



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.

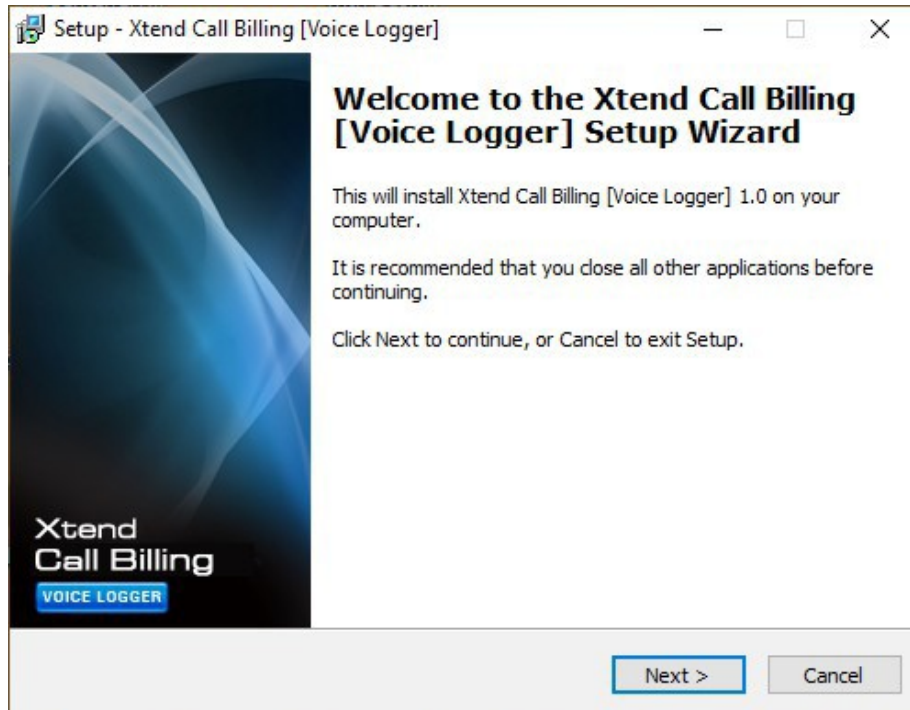
4. Software Setup

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

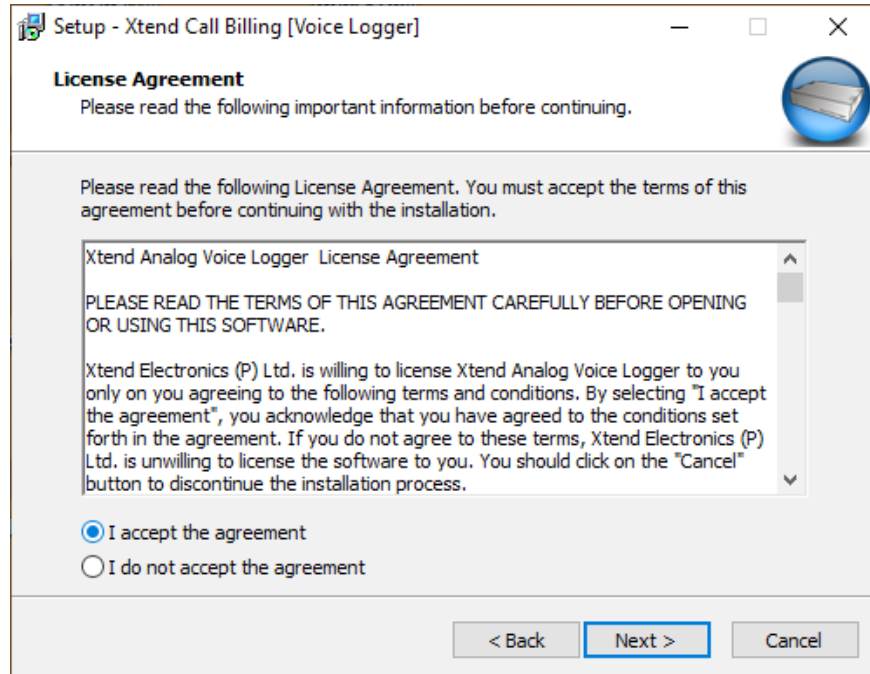
The first screen for installing Xtend Call Billing [Voice Logger] appears, click **Next**.



STEP - 2

License Agreement

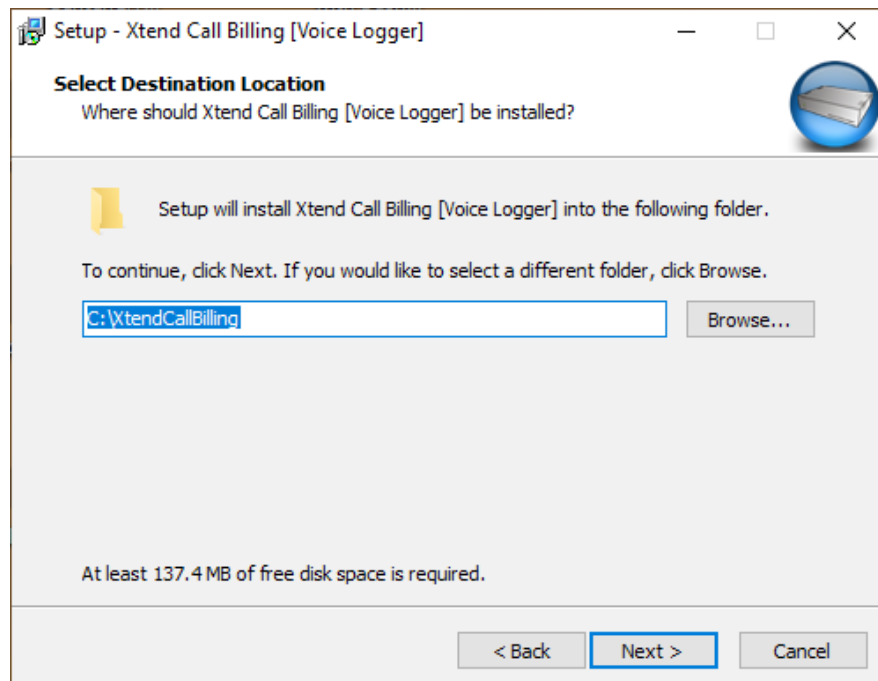
Read the License Agreement carefully and select *"I accept the agreement"*. Now, click *Next*.



STEP - 3

Destination Location

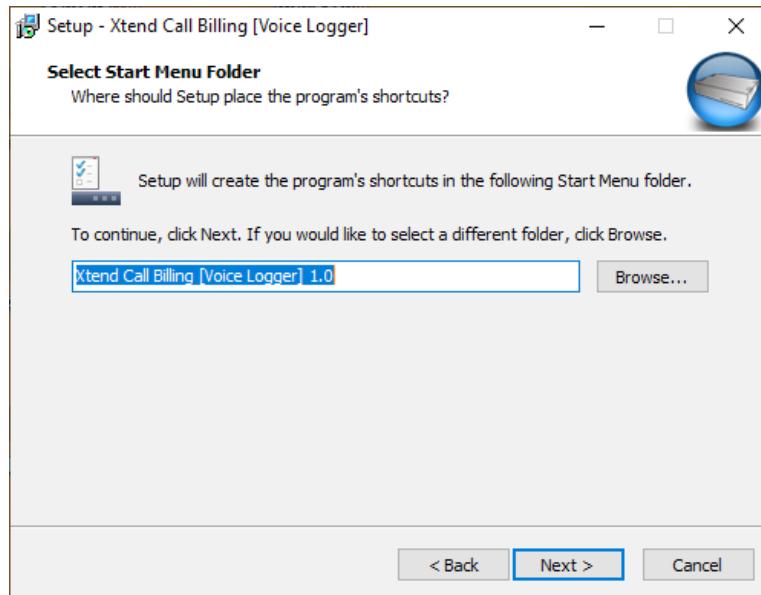
Default installation directory is "C:\XtendCallBilling", which can be changed by entering new location from the *Browse* button. Click *Next* to proceed.



