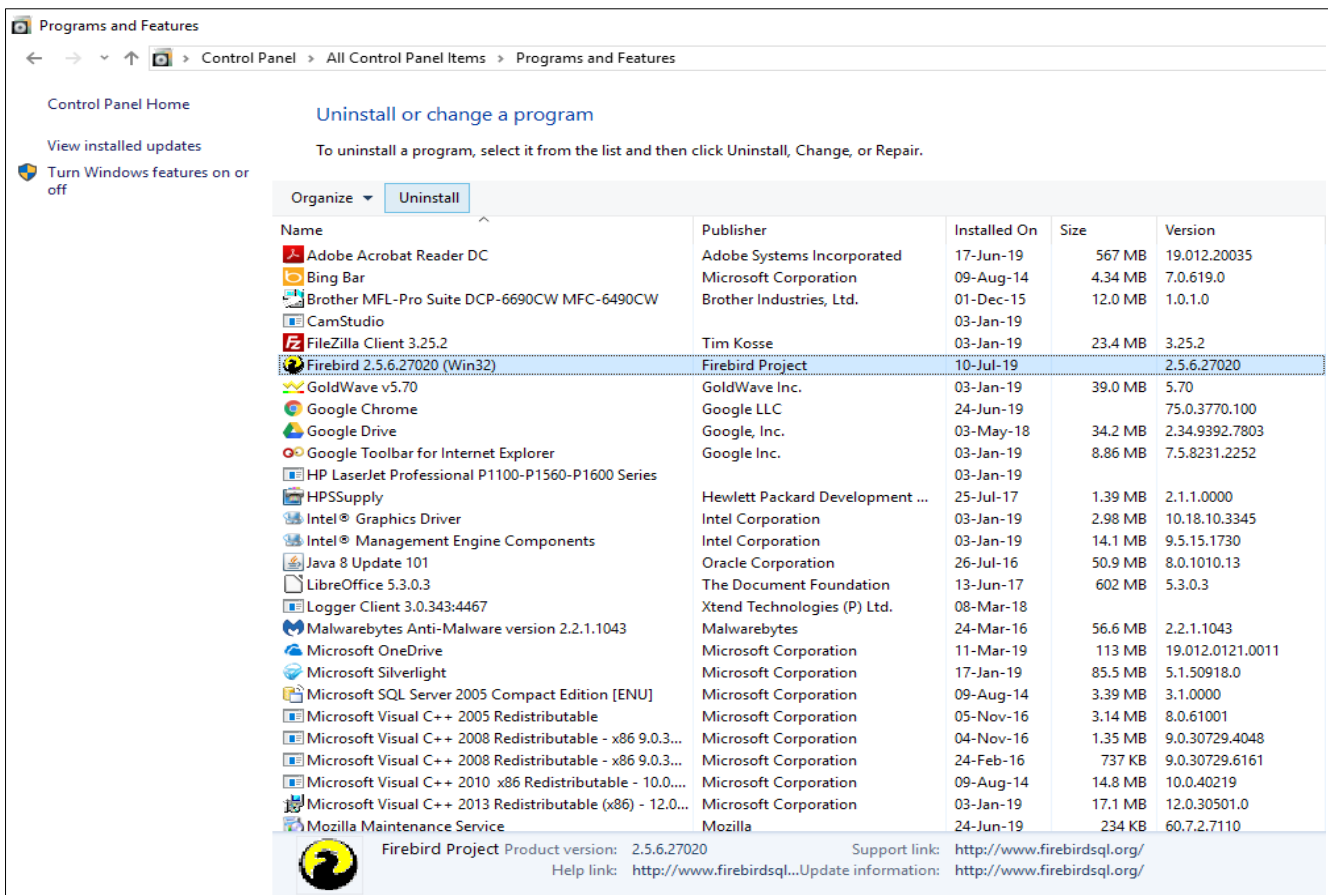
7. Uninstallation

At times, it may happen that due to a fault during installation or for upgradation requirement, you may be required to completely uninstall Xtend Call Billing [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 uninstallation and reinstallation of the product.

Step 1:
Before uninstallation, take backup of logged files to prevent data loss. Before starting the uninstallation process, close Xtend Call Billing [Voice Logger] and shutdown Xtend Web Server running in the system. To do so, login to the browser interface of Xtend Call Billing [Voice Logger] and go to the menu option **Manage Device**. Click on the submenu **Shutdown**, a confirmation message appears to shutdown the Voice Logger. Click *OK*. Then go to the notification area of taskbar and right click on the icon for Xtend Web Server and select *Shutdown*. A confirmation prompt appears, click *Yes*.

