Xtend Voice Logger

User Manual

COPYRIGHT NOTICE

The information given in this document is the property of Xtend Technologies. We take every care in preparing this document, but no guarantee is given to the matter present in the guide. Our products are under continual improvement and we reserve the right to change the content without any notice.

WELCOME

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

Contents

1. Introduction

This user manual allows you to learn the basics to the advanced features of Xtend Voice Logger. Just follow the user guide for thorough knowledge on how to use our product with ease. This guide gives all essential information on various links and sublinks, menus and submenus and the various functions, capabilities and purpose of each with a screenshot of it.

2. Xtend Voice Logger

Xtend Voice Logger is a multi-channel voice recording solution that records Analog, Digital, VoIP and Audio lines. The product 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 call monitoring can be done locally or remotely by means of a browser-enabled interface that allows you to listen to live or recorded calls from anywhere in the world. Voice logs can be used to implement performance reviews, perform self-appraisal and can be used to train customer support staff to handle calls in difficult situations.

Salient Features

➢ User-friendly browser-based interface with remote access and multi-login facility

➢ Live dashboard with graphical representation of calls for live supervision

➢ Encrypted storage, detects unauthorised access and tampering of recorded audio files

➢ Instant popup notification for incoming/outgoing calls

➢ Highly compressed storage and long archival capability

➢ Advanced search with multiple options to quickly retrieve information

➢ Full-fledged reports with caller/called id, date, time, audio logs etc.

➢ Generates daily/weekly/monthly date-wise reports

➢ Real-time call monitoring and status information

➢ Export call reports in Excel/PDF/ZIP formats

➢ Graphical charts for statistical analysis

➢ Audio export to MP3/PCM/GSM formats and e-mail facility

➢ Merge multiple recorded audio files and assign to groups for evaluation

➢ System failure information with error reports and information on user session

➢ Simple search using phone numbers/comments/duration/date etc., and advanced search using multiple criteria

➢ Wave encryption and support for tamper detection of recorded files

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. Browser Interface at a Glance

Xtend Voice Logger allows to implement an easy-to-use remotely accessible browser interface with full-fledged reporting features. This displays complete call information with Caller/Called Id, Date, Time and Duration etc. It is possible to access the user-friendly interface from a remote PC or Laptop to monitor real-time calls. You will find the software interface extremely convenient and useful while auditing recorded conversations. Read the document in full to get familiar with the different features present in the browser interface of Xtend Voice Logger.
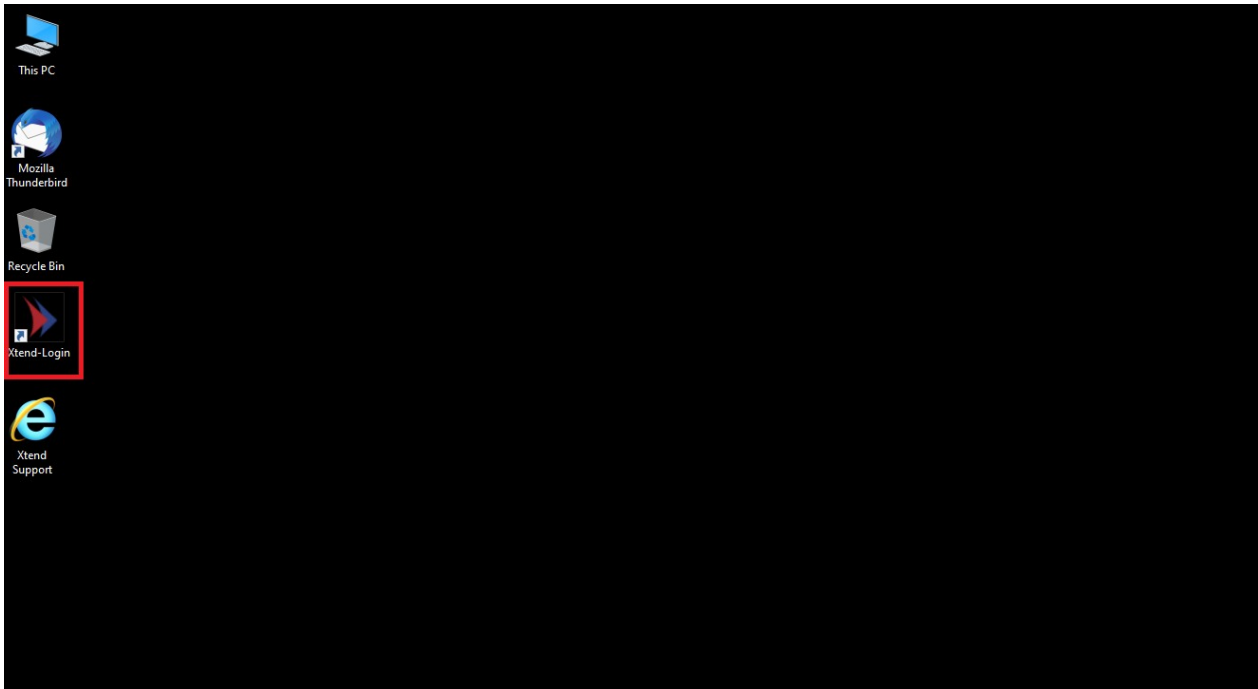
4.1. Program Shortcut

Click **Start → All Programs → Xtend Voice Logger 3.0 → Login** to enable the browser interface of Xtend Voice Logger.
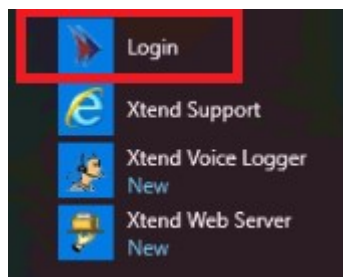
Note: The installation folder should be named as XtendLogger.

The user can also login by using the Xtend-Login icon present in the desktop of the computer system in which the Voice Logger software has been installed.