STEP - 4

Program Shortcut

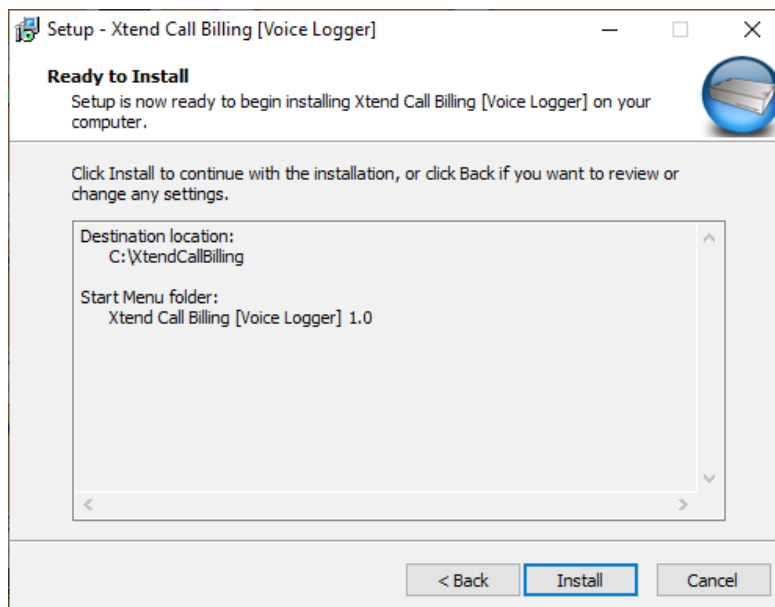
Default program shortcut in the Start menu folder is “Xtend Call Billing [Voice Logger] 1.0”. You can choose new folder by clicking **Browse**, else click **Next** to continue.



STEP - 5

Location Verification

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

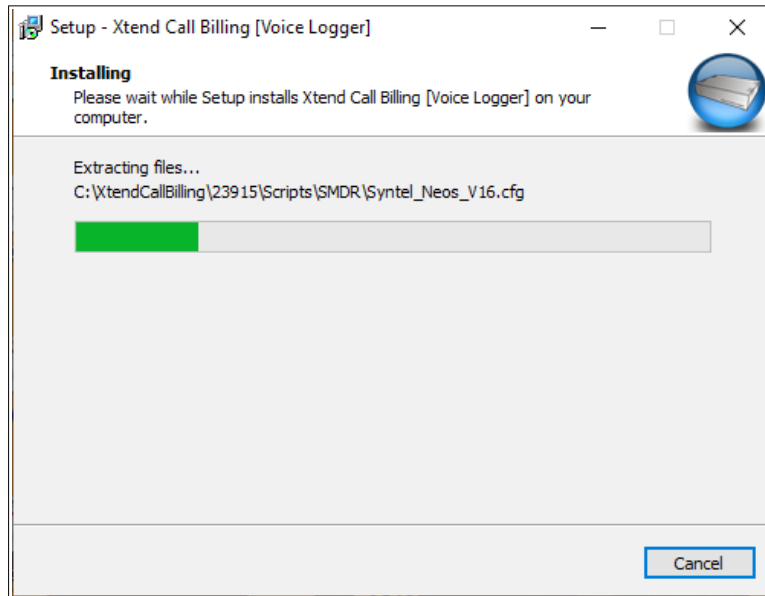


Note: If the Windows Firewall blocked message appears, then click “Allow access” to proceed with the installation.

STEP - 6

Installation Process

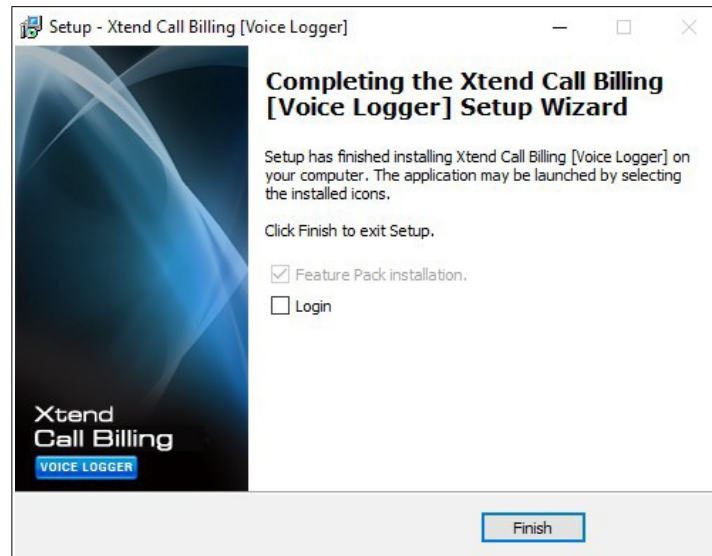
Setup installs Xtend Call Billing [Voice Logger] in the system.



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”.

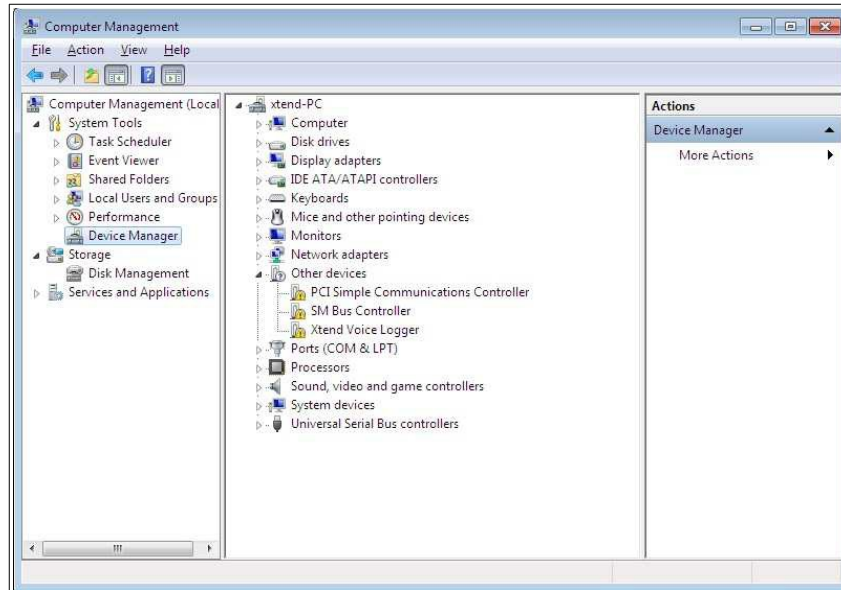


On successful installation, the LED turns green and blinking.