Step 2:
Click **Start → Control Panel → Uninstall a Program** to view the currently installed programs. Click on the icon named **Firebird 2.5.6.27020 (Win32)** to select the program for uninstallation. Click *Uninstall* to delete this program.
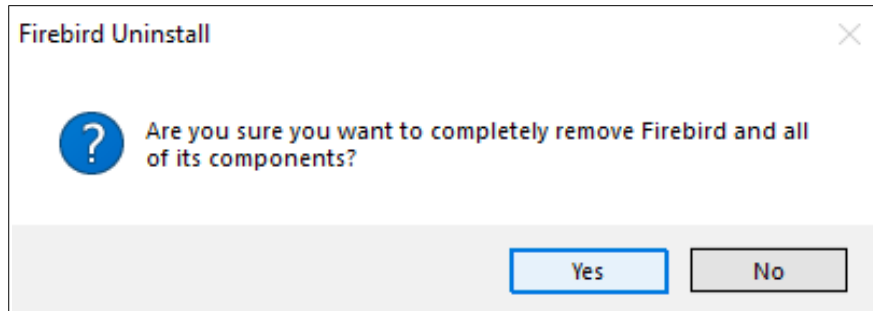
Step 3:
Click *Yes* to uninstall the program.

Firebird Uninstall

? Are you sure you want to completely remove Firebird and all of its components?

Yes | No

Step 4:
Click *Yes to All* to remove the shared files.

Remove Shared File?

The system indicates that the following shared file is no longer in use by any programs. Would you like for Uninstall to remove this shared file?

If any programs are still using this file and it is removed, those programs may not function properly. If you are unsure, choose No. Leaving the file on your system will not cause any harm.

File name: fbudf.dll

Location: D:\XtendLogger\FireBird\UDF

Yes | Yes to All | No | No to All

Step 5:
After the Firebird is successfully removed, the **"**Firebird was sucessfully removed from your computer**"** is displayed on the screen.

Click *OK*.

Firebird Uninstall

i Firebird was successfully removed from your computer.

OK
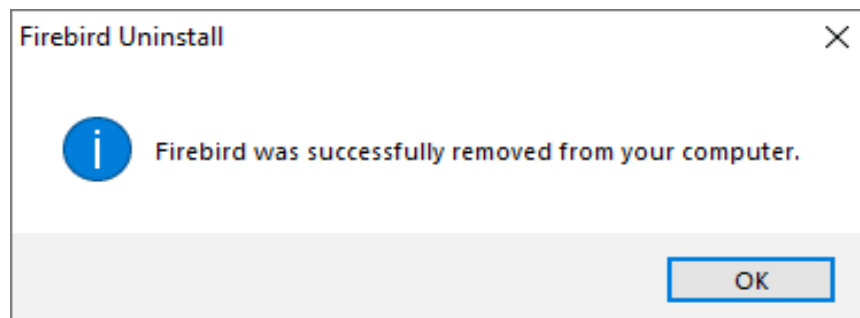
Step 6:
Select the program **Xtend Call Billing [Voice Logger] 1.0** and click *Uninstall* to remove the Xtend Call Billing [Voice Logger] application from the system.

Step 7:
Click *Yes* to confirm the uninstallation process.

Xtend Call Billing [Voice Logger] Uninstall

Are you sure you want to completely remove Xtend Call Billing [Voice Logger] and all of its components?