4.2. Login Page

In the Login Page, a colour theme option is provided on the top right corner. The user can select a desired theme from the drop-down list. The different themes included in the list are Orient, Deep Sea Green, Teal Blue, Loulou, Mine Shaft, Dark Slate Blue, Fire Brick, Slate Gray, Tan, Dark Slate Gray, Old Brick.
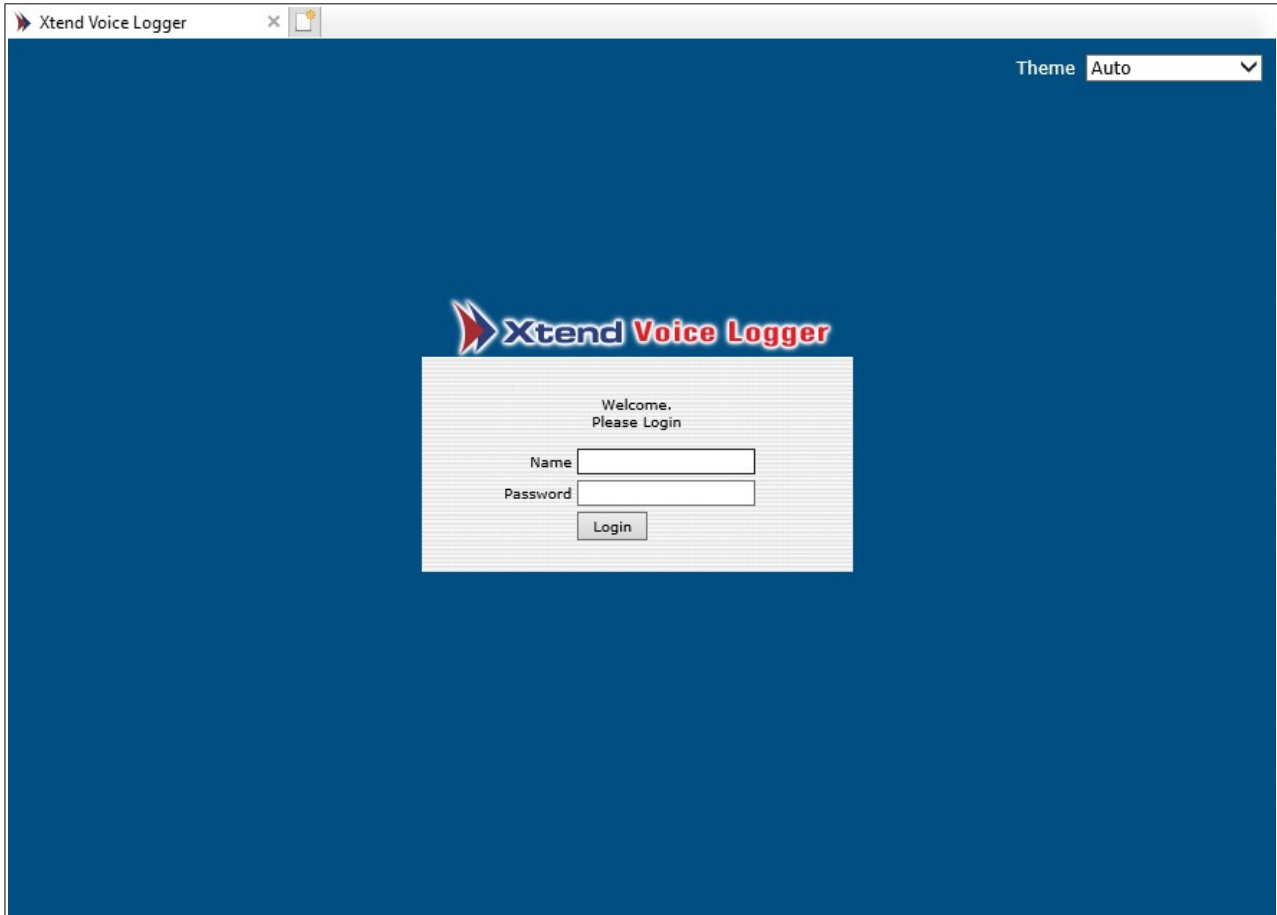
For example, if the colour theme is selected as Loulou, then the browser interface will appear as given below.
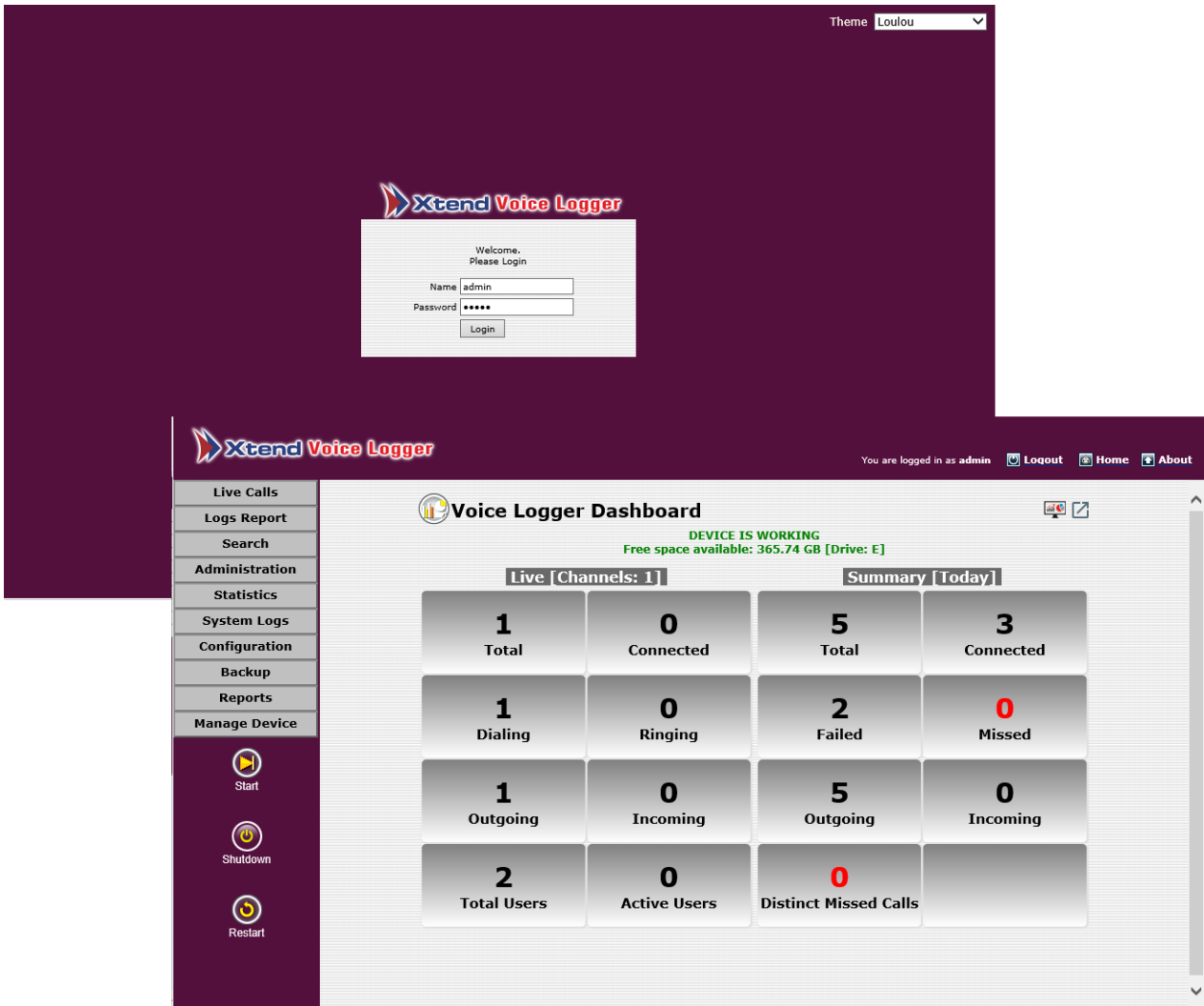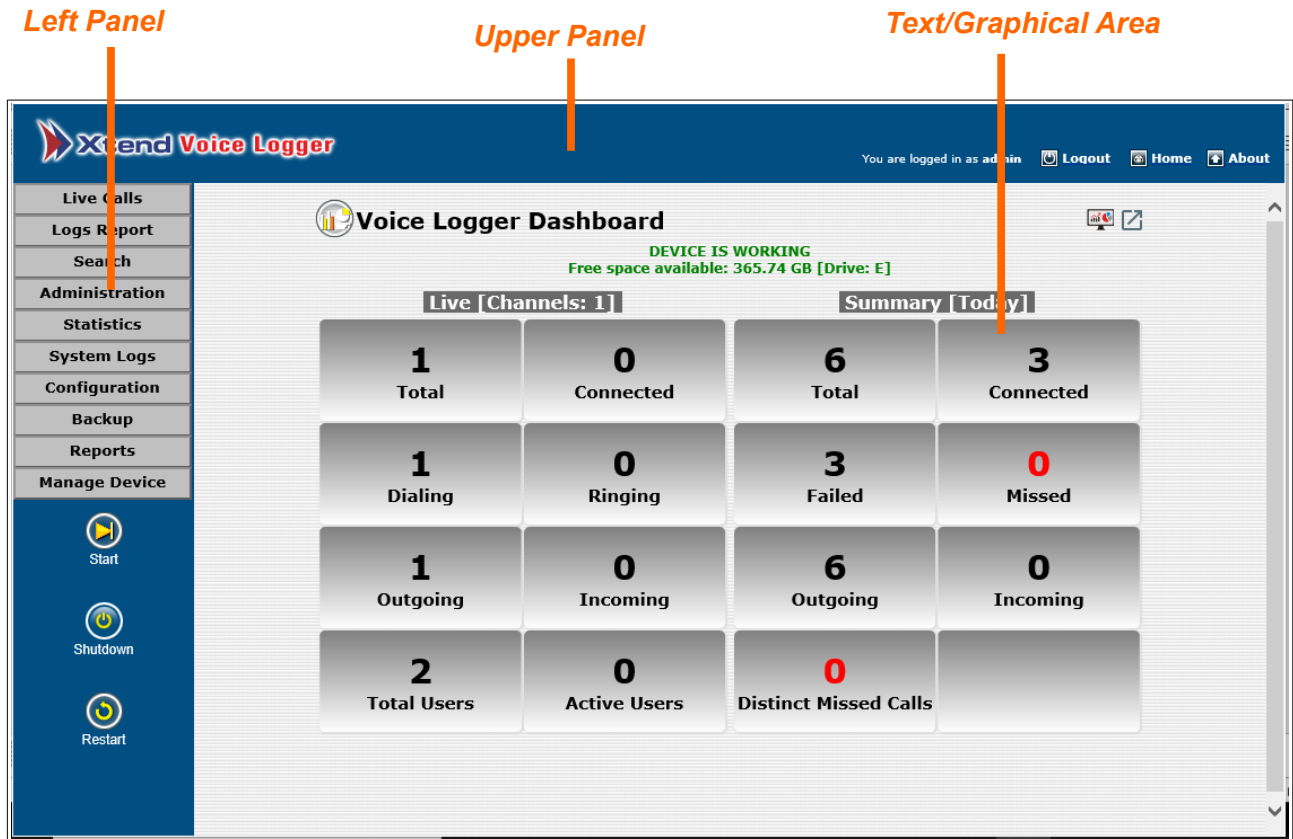
Note: By default the theme is set as 'Auto'. All the screenshots shown in this manual are taken in theme 'Auto'.

Enter the *Name* and *Password* as *"admin"* and click *Login* to enter the Home Page of Xtend Voice Logger.

4.3. Home Page

Left Panel

Upper Panel

Text/Graphical Area

Upper Panel

OPTIONS	DESCRIPTION
Login info	Shows the current username.
Logout	Allows to logout of the session.
Home	Displays the Home Page of Xtend Voice Logger.
About	Shows the Logger and Engine version.

Left Panel

Left Panel comprises of menus and submenus - Live Calls, Logs Report, Search, Administration, Statistics, System Logs, Configuration, Backup, Reports and Manage Device.

Text/Graphical Area

Text/Graphical area is the display area that displays the complete call information. This area is not static and changes as per the selection of menu items on the Left Panel.

5. Menu and Submenu Paradigm

5.1. Live Calls

This menu gives the real-time call information. Four submenus are included - Active, All, Trunk Status and Ranking.

5.1.1. Active

Click Active to view the real-time calls. Listen to real-time calls and view the call information from here. The call details include Trunk Name, Call Time, Caller No., Called No., Type and Status.

Click on the icon to view each trunk details in a separate window.

Click on the icon to view device configuration details in a separate window.

	Snoop over headphone Click this icon to start silent monitoring over headphone.
	Stop snoop over headphone Click this icon to stop snooping of active calls over the headphone.
	Snoop report Displays report of the snooped call.

The illustration given below is a browser view of Live Calls without any active calls.
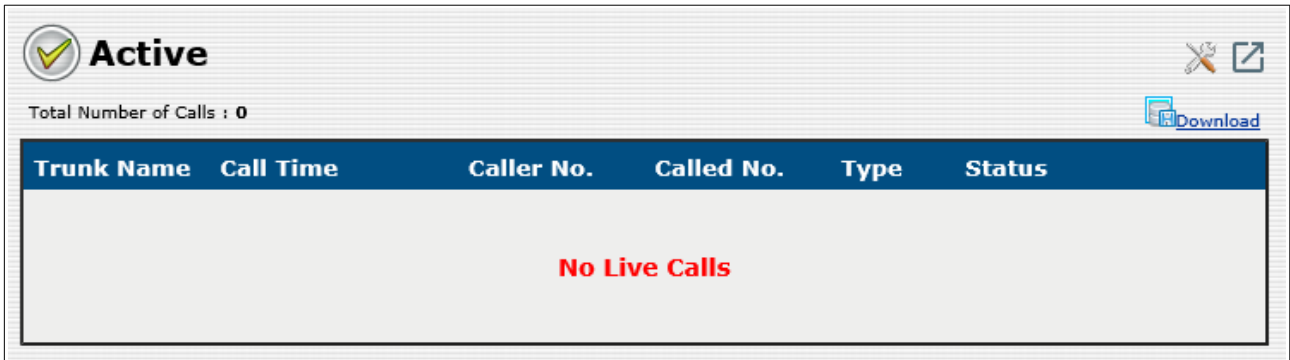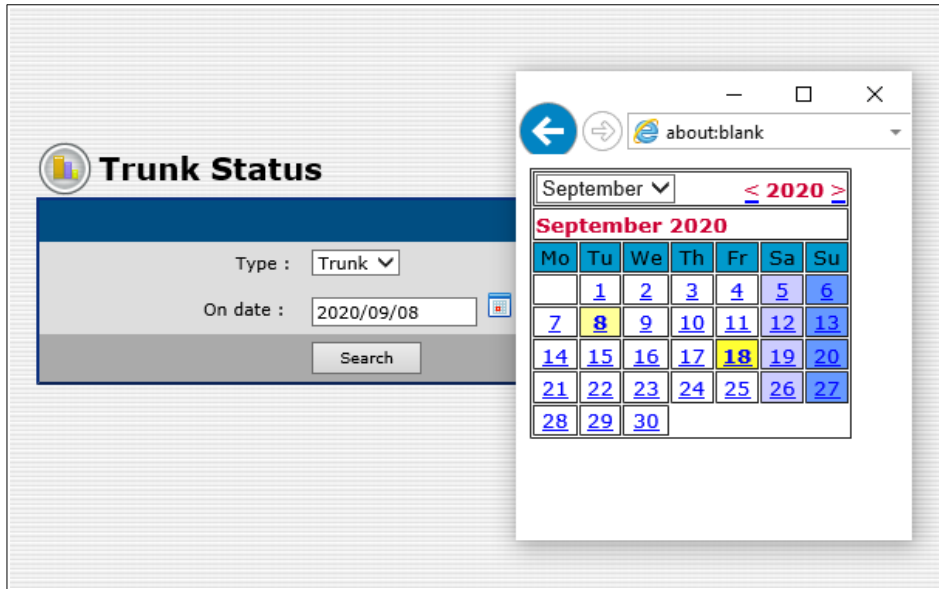