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

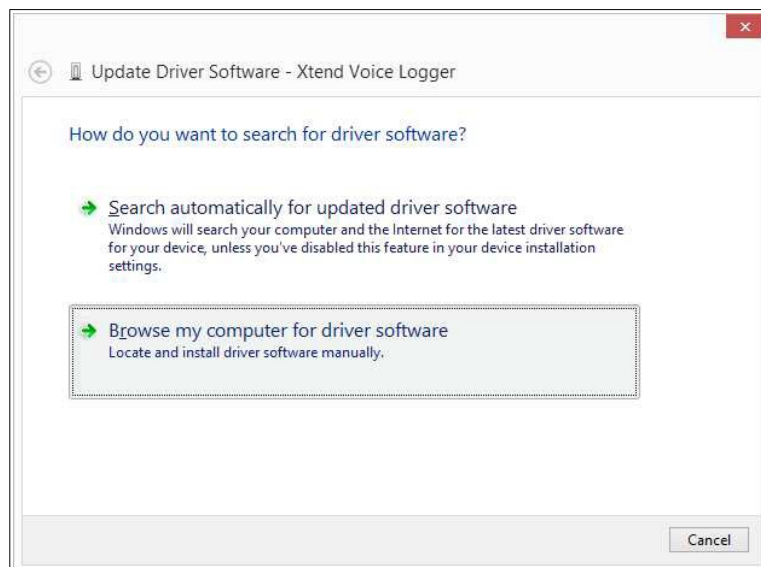
STEP - 1 Device Manager

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

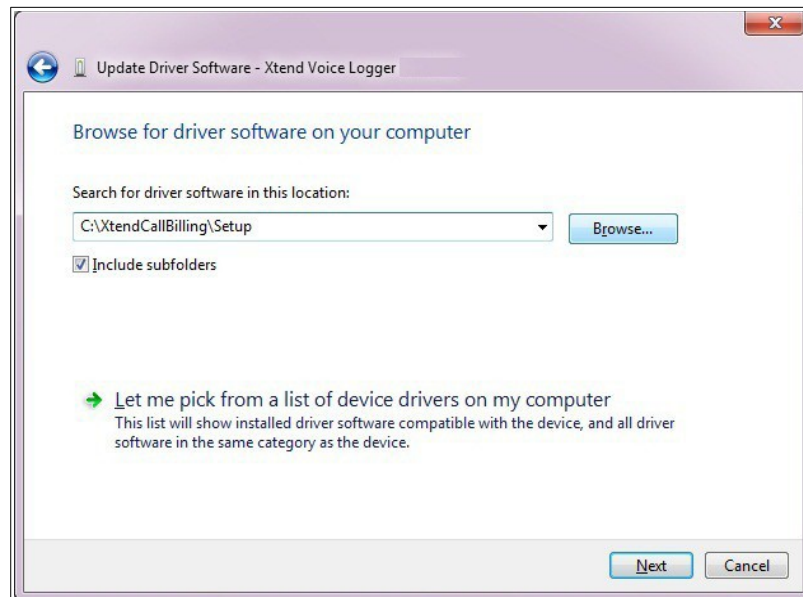
A window as shown below appears. Click **“Browse my computer for driver software”**.



STEP - 3

Browse Driver Software

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

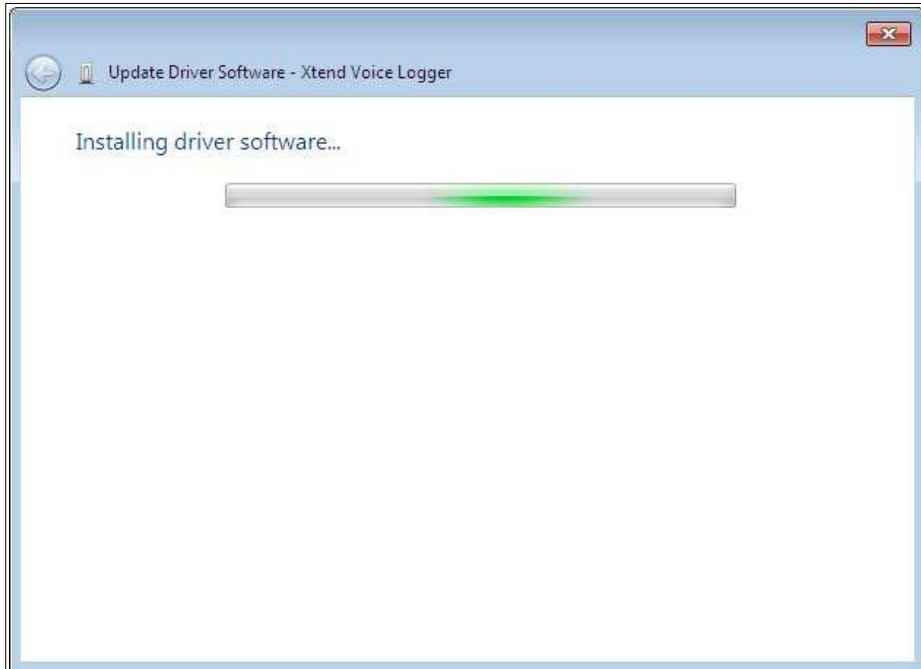


STEP - 4

Driver Installation

A windows security warning appears. Click *“Install this driver software anyway”*.

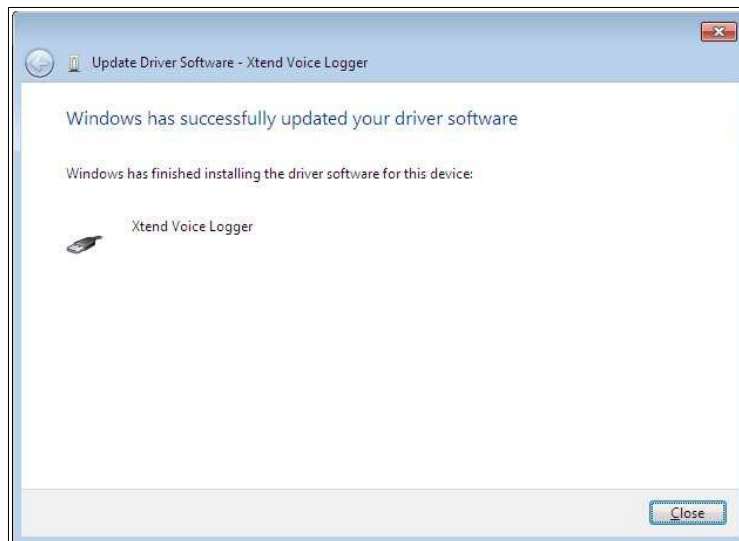




STEP - 5

Installation Completion

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

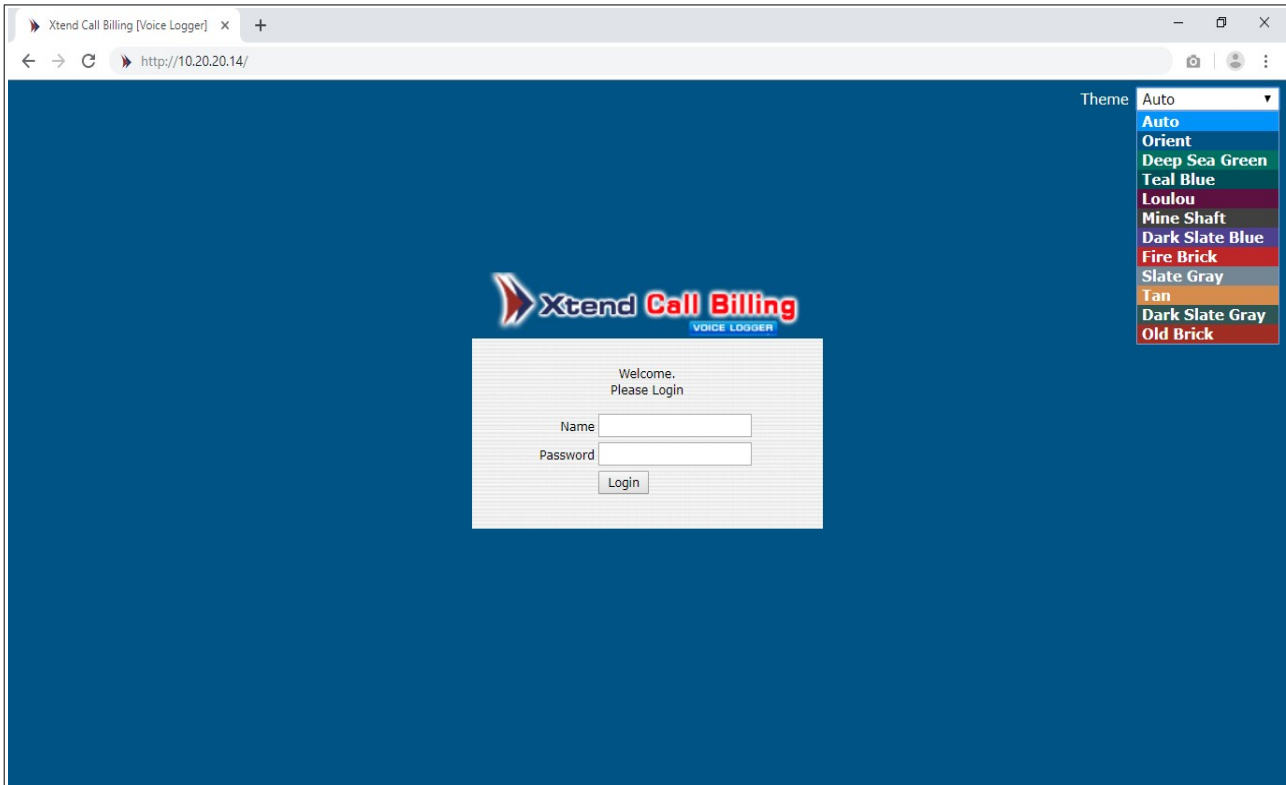


Now, to record a particular trunk line, connect the telephone line to the 'LINE IN' of the device and connection to the telephone can be done from 'LINE OUT' using another RJ11 cable. User can also take a parallel line from the phone/trunk and connect it to the port present in the Xtend Voice Logger device.