Yes   No

Step 8:
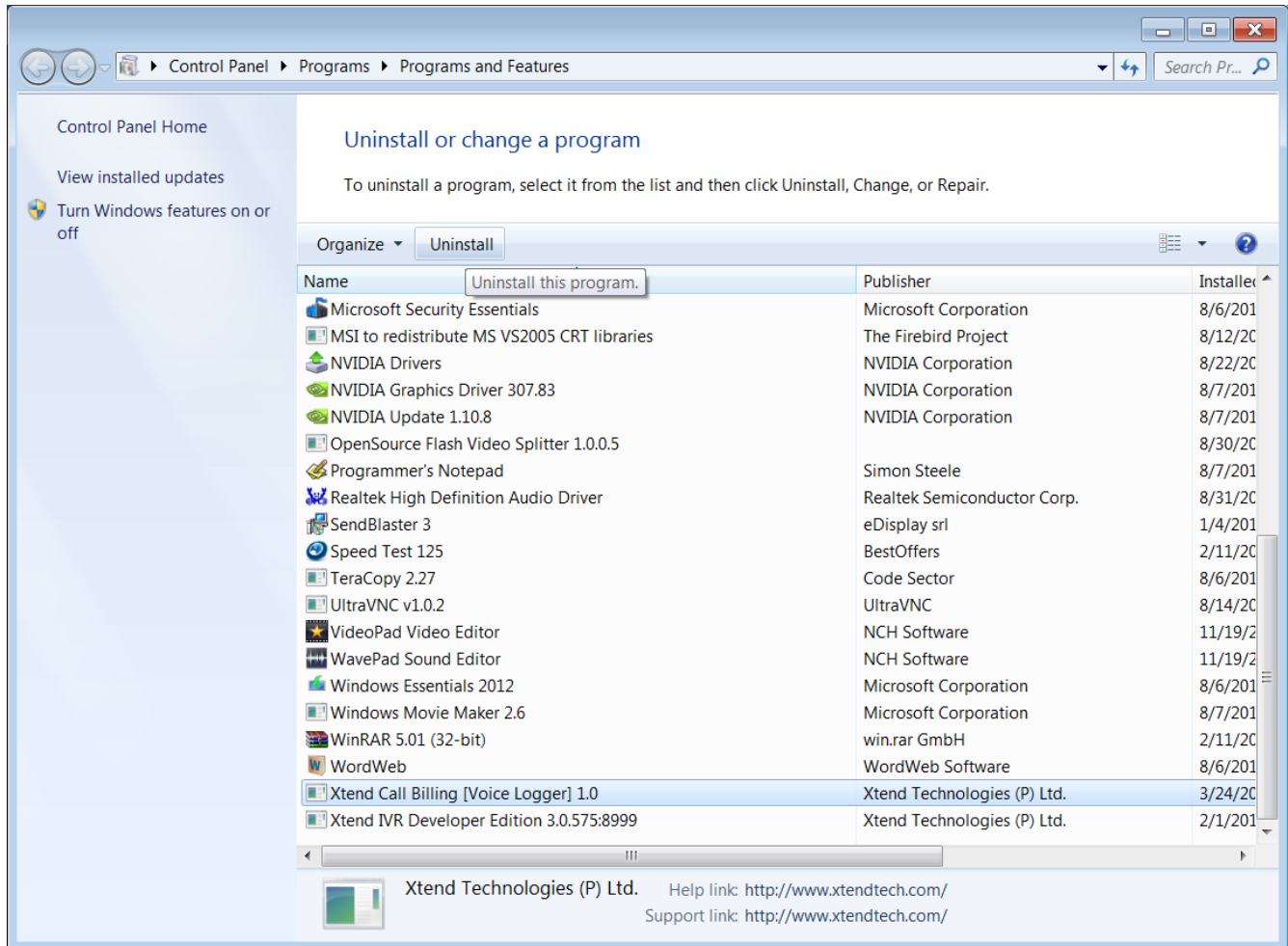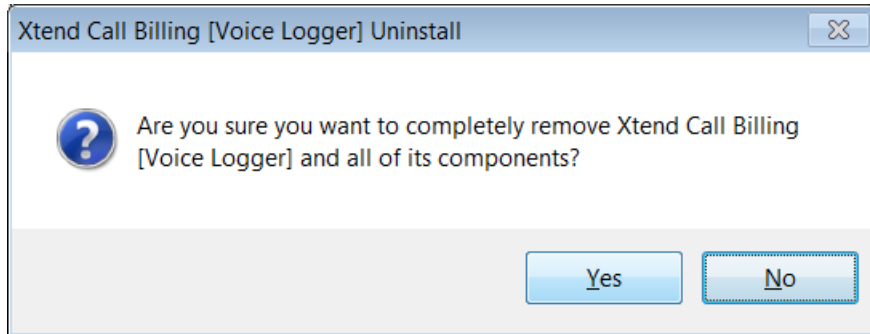Restart the computer to reflect the changes carried out in the above steps. Wait for few seconds till the system reboots. Now, open the location where all the program files related to Xtend Call Billing [Voice Logger] was installed. Here, we have assumed the location as **C:**. Delete the folder named **XtendCallBilling** to remove all the program-related files. The user will be prompted with a message to ensure the removal of the folder. Click *Yes* to confirm the deletion.

This concludes the uninstallation of Xtend Call Billing [Voice Logger].

8. Contact Information

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

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

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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