5.1.2. All

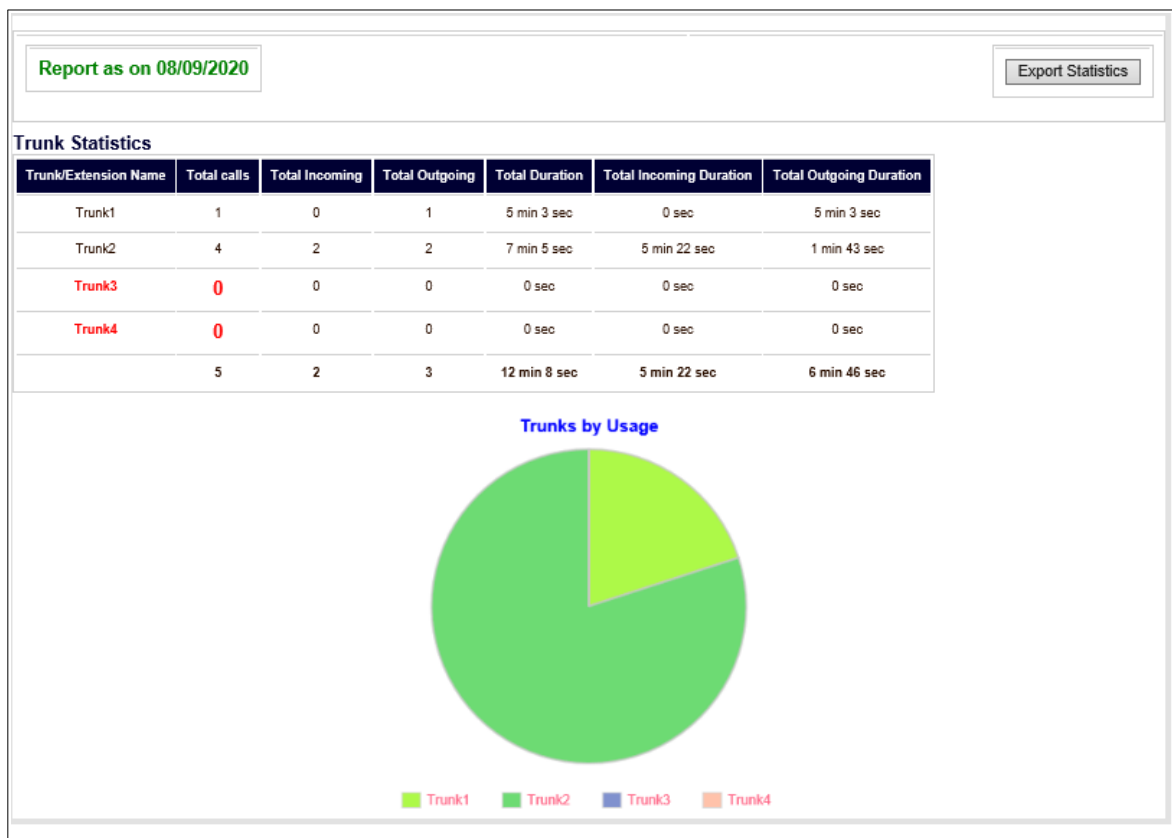This submenu allows to view the status of the live calls on trunk/extension lines.
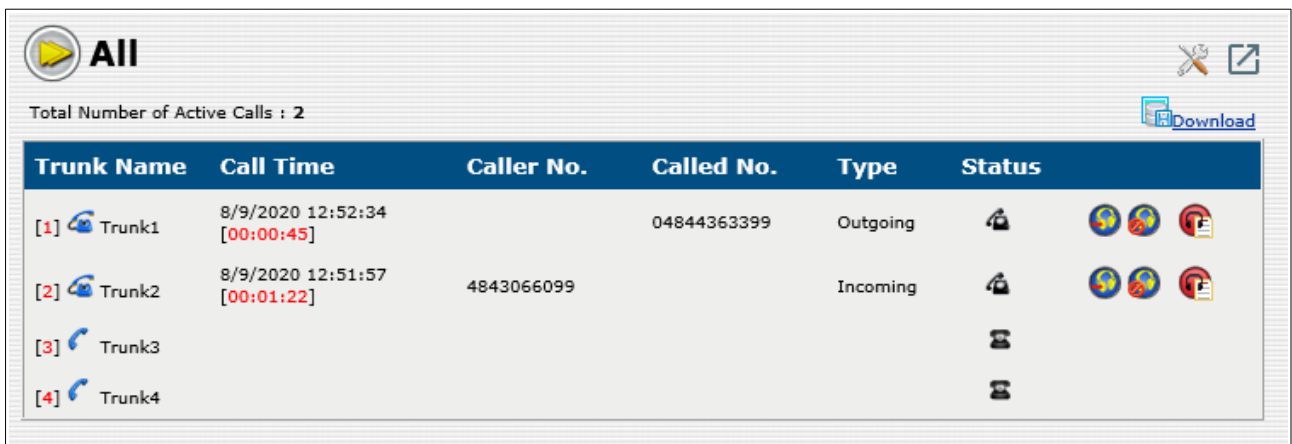
A ***Download*** button is provided to download the live call details in CSV file format.

5.1.3. Trunk Status

This submenu shows the call status through a trunk for a given date. The details include Trunk/Extension Name, Total Calls, Total Incoming, Total Outgoing, Total Duration, Total Incoming Duration and Total Outgoing Duration.

The search result will be as given below:

Trunk Statistics

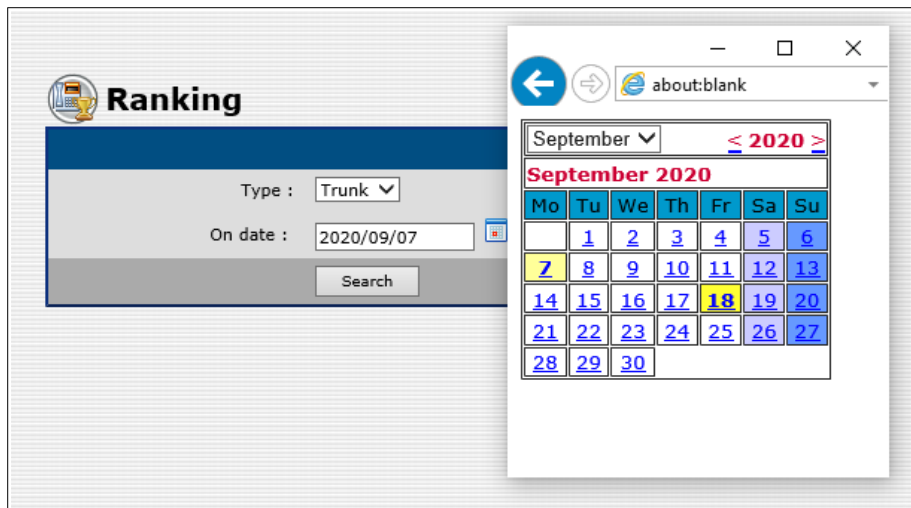| Trunk/Extension Name	Total calls	Total Incoming	Total Outgoing	Total Duration	Total Incoming Duration	Total Outgoing Duration
Trunk1	1	0	1	5 min 3 sec	0 sec	5 min 3 sec
Trunk2	4	2	2	7 min 5 sec	5 min 22 sec	1 min 43 sec
Trunk3	0	0	0	0 sec	0 sec	0 sec
Trunk4	0	0	0	0 sec	0 sec	0 sec
	5	2	3	12 min 8 sec	5 min 22 sec	6 min 46 sec

To export the data, click **Export Statistics** present on top right side of the above image. Click **Download**, select open to view or save the downloaded data.
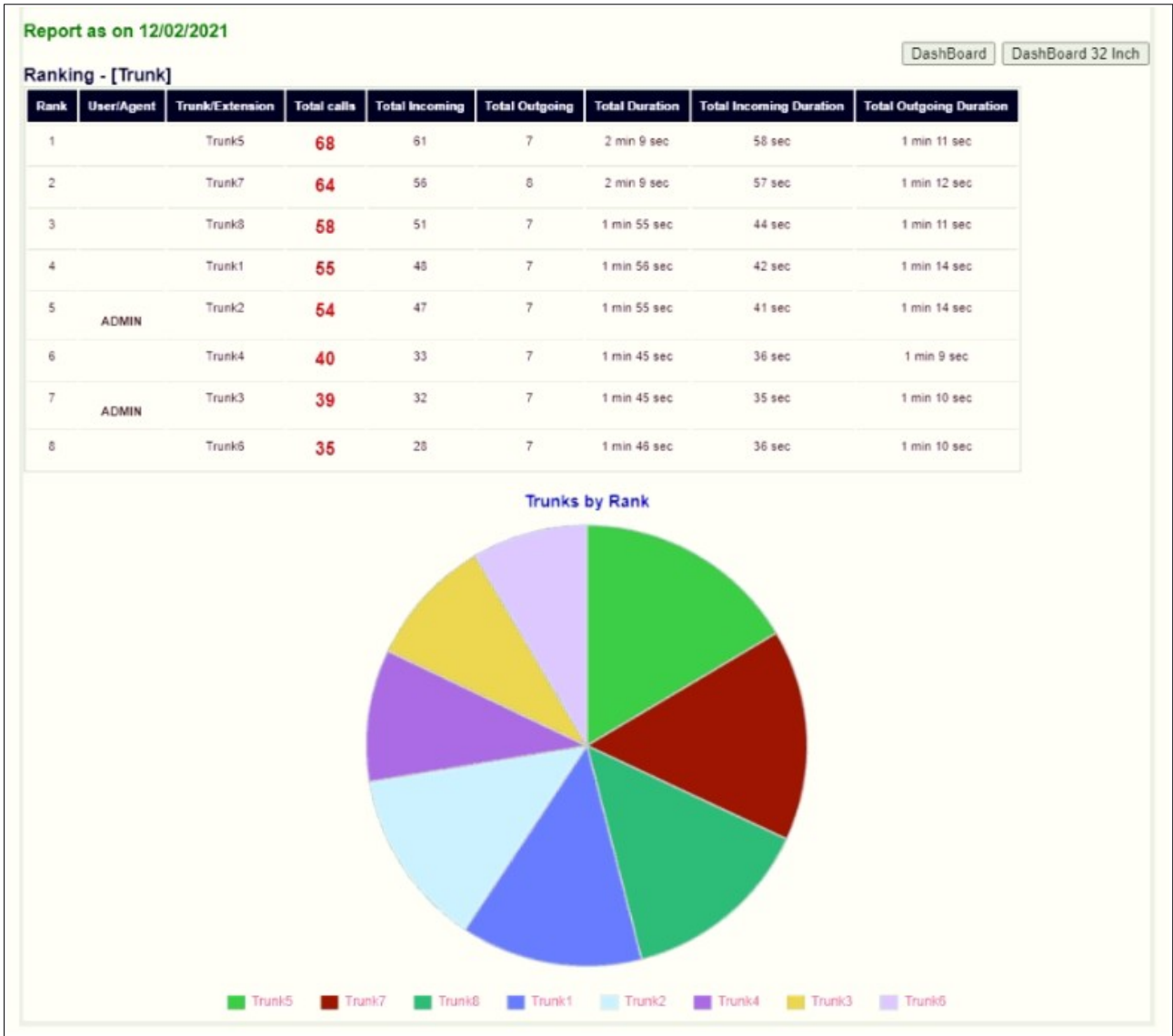