6. Device Configuration

Step 1:

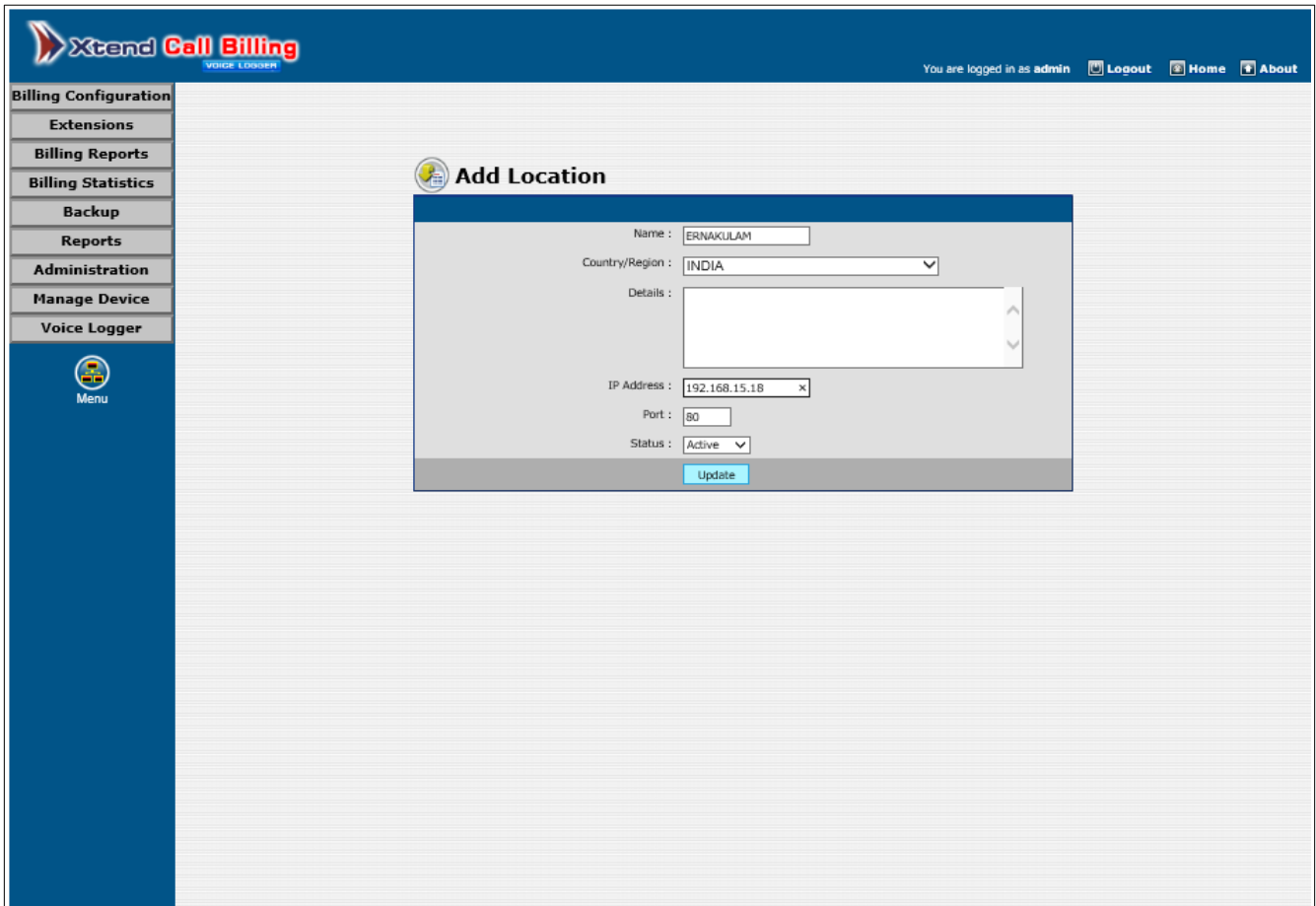
Go to **Start** → **Programs** → **Xtend Call Billing [Voice Logger] 1.0** → **Login** to activate the browser interface. Login Page appears for user authentication and if needed, select theme colour to enhance visual experience from the top-right side of the Login Page. Enter “**Name**” and “**Password**” 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*.



The screenshot shows the 'Add Location' form within the Xtend Call Billing application. The form is titled 'Add Location' and contains the following fields:

- Name: ERNAKULAM
- Country/Region: INDIA
- Details: (Empty text area)
- IP Address: 192.168.15.18
- Port: 80
- Status: Active

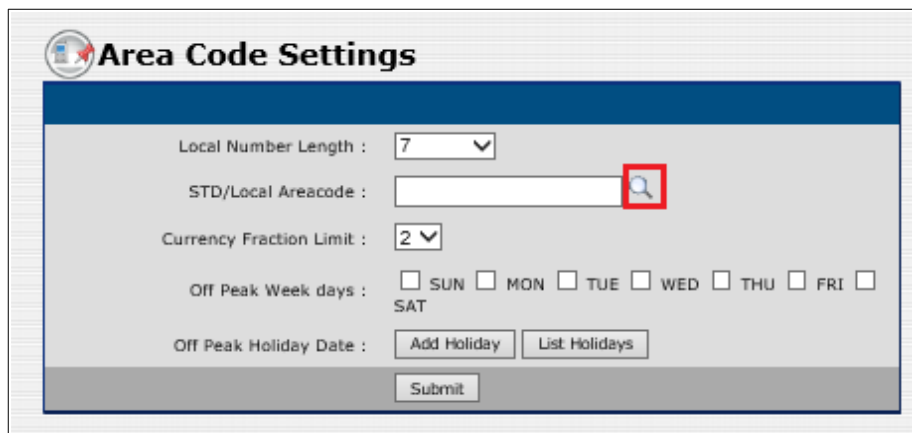
An 'Update' button is located at the bottom of the form.

The application header includes the logo 'Xtend Call Billing VOICE LEADER' and the text 'You are logged in as admin'. Navigation links for 'Logout', 'Home', and 'About' are also present. A sidebar menu on the left lists various options: Billing Configuration, Extensions, Billing Reports, Billing Statistics, Backup, Reports, Administration, Manage Device, and Voice Logger. A 'Menu' icon is also visible in the sidebar.

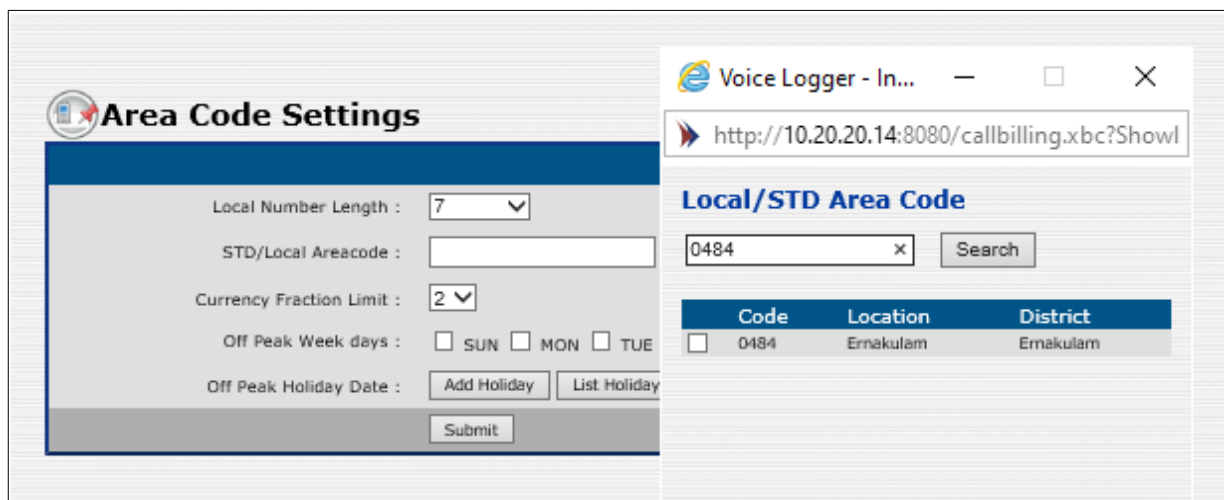
Step 3:

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.

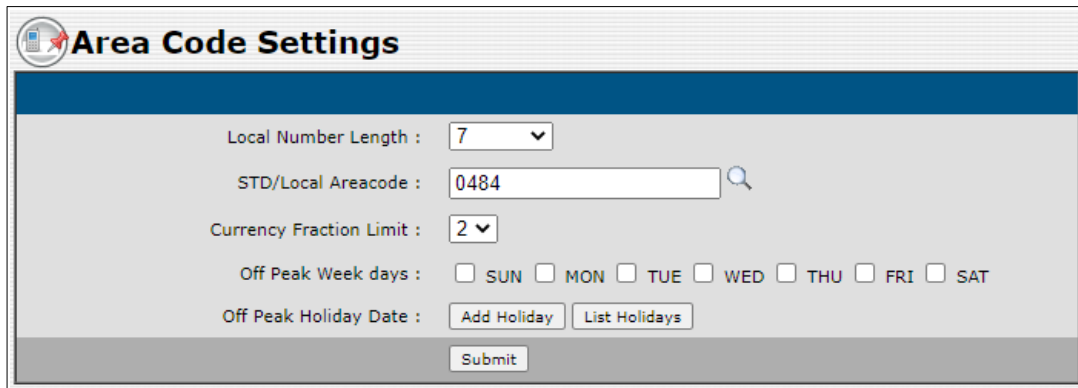


Code	Location	District
<input checked="" type="checkbox"/> 0484	Ernakulam	Ernakulam

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**.

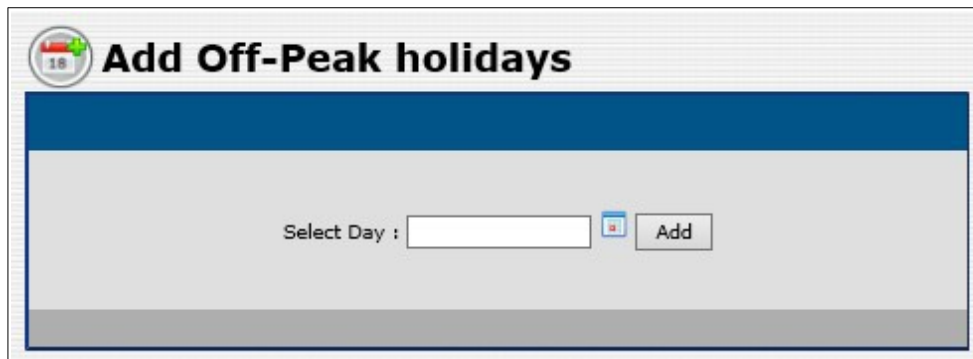
To add “Off Peak Holiday Date”, click on *Add Holiday*.



The screenshot shows a web form titled "Area Code Settings". It contains the following fields and controls:

- Local Number Length : 7 (dropdown menu)
- STD/Local Areacode : 0484 (text input with search icon)
- Currency Fraction Limit : 2 (dropdown menu)
- Off Peak Week days : SUN MON TUE WED THU FRI SAT
- Off Peak Holiday Date :
-

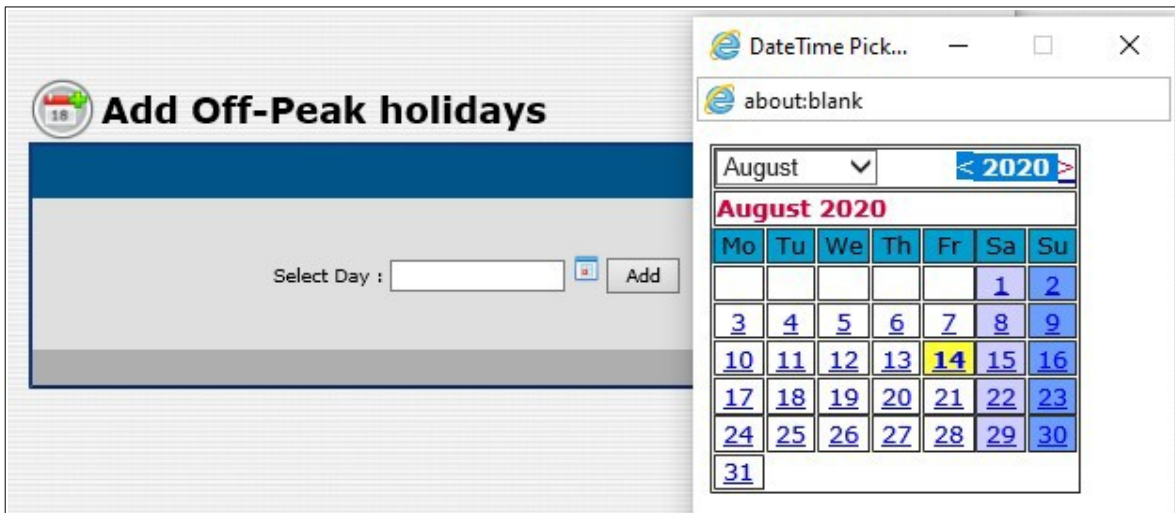
A window as shown below appears



The screenshot shows a web form titled "Add Off-Peak holidays". It contains the following field and control:

- Select Day :

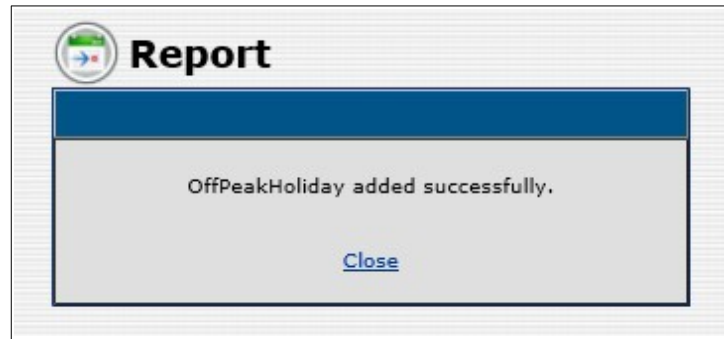
Click on the calendar icon shown corresponding to “Select Day”. Pick a date from the calendar as shown below, then click *Add*.



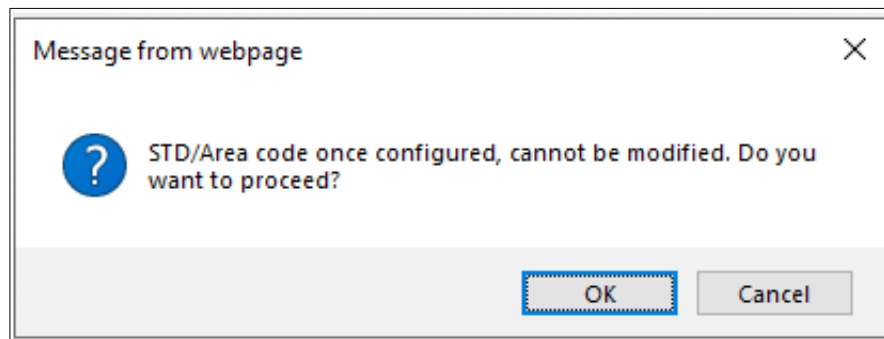
The screenshot shows the "Add Off-Peak holidays" form with a date picker window open. The date picker is titled "DateTime Pick..." and shows a calendar for August 2020. The date 14 is selected.

Mo	Tu	We	Th	Fr	Sa	Su
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

A window appears saying “OffPeakHoliday added successfully”.