5.1.4. Ranking

This submenu allows the user to view the rating of each user based on the number of calls handled by that user. Select "Type" from the drop-down list and enter **"On date"**, then click **Search**.
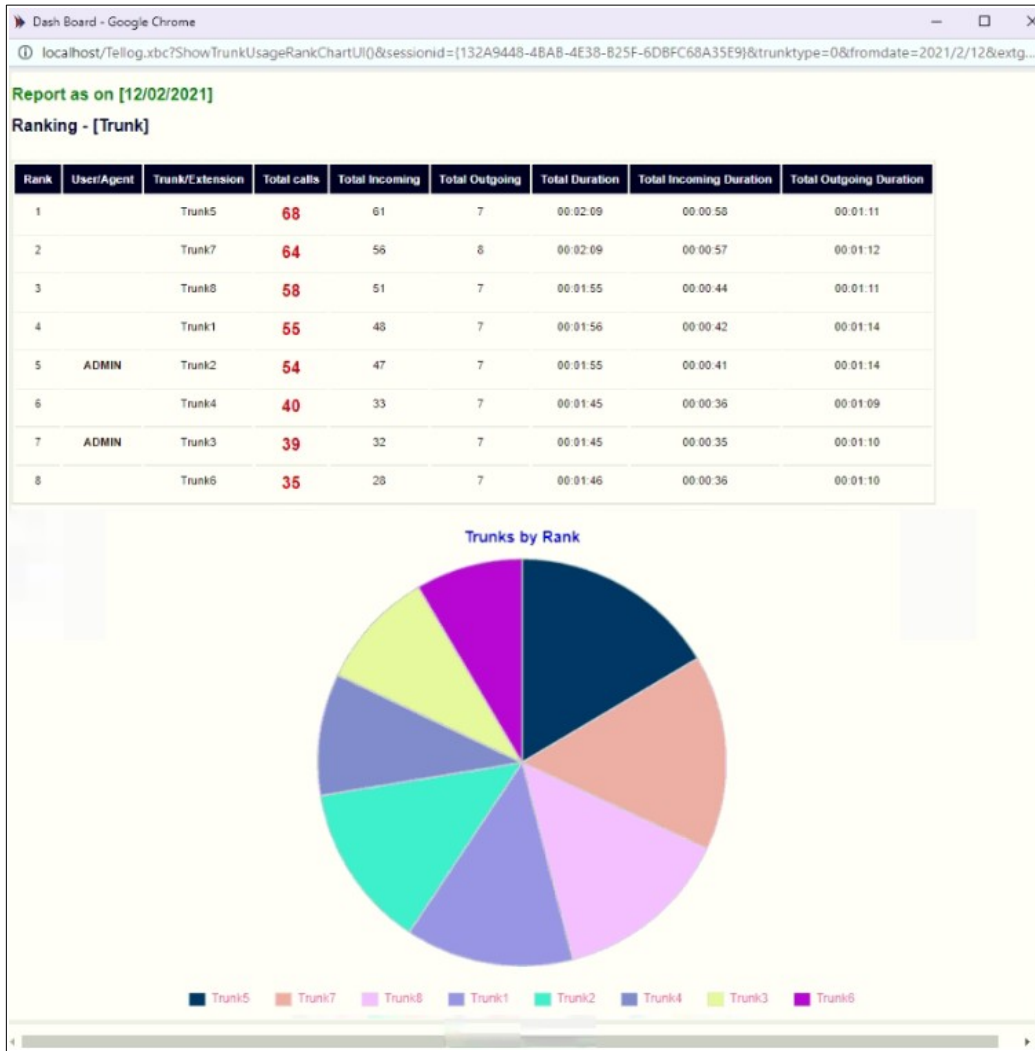
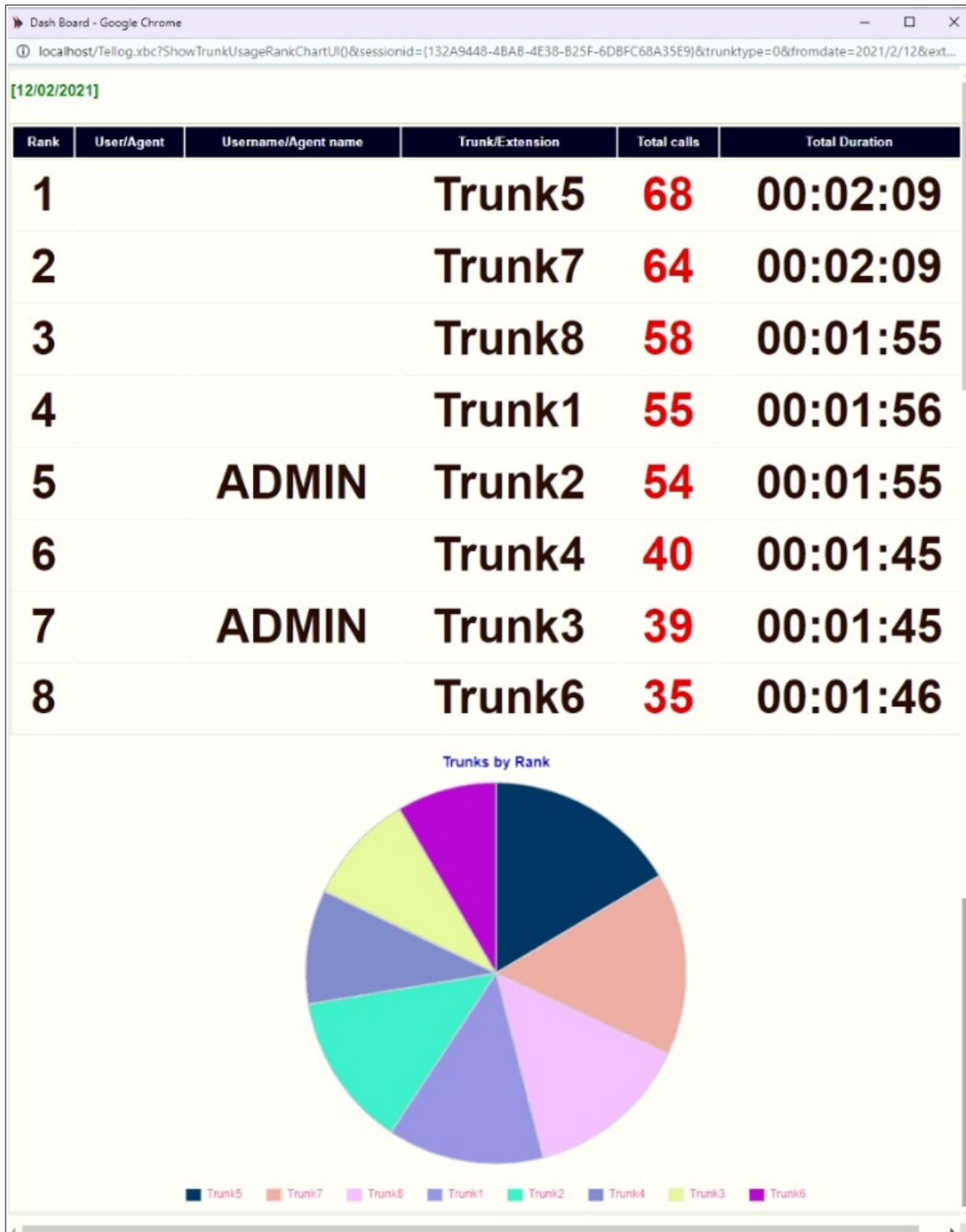A window appears as shown below with the ranking table and a chart.

Report as on 07/09/2020

Ranking - [Trunk]

Rank	User/Agent	Trunk/Extension	Total calls	Total Incoming	Total Outgoing	Total Duration	Total Incoming Duration	Total Outgoing Duration
1		Trunk1	9	5	4	12 min 21 sec	9 min 45 sec	2 min 36 sec
2		Trunk2	4	1	3	8 min 22 sec	1 min 25 sec	6 min 57 sec
3		Trunk3	2	0	2	41 sec	0 sec	41 sec
4		Trunk4	0	0	0	0 sec	0 sec	0 sec

Trunks by Rank

■ Trunk1 ■ Trunk2 ■ Trunk3 ■ Trunk4

18

To get the report of present day, enter date and the report displayed will be as follows. There will be two more options on the top of the window to view the reports on a separate Dashboard and Dashboard 32 Inch.

Report as on 12/02/2021

DashBoard   DashBoard 32 Inch

Ranking - [Trunk]

Rank	User/Agent	Trunk/Extension	Total calls	Total Incoming	Total Outgoing	Total Duration	Total Incoming Duration	Total Outgoing Duration
1		Trunk5	68	61	7	2 min 9 sec	58 sec	1 min 11 sec
2		Trunk7	64	56	8	2 min 9 sec	57 sec	1 min 12 sec
3		Trunk8	58	51	7	1 min 55 sec	44 sec	1 min 11 sec
4		Trunk1	55	48	7	1 min 56 sec	42 sec	1 min 14 sec
5	ADMIN	Trunk2	54	47	7	1 min 55 sec	41 sec	1 min 14 sec
6		Trunk4	40	33	7	1 min 45 sec	36 sec	1 min 9 sec
7	ADMIN	Trunk3	39	32	7	1 min 45 sec	35 sec	1 min 10 sec
8		Trunk6	35	28	7	1 min 46 sec	36 sec	1 min 10 sec

Trunks by Rank

■ Trunk5   ■ Trunk7   ■ Trunk8   ■ Trunk1   ■ Trunk2   ■ Trunk4   ■ Trunk3   ■ Trunk6

Click *Dashboard*, and the report can be viewed in separate dashboard.

Dash Board - Google Chrome

localhost/Tellog.xbc?ShowTrunkUsageRankChartUI()&sessionid={132A9448-4BAB-4E38-B25F-6DBFC68A35E9}&trunktype=0&fromdate=2021/2/12&extg...

Report as on [12/02/2021]

Ranking - [Trunk]

Rank	User/Agent	Trunk/Extension	Total calls	Total Incoming	Total Outgoing	Total Duration	Total Incoming Duration	Total Outgoing Duration
1		Trunk5	68	61	7	00:02:09	00:00:58	00:01:11
2		Trunk7	64	56	8	00:02:09	00:00:57	00:01:12
3		Trunk8	58	51	7	00:01:55	00:00:44	00:01:11
4		Trunk1	55	48	7	00:01:56	00:00:42	00:01:14
5	ADMIN	Trunk2	54	47	7	00:01:55	00:00:41	00:01:14
6		Trunk4	40	33	7	00:01:45	00:00:36	00:01:09
7	ADMIN	Trunk3	39	32	7	00:01:45	00:00:35	00:01:10
8		Trunk6	35	28	7	00:01:46	00:00:36	00:01:10

Trunks by Rank

■ Trunk5 ■ Trunk7 ■ Trunk8 ■ Trunk1 ■ Trunk2 ■ Trunk4 ■ Trunk3 ■ Trunk6

You can click *Dashboard 32 inch* to get an enlarged view.

5.2. Logs Report

This option shows the details of all the logged incoming and outgoing calls. The complete details of the calls like Caller/Called Id, Date, Time, Status and Duration can be viewed. Recorded audio can be heard from the Wave Player. The reports are viewed on the basis of four submenu items - Today, This Month, From To and Full.

Note: If the browser used is Internet Explorer, the Logs Reports will be displayed as given in this document. The Play and Stop buttons will be displayed if the browser used is Internet Explorer. Other browsers will not show these two buttons.

5.2.1. Today

This submenu gives the detailed report of all the incoming/outgoing calls logged on the present day. The information obtained includes Call Id, Data Type, Call Time, Trunk, Caller No., Called No., Type, Duration and Status of the call.

Update/View call details

Click this icon in the Logs Report to view the details of a particular call. The user can also update the call details by adding comments, selecting the tags and much more from here.

Call Details

For the selected Call Id, the Type of Data, options to Select the Tag and Sub Tag, the logging details such as Wave Format, Wave Encrypted, Wave Status, Disconnected Side, Device Identification Number, Board Serial No., Trunk Name, Call Start/End Time, Call Type, Total Duration, Ring Duration, Call Duration, Caller Number, Called Number, Call Status, Name, Address and Local GUID Number are displayed in this section.