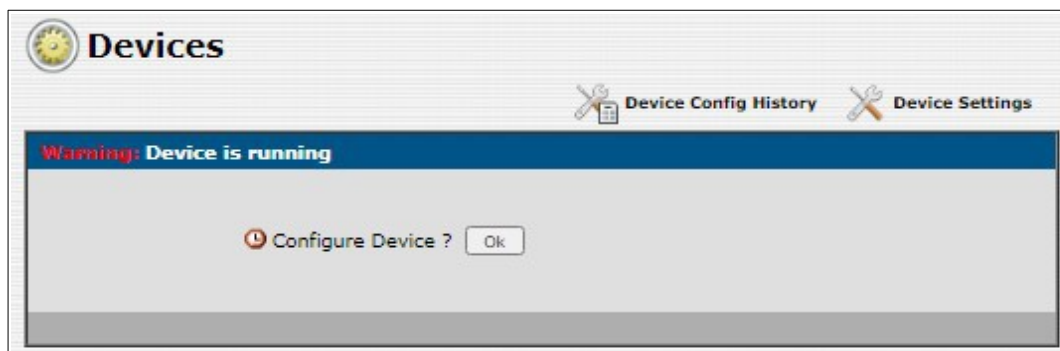
In the **Area Code Settings**, after entering all the necessary details, click **Submit** to proceed. A message appears that the STD/Area code once configured, cannot be modified. To proceed, click **OK**.



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.

The screenshot shows a web-based configuration interface for 'Devices'. At the top, there is a header with a gear icon and the word 'Devices'. On the right side of the header, there are two buttons: 'Add Trunk' (with a plus icon) and 'Device Settings' (with a wrench icon). Below the header is a table with columns: 'Device', 'Enable', 'Device Name', 'Trunk/Extension Name', 'Trunk Type', and 'Log Type'. The first row in the table has the following values: '1', a checked checkbox, 'Xtend Voice Logger (XVLOG-4P-DX 20649) Chn 1', 'Trunk1', 'Analog', and 'Handset Up to Down'. Below the table, there is a section titled 'Enable SMDR Processing' with a checked checkbox. Under this section, there are three rows of configuration options: 'Select EPABX : Panasonic_SMDR', 'Select Serial Port :', and 'Select IP Address & Port :'. The 'Select Serial Port' dropdown menu is open, showing a list of options from 'None' to 'COM19'. The 'None' option is currently selected. To the right of the 'Select IP Address & Port' row, there are two empty input fields. At the bottom right of the configuration area, there is a 'Next' button.

Device	Enable	Device Name	Trunk/Extension Name	Trunk Type	Log Type
1	<input checked="" type="checkbox"/>	Xtend Voice Logger (XVLOG-4P-DX 20649) Chn 1	Trunk1	Analog	Handset Up to Down

Enable SMDR Processing

Select EPABX : Panasonic_SMDR

Select Serial Port : None

- None
- COM1
- COM2
- COM3
- COM4
- COM5
- COM6
- COM7
- COM8
- COM9
- COM10
- COM11
- COM12
- COM13
- COM14
- COM15
- COM16
- COM17
- COM18
- COM19

Select IP Address & Port :

Next

Devices Add Trunk Device Settings

Device	Enable	Device Name	Trunk/Extension Name	Trunk Type	Log Type
1	<input checked="" type="checkbox"/>	Xtend Voice Logger (XVLOG-4P-DX 20649) Chn 1	Trunk1	Analog	Handset Up to Down

Enable SMDR Processing

Select EPABX : Panasonic_SMDR

Select Serial Port : COM1

Serial Port Configure Settings :

Baud Rate[Bits per Second] Select

Parity Select

Data Bits Select

Stop Bits Select

Flow Control Select

Select IP Address & Port :

Next

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.

Devices Add Trunk Device Settings

Device	Enable	Device Name	Trunk/Extension Name	Trunk Type	Log Type
1	<input checked="" type="checkbox"/>	Xtend Voice Logger (XVLOG-4P-DX 20649) Chn 1	Trunk1	Analog	Handset Up to Down

Enable SMDR Processing

Select EPABX : Panasonic_SMDR

Select Serial Port : None

Select IP Address & Port : 192.168.14.18 21

Next

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.

All Download

Total Number of Active Calls : 0

Trunk Name	Call Time	Caller No.	Called No.	Type	Status
[1] Trunk1					

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.

Trunk-Plan Configuration

Total Trunks : 2

Phone Number Filter Last Call

Sl. No.	Trunk	Last Call No	Call Type	Log Time	Line Type	Call Costing
1	SMDR_1	04843013760	Outgoing	03/03/2015 12:37:28 PM		Select
2	Trunk1				Trunk	Select

Submit Set Default

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.

Trunk-Plan Configuration

Phone Number Filter Last Call

Sl. No.	Trunk	Last Call No	Call Type	Log Time	Line Type	Call Costing
1	SMDR_1	04843013760	Outgoing	03/03/2015 12:37:28 PM		INDIA_BSNL_ONEINDIA

Submit Set Default

Total Trunks : 1

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.

Trunk-Plan Configuration

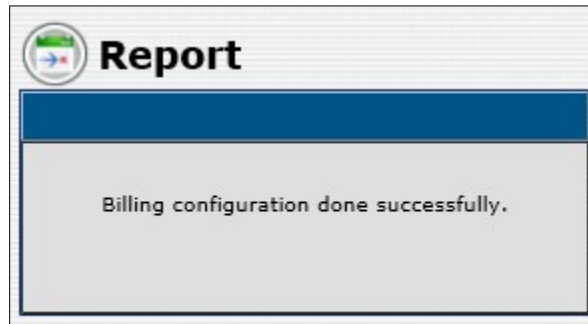
Total Trunks : 2

Phone Number Filter Last Call

Sl. No.	Trunk	Last Call No	Call Type	Log Time	Line Type	Call Costing
1	SMDR_1	04843013760	Outgoing	03/03/2015 12:37:28 PM		INDIA_BSNL_ONEINDIA
2	Trunk1				Trunk	INDIA_BSNL_ONEINDIA

Submit Set Default

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.

The screenshot shows the "Xtend Call Billing" web interface. The top navigation bar includes the logo, "VOICE LOGGER", and user information: "You are logged in as admin" with links for "Logout", "Home", and "About". A left sidebar contains navigation options: "Billing Configuration" (selected), "Trunks", "Trunk-Plan Configuration", "Plan Configuration", "Search Areas", "Extensions", "Billing Reports", "Billing Statistics", "Backup", "Reports", "Administration", "Manage Device", and "Voice Logger".

The main content area is titled "Plan Configuration" and includes a "Clear Default Plan" button. It displays a table with the following data:

Sl. No.	Country/Region	Location	Provider	Plan	Default Plan
1	INDIA		AIRCEL	NORMAL	
2	INDIA		AIRTEL	BROWSERUNLIMITED699	
3	INDIA		AIRTEL	ISD	
4	INDIA		AIRTEL	NORMAL	
5	INDIA		BSNL	ONEINDIA	
6	INDIA		IBM	NORMAL	
7	INDIA		INSTITUTE	RMK&RMD	
8	INDIA		RELIANCE	NORMAL	
9	INDIA		TATA	NORMAL	
10	INDIA		TATA	VOIP	

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.

Sl [Log Id]	Trunk Name	Location	Log Time [SMDR Call Time]	SMDR Trunk	Ext No	Ext Name	Ext Group	Caller No.	Called No.	Call Type	Number Type	Country/Region	Status	Duration	Call Unit	Call Cost
1 [14]	SMDR_01	ERNAKULAM	27/8/2020 1:24:20 PM [27/8/2020 1:22:35 PM]	1	101	NA	MEDIA	LOGGER SUPPORT		Incoming	Local	INDIA	Connected	00:00:25	0	0.00
2 [9]	SMDR_01	ERNAKULAM	27/8/2020 1:06:29 PM [27/8/2020 12:52:27 PM]	1	104	MARKETING	SALES	006582997081		Incoming	ISD	SINGAPORE	Connected	00:07:33	0	0.00
3 [10]	SMDR_01	ERNAKULAM	27/8/2020 1:06:38 PM [27/8/2020 10:57:13 AM]	1	105	NA	NA	04842378008		Incoming	Local	INDIA[Ernakulam]	Connected	00:01:34	0	0.00
4 [17]	SMDR_01	ERNAKULAM	27/8/2020 3:55:58 PM [27/8/2020 10:21:35 AM]	1	103 [102]	ADMIN[HR]	ADMINISTRATION [RECRUITMENT]		CALL CENTER	Outgoing	Local	INDIA	Connected	00:00:36	1	1.00
5 [11]	SMDR_01	ERNAKULAM	27/8/2020 1:06:47 PM [27/8/2020 7:22:16 AM]	1	101	NA	MEDIA		UAE SUPPORT	Outgoing	ISD	UAE	Connected	00:56:44	57	570.00
6 [13]	SMDR_01	ERNAKULAM	27/8/2020 1:20:59 PM [27/8/2020 5:34:31 AM]	1	104	MARKETING	SALES		CALL CENTER	Outgoing	Local	INDIA	Connected	00:15:29	16	16.00

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

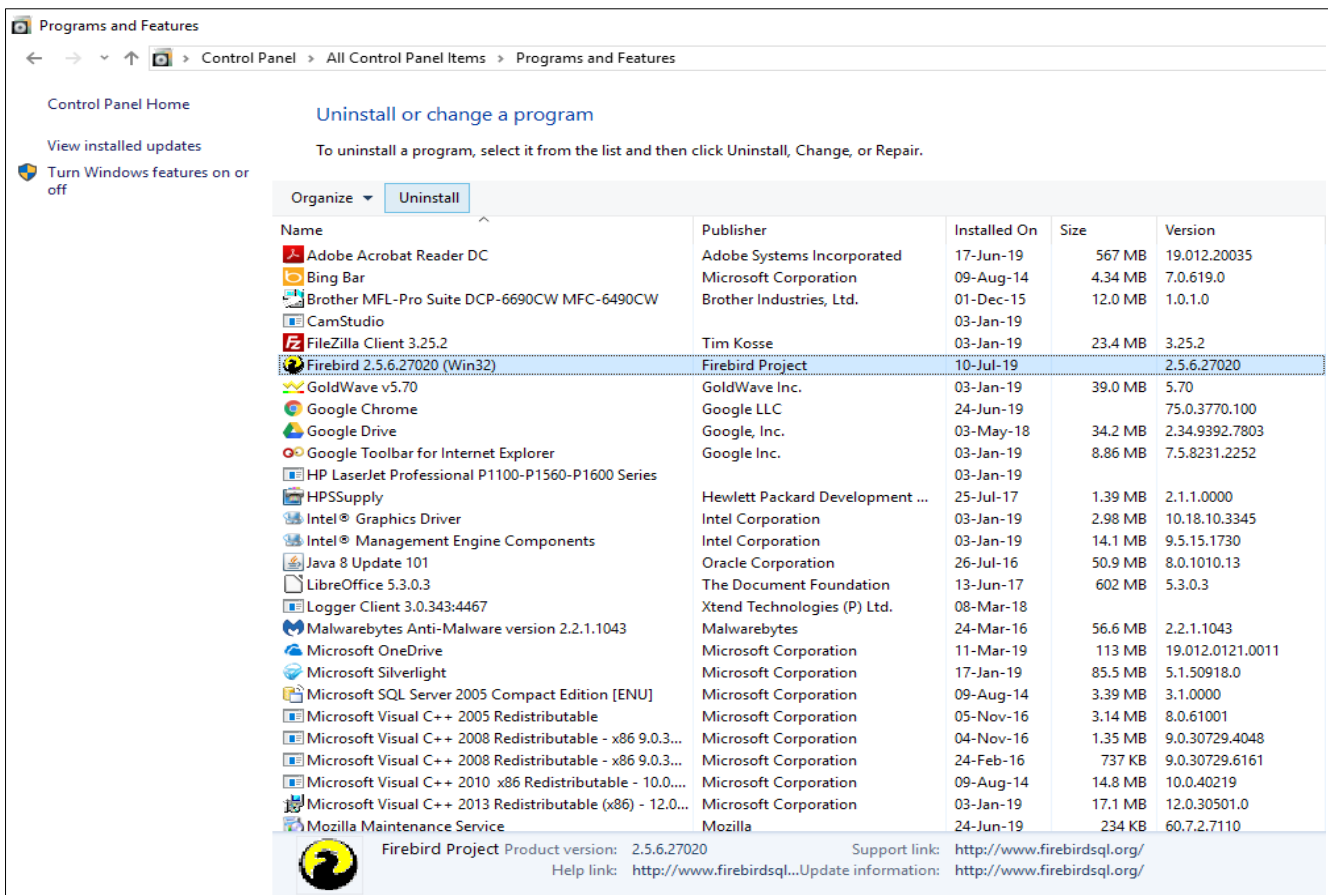
At times, it may happen that due to a fault during installation or for upgradation requirement, you may be required to completely uninstall Xtend Call Billing [Voice Logger] from your computer. There are a number of steps involved to complete the uninstallation process. Please be sure to follow the uninstallation 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.

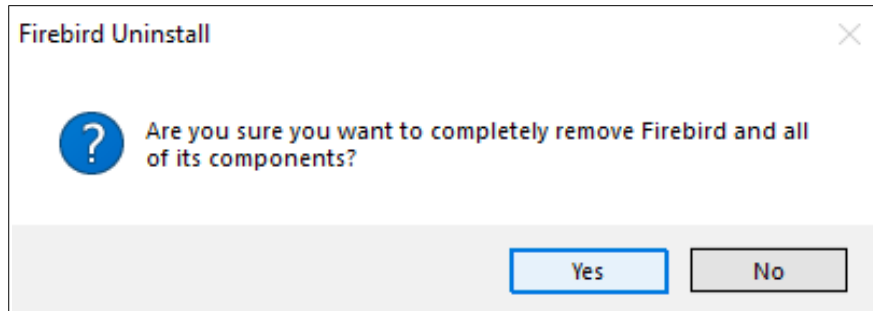


The screenshot shows the Windows Control Panel window for 'Programs and Features'. The window title is 'Programs and Features' and the address bar shows 'Control Panel > All Control Panel Items > Programs and Features'. The main heading is 'Uninstall or change a program'. Below this, there is a table of installed programs. The 'Firebird 2.5.6.27020 (Win32)' program is highlighted in blue. At the bottom of the window, there is a footer with the Firebird Project logo, product version '2.5.6.27020', and support links: 'http://www.firebirdsql.org/' and 'http://www.firebirdsql.org/Update information: http://www.firebirdsql.org/'.

Name	Publisher	Installed On	Size	Version
Adobe Acrobat Reader DC	Adobe Systems Incorporated	17-Jun-19	567 MB	19.012.20035
Bing Bar	Microsoft Corporation	09-Aug-14	4.34 MB	7.0.619.0
Brother MFL-Pro Suite DCP-6690CW MFC-6490CW	Brother Industries, Ltd.	01-Dec-15	12.0 MB	1.0.1.0
CamStudio		03-Jan-19		
FileZilla Client 3.25.2	Tim Kosse	03-Jan-19	23.4 MB	3.25.2
Firebird 2.5.6.27020 (Win32)	Firebird Project	10-Jul-19		2.5.6.27020
GoldWave v5.70	GoldWave Inc.	03-Jan-19	39.0 MB	5.70
Google Chrome	Google LLC	24-Jun-19	75.0.3770.100	
Google Drive	Google, Inc.	03-May-18	34.2 MB	2.34.9392.7803
Google Toolbar for Internet Explorer	Google Inc.	03-Jan-19	8.86 MB	7.5.8231.2252
HP LaserJet Professional P1100-P1560-P1600 Series		03-Jan-19		
HPSSupply	Hewlett Packard Development ...	25-Jul-17	1.39 MB	2.1.1.0000
Intel® Graphics Driver	Intel Corporation	03-Jan-19	2.98 MB	10.18.10.3345
Intel® Management Engine Components	Intel Corporation	03-Jan-19	14.1 MB	9.5.15.1730
Java 8 Update 101	Oracle Corporation	26-Jul-16	50.9 MB	8.0.1010.13
LibreOffice 5.3.0.3	The Document Foundation	13-Jun-17	602 MB	5.3.0.3
Logger Client 3.0.343:4467	Xtend Technologies (P) Ltd.	08-Mar-18		
Malwarebytes Anti-Malware version 2.2.1.1043	Malwarebytes	24-Mar-16	56.6 MB	2.2.1.1043
Microsoft OneDrive	Microsoft Corporation	11-Mar-19	113 MB	19.012.0121.0011
Microsoft Silverlight	Microsoft Corporation	17-Jan-19	85.5 MB	5.1.50918.0
Microsoft SQL Server 2005 Compact Edition [ENU]	Microsoft Corporation	09-Aug-14	3.39 MB	3.1.0000
Microsoft Visual C++ 2005 Redistributable	Microsoft Corporation	05-Nov-16	3.14 MB	8.0.61001
Microsoft Visual C++ 2008 Redistributable - x86 9.0.3...	Microsoft Corporation	04-Nov-16	1.35 MB	9.0.30729.4048
Microsoft Visual C++ 2008 Redistributable - x86 9.0.3...	Microsoft Corporation	24-Feb-16	737 KB	9.0.30729.6161
Microsoft Visual C++ 2010 x86 Redistributable - 10.0...	Microsoft Corporation	09-Aug-14	14.8 MB	10.0.40219
Microsoft Visual C++ 2013 Redistributable (x86) - 12.0...	Microsoft Corporation	03-Jan-19	17.1 MB	12.0.30501.0
Mozilla Maintenance Service	Mozilla	24-Jun-19	234 KB	60.7.2.7110