Select the Tag

This option highlighted in the above screenshot allows the user to select the tag as Normal, Important, Personal, Official, etc. for a particular call and click *Update Data.* To confirm, go to the menu named Logs Report. An icon with tool tip as 'Official' appears in the first column of that particular Call Id.
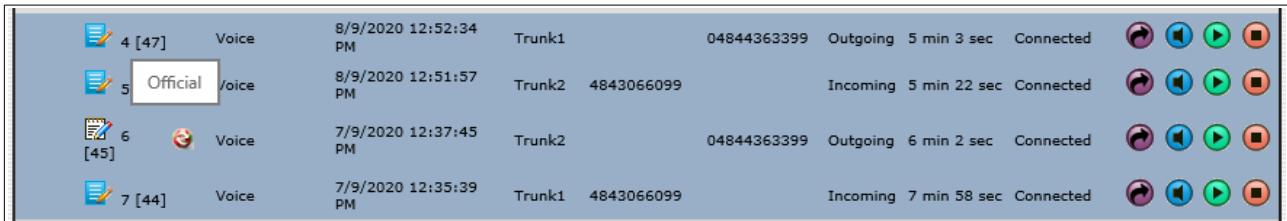
Never delete

When the checkbox next to "**Never delete**" highlighted in the **Call Details** screenshot is enabled, an icon with a tooltip 'Never delete' appears in the **Logs Report**. This option allows the user to keep the call details of that particular Call Id until the "**Never delete**" checkbox is unchecked.
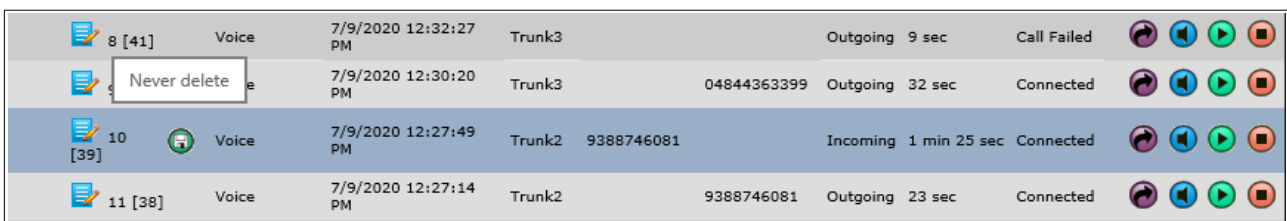
Other sections are briefly explained below:

1	Type of Data	Gives the type of data that is being logged.
2	Wave format	The format of logged wave is displayed here.
3	Wave Encrypted	Specifies if the wave is encrypted or not. The wave can be saved as encrypted and a password can be set in General Settings to protect the wave from unauthorised access.
4	Wave Status	Gives the information if the wave is original or not. If the wave is modified, the status displayed here will be 'Tampered'.
5	Disconnected Side	Provides the information that from which side (called or caller) the call was disconnected. This is not applicable for analog lines.
6	Device No.	Shows the identification number of the device.
7	Board Serial No.	Shows the serial number of the board.
8	Trunk	Shows the trunk number.
9	Call Start time	The time at which the call starts.
10	Call End time	The time at which the call ends.
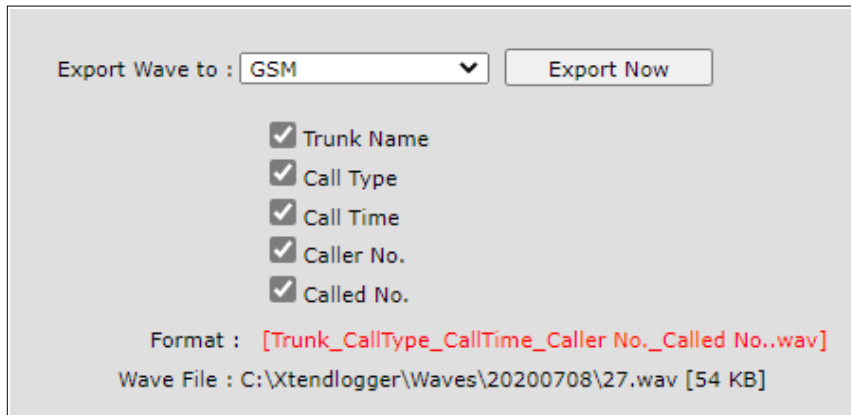
11	Call Type	Gives the type of call (incoming/outgoing).
12	Total Duration	Provides the total time duration of call including ring.
13	Ring Duration	Gives the duration of ring providing the information after how many rings the call was attended.
14	Call Duration	Gives the duration of call.
15	Caller Number	Provides the caller number if the call is an incoming call.
16	Name (Caller Number)	Provides the name of caller as saved in the phonebook.
17	Address (Caller Number)	Provides the address of caller as saved in the phonebook.
18	Called Number	Provides the called number if the call is an outgoing call.
19	Name (Called Number)	Provides the name of called person if already saved in the phonebook.
20	Address (Called Number)	Provides the address of called person if already saved in the phonebook.
21	Call Status	Gives the status of call - connected or not.
22	Local GUID	Unique reference Id (mainly used in Redundant Voice Loggers).

Export Wave to

Select the wave conversion format (GSM, PCM, MP3, etc.) from the drop-down list and click **Export**.
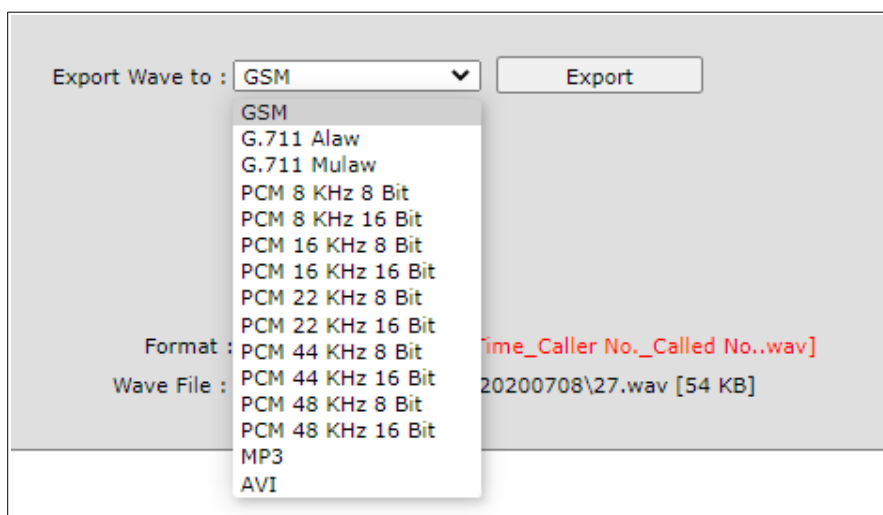
Choose the export format after selecting the options and then click *Export Now*.
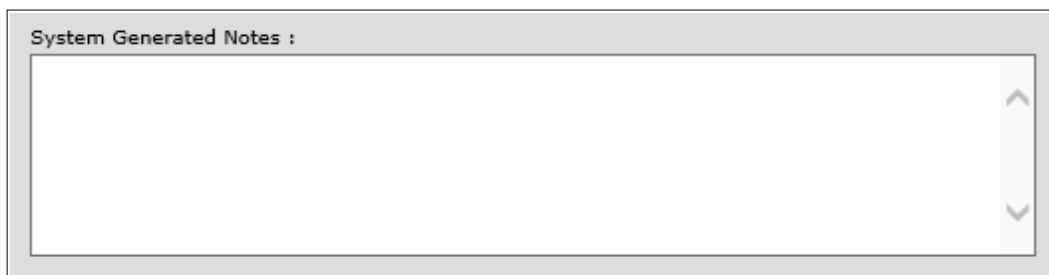
The converted wave file is saved in the default wave path. To export the wave file in MP3 format, the MP3 conversion codec should be installed in the server.

Wave File

This option provides the wave path details with wave size and serial number as shown in the above image.

System Generated Notes
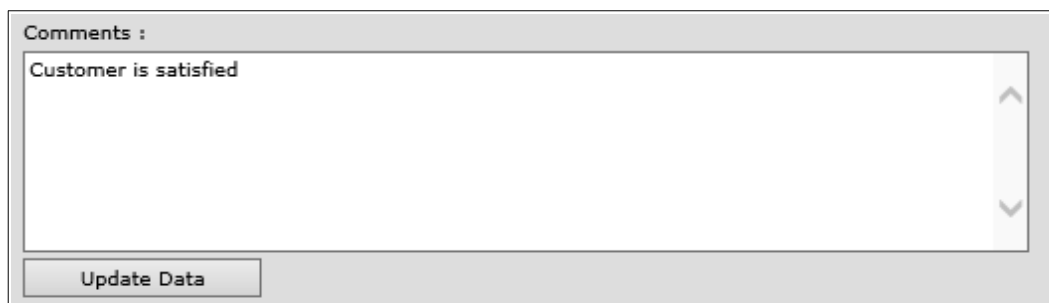
This section displays the system generated information for the selected call.

Comments

User can enter remarks for the selected call in the text box and click *Update Data*.

In the **Call Details** window, the below mentioned icons are present.

Add to Phonebook
Click this icon and enter the details like Name, Contact Number and Address to add the details to the Phonebook.

Back
Click this icon to go to the previous page.

Delete
Click Delete to remove the complete details of the selected call.

Delete Wave
Click Delete Wave to remove the selected wave file. 'Wave file missing' message will be displayed as shown in the below image.

Call Details

[Local] Call Id - 31

Type of Data : Voice
Select the Tag : Normal
Select the Sub Tag : Select ..
☐ Never delete
Wave Status : Wave file missing
Disconnected Side : Not Available
Device No. : 1
Board Serial No. [Channel] : 48 [1]
Trunk : Trunk1
Call Start Time : 7/9/2020 12:16:53 PM
Call End Time : 7/9/2020 12:16:57 PM
Call Type : Outgoing
Total Duration : 4 sec
Ring Duration : 0 sec
Call Duration : 4 sec
Caller Number :
Name[Caller Number] :
Address[Caller Number] :
Called Number :
Name[Called Number] :
Address[Called Number] :
Call Status : Call Failed
Local GUID : 20200907121653-AN_48_1_1-36D05C76-5AE2-4EC7-8691-99D2F16B038C
System Generated Notes :

Comments :

Back   Update Data   Delete   Commented by   Accessed by

Save Wave

User can save the selected audio file to a different location.

Send Mail

The call details can be emailed to a pre-defined email id. These settings are explained in the Section **5.7.9. Email Settings.**

Commented By

Click this option to view the list of users who have commented on the selected call. The information obtained include *Commented by* and *Commented Time.*

Accessed By

Recorded calls are monitored by authorised users. Click this option to view the list of the monitoring officials for the selected call, call access time, access method and total accesses.
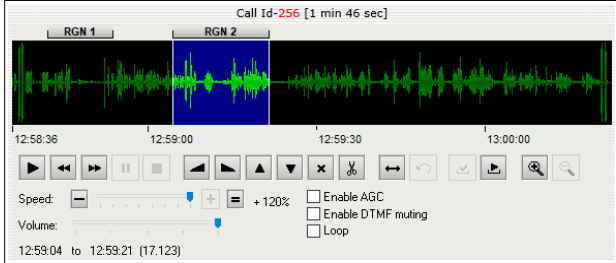
Wave Player

Wave Player is an ActiveX control that allows the user to audit the logged conversation with the tools present here. The logged conversation can be heard from a headphone/speaker.
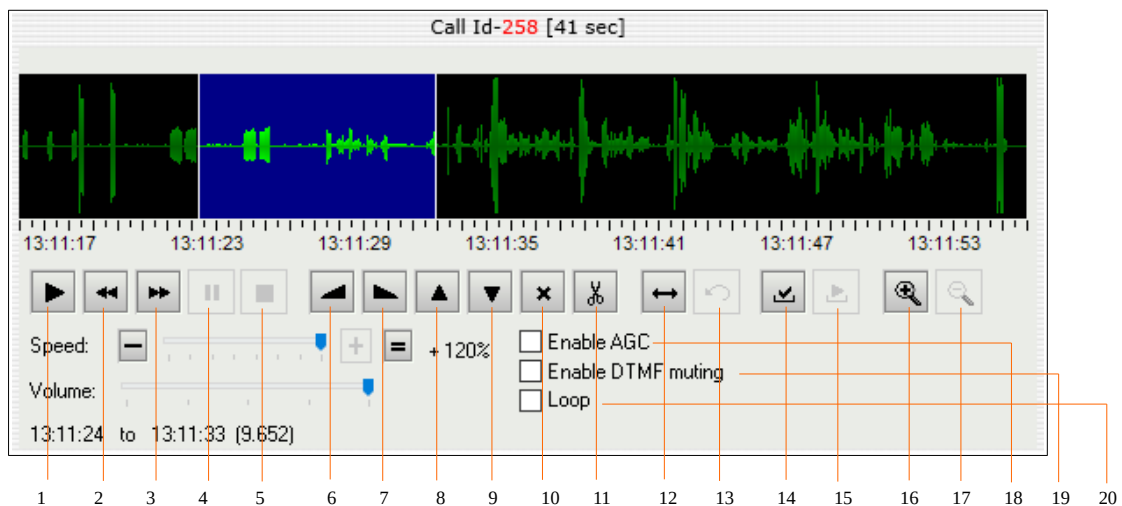
1	Play	Listen to logged conversation.
2	Rewind	Click this option to move the control backward and click *Play* to listen to recorded conversation from the selected point.
3	Fast Forward	Allows to move forward through a recording at a speed faster than the actual speed it is played.
4	Pause Playing	Stops playing the logged conversation temporarily till *Play* is pressed.
5	Stop Playing	Stops playing the logged conversation.
6	Fade in audio	Gradually increases the volume of the logged conversation when played.
7	Fade out audio	Gradually decreases the volume of the logged conversation when played.
8	Increase volume	Upper arrowhead increases the volume.
9	Decrease volume	The lower arrowhead decreases the volume while hearing the logged conversation.
10	Delete the selected region	Removes the selected portion (temporarily).

29

11	Trim the non-selected region	Retains the selected portion and masks the unwanted parts.
12	Clears the selection	Deselects the selected portion.
13	Undo all changes	Edited files can be retained to its original form with this option.
14	Mark the selected region	Drag the cursor to select a particular region of the audio file. Click the icon to save it as Region 1. Similarly, select other portions and save as Region 2, Region 3 etc.
15	Play the marked region	Click this icon to play the selected regions in a series.
16	Zoom in	Click this icon to focus into the audio wave for more precise and distinguished hearing.
17	Zoom out	Click this icon to get a less focused hearing of the audio wave.
18	Enable AGC	Enable this option to automatically increase the gain of the received signal.
19	Enable DTMF muting	Activate this option to ignore system recognition of numbers pressed by the user during the call recording process.
20	Loop	Continuously plays the selected audio.

Play wave file

The third icon in Logs Report named "Play wave file" allows the user to play the logged conversation continuously from beginning till end.

Stop playing

Click this icon to stop the playing of logged conversation.

5.2.2. This Month

This submenu gives the full detailed report of all the incoming/outgoing calls logged for the current month.

5.2.3. From To

This submenu shows the report of the entire logging channel in a particular date range. Click the Date Time Picker to enter the date range and click **Ok** to view the report.

The result page obtained is given below:

5.2.4. Full

This submenu provides the complete report of all the logged calls (incoming/outgoing) from the date of installation of Xtend Voice Logger till today.

5.3. Search

Search menu allows the user to search and retrieve the details of specific calls in a faster pace. Find the most relevant call information from this menu within few seconds. Search menu comprises of ten submenus: Search-Simple, Search-Numbers, Search-Comments, Search-Duration, Search-Call Id, Advanced, Search/Delete, Search-Repeated Calls, Distinct Missed Calls and Trunk-wise Hourly Report.

5.3.1. Search-Simple

Enter Caller Number/Called Number and search call details of that number using the six available options i.e., Today, This Week, This Month, This Year, From To and All and view the search results.

i. Today

Select *Today*, and then type the Caller Number/Called Number/Comments. Click **Search** to view the search results.
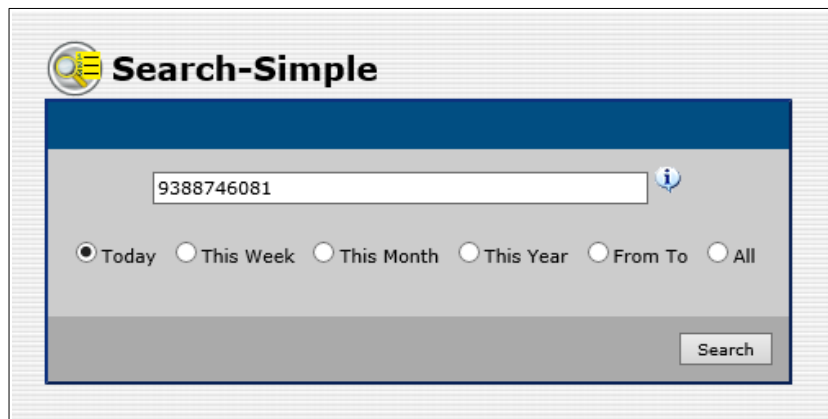
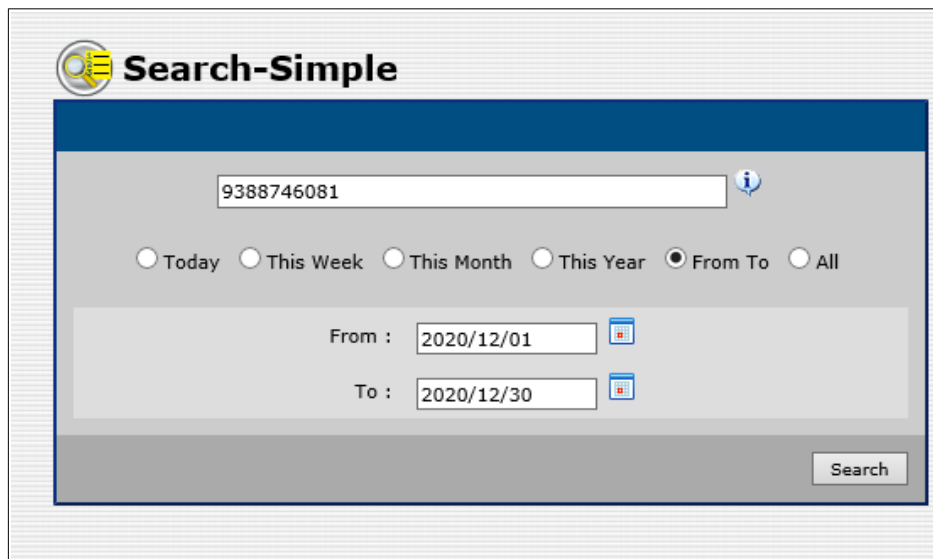The Search Result page displays call details of the entered number for the present day and includes Call Id, Data Type, Call Time, Trunk, Caller No., Called No., Type, Duration, Status and Wave Player.

Sl [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status	
1 [39]	Voice	7/9/2020 12:27:49 PM	Trunk2	9388746081		Incoming	1 min 25 sec	Connected	
2 [38]	Voice	7/9/2020 12:27:14 PM	Trunk2		9388746081	Outgoing	23 sec	Connected	
3 [25]	Voice	7/9/2020 12:13:48 PM	Trunk1	9388746081		Incoming	0 sec	Missed Call	
4 [24]	Voice	7/9/2020 12:13:06 PM	Trunk1		9388746081	Outgoing	30 sec	Connected	

ii. This Week

Select *This Week*, then type the Caller Number/Called Number/Comments. Click *Search* to view the search results.

The search result for the entered data will be as shown below, this includes Call Id, Data Type, Call Time, Trunk, Caller No., Called No., Type, Duration, Status and Wave Player.

iii. This Month

Select *This Month*, then type the Caller Number/Called Number/Comments. Click **Search** to view the search results.

The search result for the entered data will be as shown below this includes Call Id, Data Type, Call Time, Trunk, Caller No., Called No., Type, Duration, Status and Wave Player.

iv. This Year

Select *This Year*, then type the Caller Number/Called Number. Click **Search** to view the search results**.**

The Search Result page includes Call Id, Data Type, Call Time, Trunk, Caller No., Called No., Type, Duration, Status and Wave Player.

v. From To

Enter the Caller Number/Called Number and select the option *From To*. Specify the date range and select the required option from Today, This Week, This Month, This Year and All. Click **Search** to view the search results.

vi. All

Enter the Caller Number/Called Number/Comments, select **All** and click **Search** to view the search results.

5.3.2. Search-Numbers

Select the Call Type and Call Status from the drop-down list and enter the Dli No./External No./Phone No. to locate the specific call information.
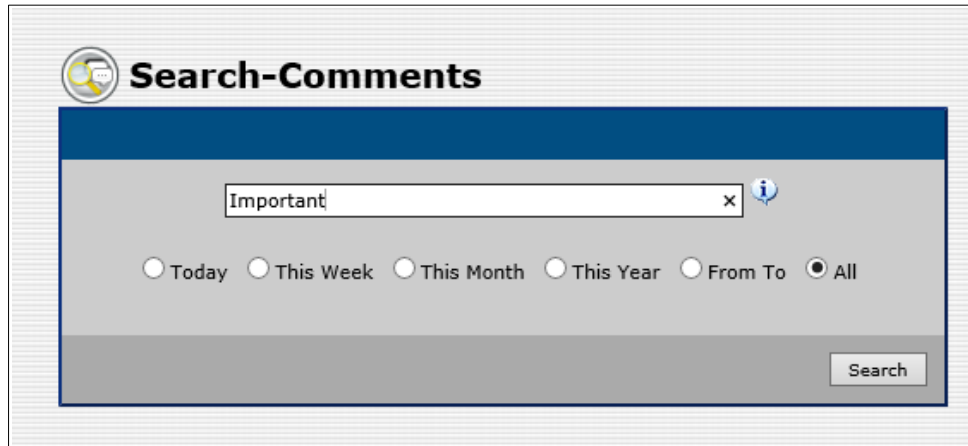
Note: The terms Dli/Extension are explained in 5.4.3. DLI/Extension Management.

The Search Result page obtained is given below:

5.3.3. Search-Comments

This submenu allows the user to search the calls on the basis of entered comments. Enter the comment in the box and select an option from Today, This Week, This Month, This Year, From To and All and click **Search**.