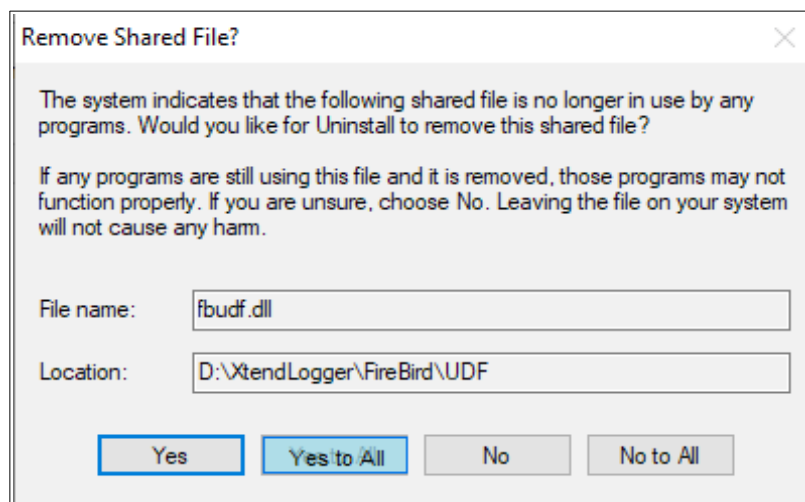
Step 3:

Click **Yes** to uninstall the program.



Step 4:

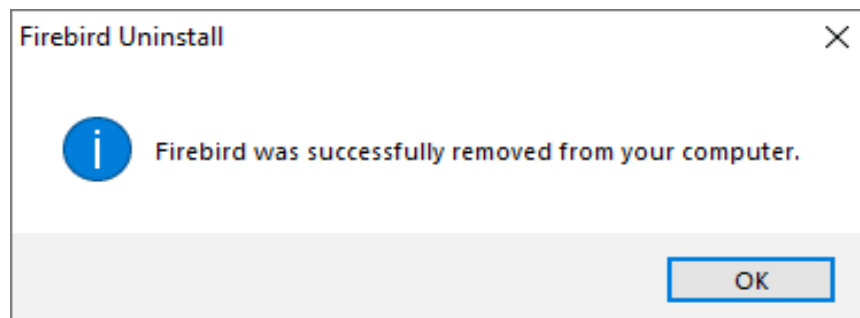
Click **Yes to All** to remove the shared files.



Step 5:

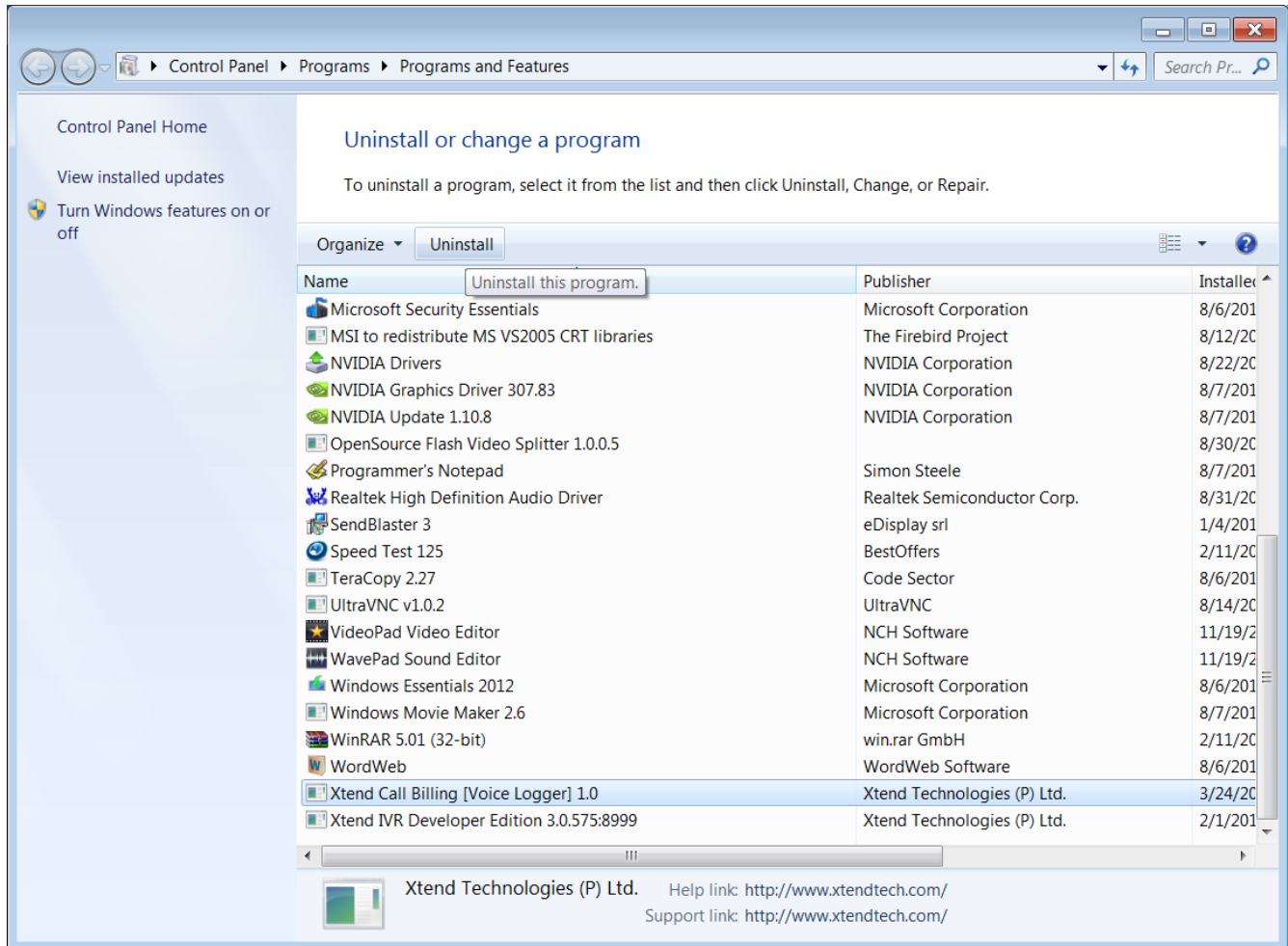
After the Firebird is successfully removed, the “Firebird was successfully removed from your computer” is displayed on the screen.

Click **OK**.



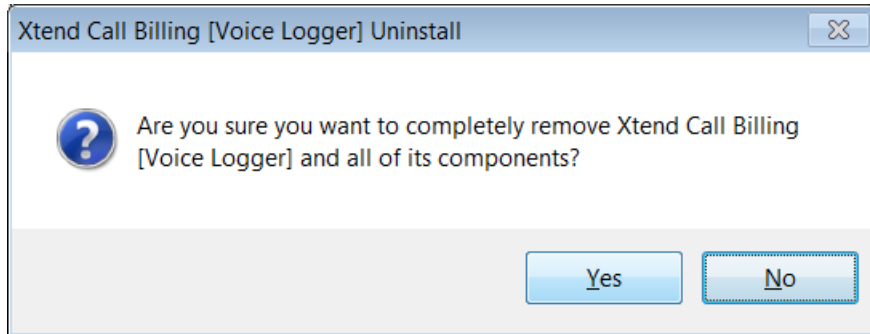
Step 6:

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.



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



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