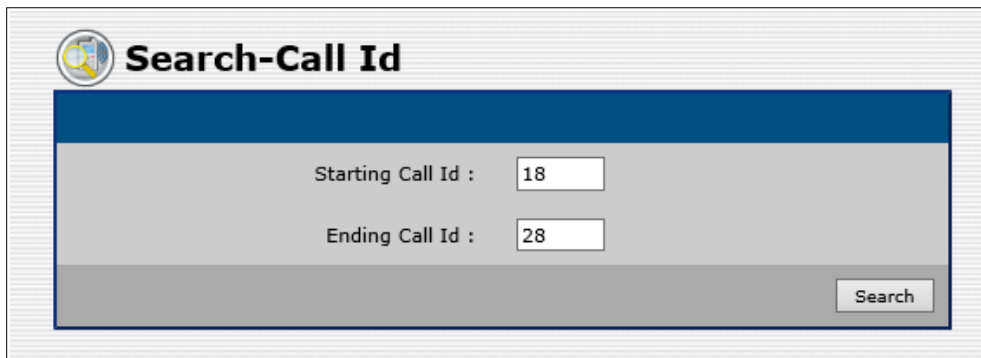The search result will be as given below.

5.3.4. Search-Duration

This submenu shows the search result on the basis of the specified time. For example, select the time limit, say, 10 minutess, or select the Range and enter the Call Duration Greater Than and Call Duration Less Than in the respective fields, then select an option from the six options available i.e., Today, This Week, This Month, This Year, From To, All. Click *Search* to view the search results.

The Search Result page appears as shown below:

5.3.5. Search-Call Id

This submenu shows the search result on the basis of the Call Id range. Enter the Starting and Ending Call Id in the respective boxes and click *Search* to view the search results.


The Search Result page appears as shown below:

Click *Export All* option to save the report. The Destination Type can be set as Folder, Zip, Excel Sheet or PDF as shown below. The report can be exported to HTML format along with waves, while selecting Destination Type as Folder/Zip. The report can be exported to CSV format, while selecting Destination Type as Excel Sheet.
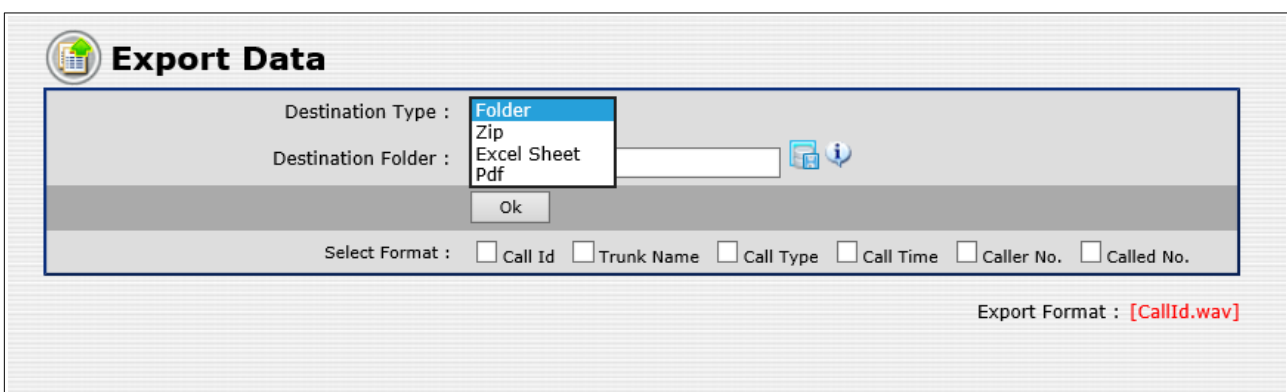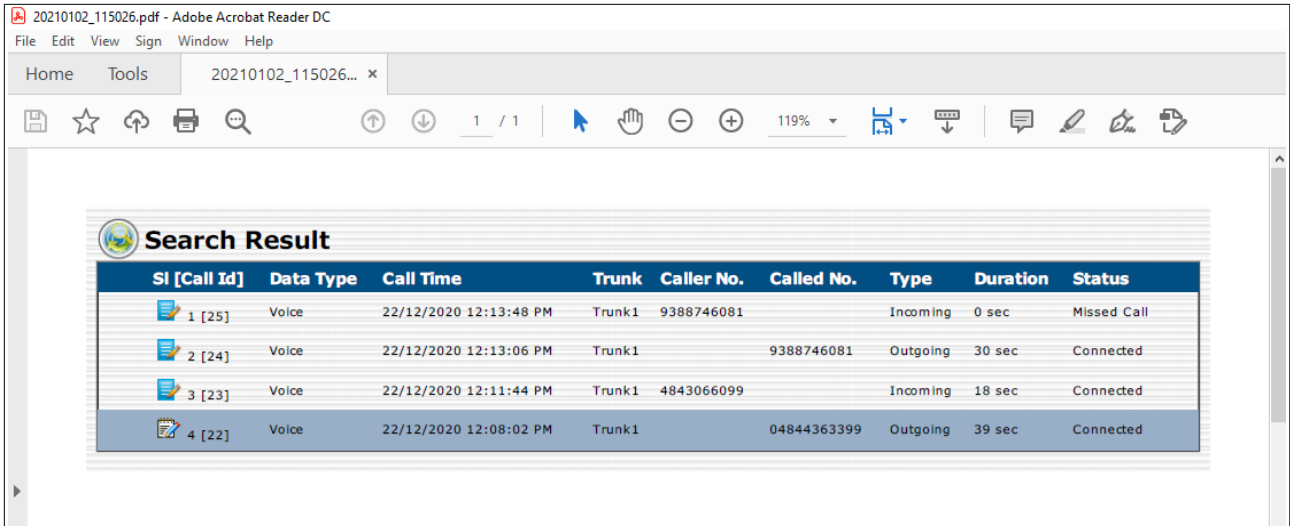
a) Select **Folder,** enter the Destination Folder name and click **_Ok_** to export the data into a folder.
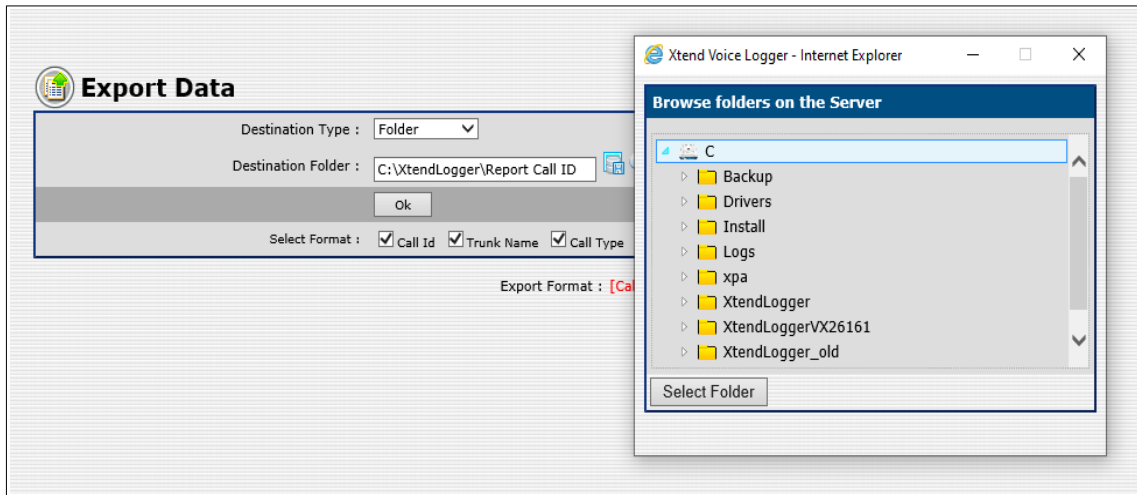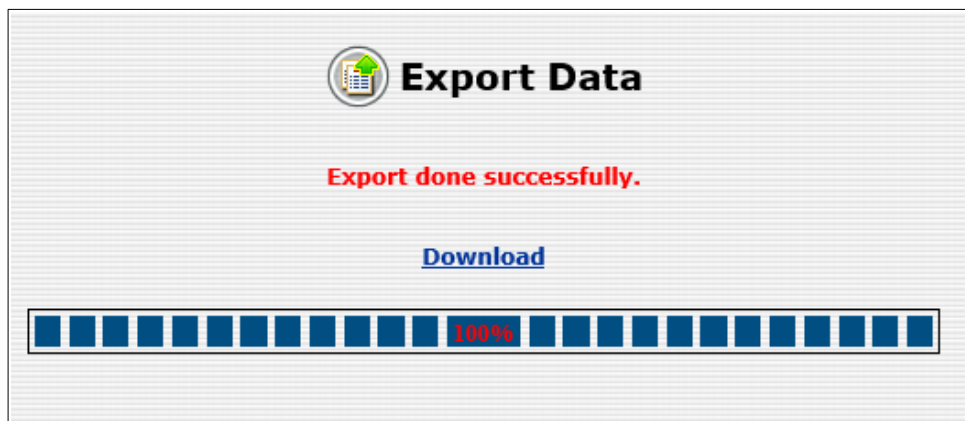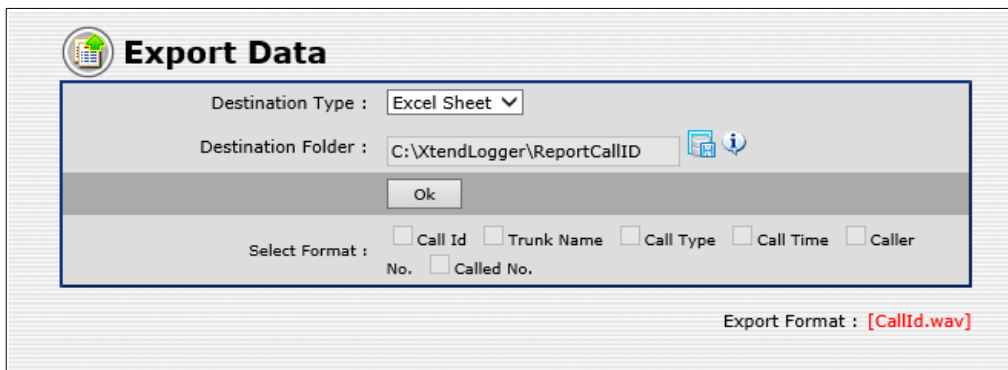

b) Select **Pdf** to export the report in PDF format.
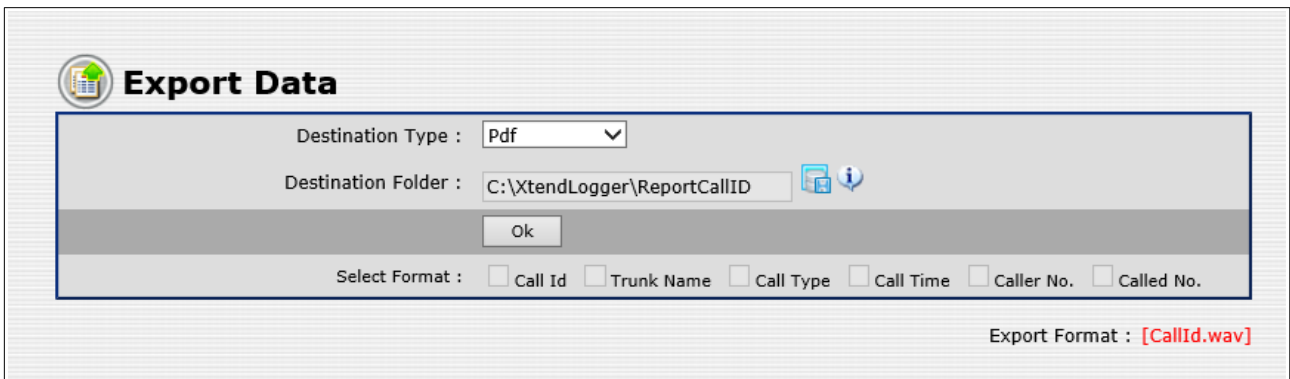
The result in PDF format will be available as given below.

c) Select **Excel Sheet** to export the report in Excel format.

43

The result in Excel format will be available as given below:

5.3.6. Advanced

This menu allows to locate specific call information on the basis of two or more user-specified conditions. This submenu allows the user to search the calls on the basis of the following criteria:

• Local GUID Number • Heard/Unheard: Select Heard to view the calls that were monitored from the Wave Player, else select Unheard • Date range: Date From and Date To • Never delete • Tag/Label • Select the Sub Tag	• Trunk Name • Trunk • Device No. • Board Serial No. • Channel No. • Call Type • Type of data • Phone Book Name • Group • Location	• Called Number • Caller Number • Call Status • Call duration • Ring duration • Total duration • Comments • Notes

44

Advanced

○ Exact ● Similar ○ Starting with ○ Ending with	○ Match all ● Match any	Search

Local GUID :	
Heard/Unheard :	Both ▾
Date From :	2020/07/08
Date To :	2020/07/09
Never delete :	All ▾
Tag/Label :	All ▾
Select the Sub Tag :	Select .. ▾
Trunk Name :	
Trunk :	All Trunk1[Active] Trunk2[Active] Trunk3[Active] Trunk4[Active] Media[Not Active]
Device No :	
Board Serial No :	
Channel No. :	All ▾
Call Type :	All ▾
Type of data :	All ▾
Phone Book Name :	
Group :	All ▾
Location :	All ▾

Called Number:		And ▾		Caller Number

Call Status :	All ▾
Call duration greater than :	seconds
Call duration less than :	seconds
Ring duration greater than :	seconds
Ring duration less than :	seconds
Total duration greater than :	seconds
Total duration less than :	seconds
	☐ Search commented calls only
Comments :	
Notes :	

Sort on : ● Call Time ○ Call ID ○ Call Type ○ Duration ○ Caller No. ○ Called No.

Sort by : ● Descending ○ Ascending

Search

The Search Result page appears as shown below. The information obtained includes Call Id, Data Type, Call Time, Trunk, Caller No., Called No., Type, Duration and Status.

User can enter the remark in the comment box and retrieve specific call information. Select one of the options present within **Sort on** to generate sorted results in ascending or descending order. Enter the mode of search criteria. The search advances on the basis of certain match criteria. These are:

Exact match	Search results will be based on the accurate match.
Similar match	Search results will be based on the calls that are nearest match to the given criteria, for e.g., assume that a search has to be done for incoming call with initial 3 digits as 998. Enter 998 in the box given for Called Number and click **Search** to view the search report based on similar match.
Match all	Enter the search criteria and select the search mode as "Match all" to view the Call Ids that satisfy all the conditions, for e.g., select "Call Type" as "Outgoing" and "Call duration greater than" as "40 seconds". Call details that satisfy both these conditions will be displayed.
Match any	Enter the search criteria and select the search mode as "Match any" to view the Call Ids that satisfy either of the conditions, for e.g., select "Call Type" as "Outgoing" and "Call Status" as "User Busy". Call details that satisfy one of these conditions will be displayed.

5.3.7. Search/Delete

This submenu is used to search as well as delete the calls. Enter the necessary search criteria and click the *Search* button.

The Search Result page obtained will be as follows:

To delete the calls, enable the checkbox next to Call Id and click *Delete* present at the bottom of the page. To delete all calls simultaneously, click *Delete All*. Click *OK* on the confirmation message that appears.
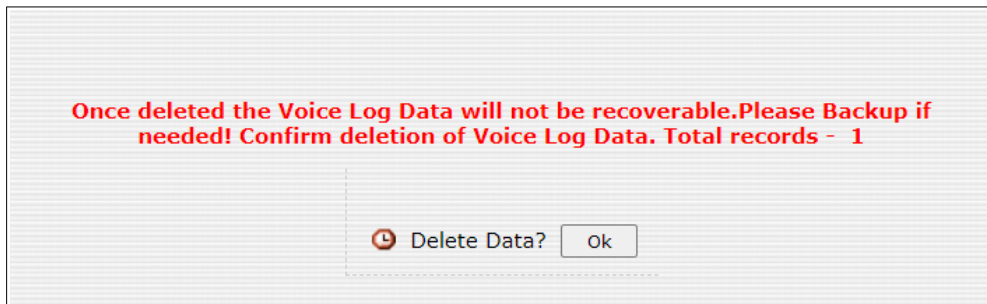
5.3.8. Search-Repeated Calls

This submenu allows the user to view the repeated calls and the total count. Select trunk from the drop-down list and *Search* to view the search results.

A window as shown below will get displayed:

Click the link to view all the logged call details of the particular phone number.

Click **Export All** to export and save the report.

5.3.9. Distinct Missed Calls

This submenu allows the user to get the report of those external calls which were reported as missed calls and not connected later within the given date range. Enter **Start date** and **End date** and then click **Ok.**

The report will appear as given below. The total number of incoming calls received from the same phone number will be displayed within square brackets along with the caller number. Here, the total number of distinct missed calls is highlighted with red rectangular box in the below image.

Click on that number (here [1]) to get the details of the Distinct Missed Call. A new window will be opened showing the details like Data Type, Call Time, Trunk Number, Caller No., Type and Duration of that particular missed call.

Click **Export All** option to save the report. User can select specific fields by clicking in the respective checkbox and only the details of the selected fields will get exported. The search result can be saved as Zip, Excel Sheet or in PDF format.

The report obtained in Excel format is given below:

Note: A report can be exported to Folder, ZIP or PDF. Thus, user can select the required destination type from the drop-down list to avail the specific report.

5.3.10. Trunk-wise Hourly Report

This submenu allows the user to view the reports on the basis of the time during which the call happened and trunks through which the call occurred. Enter the Start Day and End Day, then select Call Status from the drop-down list and click **Ok**.

The Trunk-wise Hourly report will appear as given below:

Click the icon to export the report as CSV file.

To download the CSV file, click *Download*, and after completing the downloading, open the CSV file to view the report in CSV format.

5.3.11. Custom Report

This submenu gives an option to the user to customise the report that has to be displayed. Enter Local GUID, select Heard/Unheard, enter Dates, Trunk Name etc., select an option Exact/Similar/Starting with/Ending with and Match all/Match any and then click *Search*.

The report will be as shown below:

Custom Report

Total Calls : 20

Customize columns

Sl [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Call Duration	Status	Call/Wave Details
1 [51]	Voice	22/12/2020 12:59:15 PM	Trunk2		9388746081	Outgoing	1 min 35 sec	Connected	
2 [50]	Voice	22/12/2020 12:59:04 PM	Trunk2			Outgoing	8 sec	Call Failed	
3 [49]	Voice	22/12/2020 12:58:10 PM	Trunk2	4844363399		Incoming	0 sec	Missed Call	
4 [47]	Voice	22/12/2020 12:52:34 PM	Trunk1		04844363399	Outgoing	5 min 3 sec	Connected	
5 [46]	Voice	22/12/2020 12:51:57 PM	Trunk2	4843066099		Incoming	5 min 22 sec	Connected	
6 [45]	Voice	22/12/2020 12:37:45 PM	Trunk2		04844363399	Outgoing	6 min 2 sec	Connected	
7 [44]	Voice	22/12/2020 12:35:39 PM	Trunk1	4843066099		Incoming	7 min 58 sec	Connected	

Customize columns   User can click on Customize columns and select from the drop-down list shown below.

Sl [Call Id]
Data Type
Call Time
Call End Time
Trunk
Caller No.
Called No.
Type
Total Duration
Ring Duration
Call Duration
Status
Tag
Sub Tag
Disconnected Side
Device No.
Board Serial [Channel]
Local Guid
Call/Wave Details

There is also an option to Export the reports with customised columns.

55

5.4. Administration

In this menu, different user-based accounts and phonebook entries with customer details can be created and uploaded. Also, Dli/Extension lists and user groups can be created and uploaded. Call Statistics based on agents, groups, Dli/Extension numbers can be viewed and managed through web interface. In addition to that, wave files of same groups/extensions/Dli numbers can be merged to a single wave file to get a transparent idea of performance by the team, which helps the management in taking quick decisions.

5.4.1. User Accounts

This submenu allow users to create and manage essential settings related to voice recording. Existing user account can be selected, the general settings associated with the selected user can be modified, a password can be set/changed to protect the call details, access rights for the users can be set as well as a photo of the user can be uploaded from this submenu. In addition to these, Logger Client application can be downloaded, user list can be viewed and updated, user types can be defined by setting access rights and also user can be deleted from here.

There are two options present as icons marked in rectangular boxes on the bottom right corner - **Show Logger Engine** and **Show System Specification**. These options can be accessed by an Administrator only.

 Show Logger Engine: Click this icon to monitor the Voice Logger engine. The engine should be enabled to initiate the recording process, otherwise the calls will not get recorded.
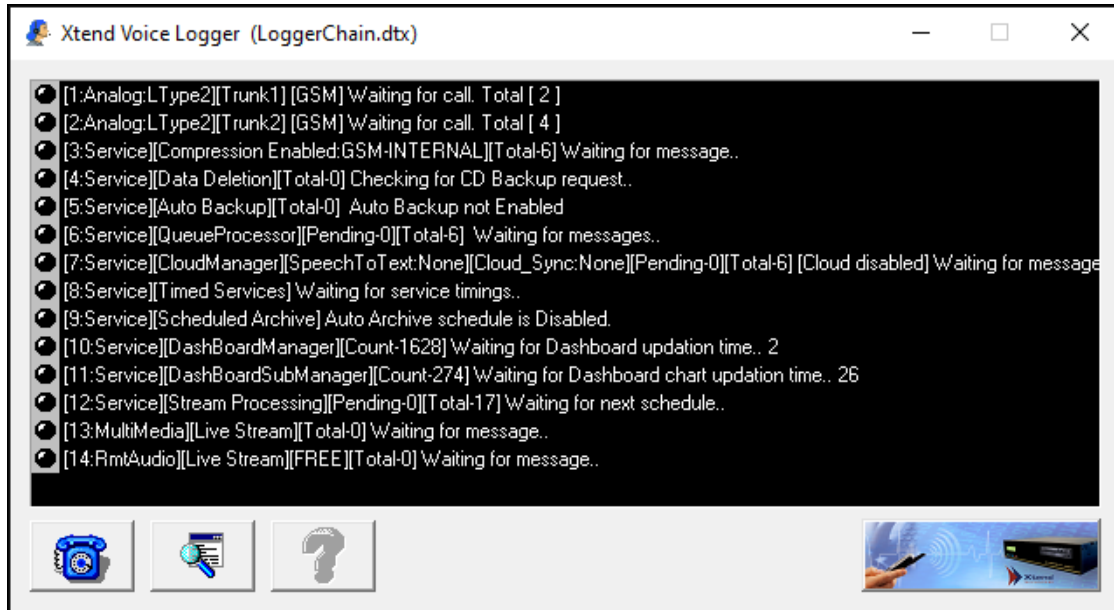
 Show System Specification: Click this icon to view the system specification details as shown below. Click ***Download*** to save the details in CSV format.

57
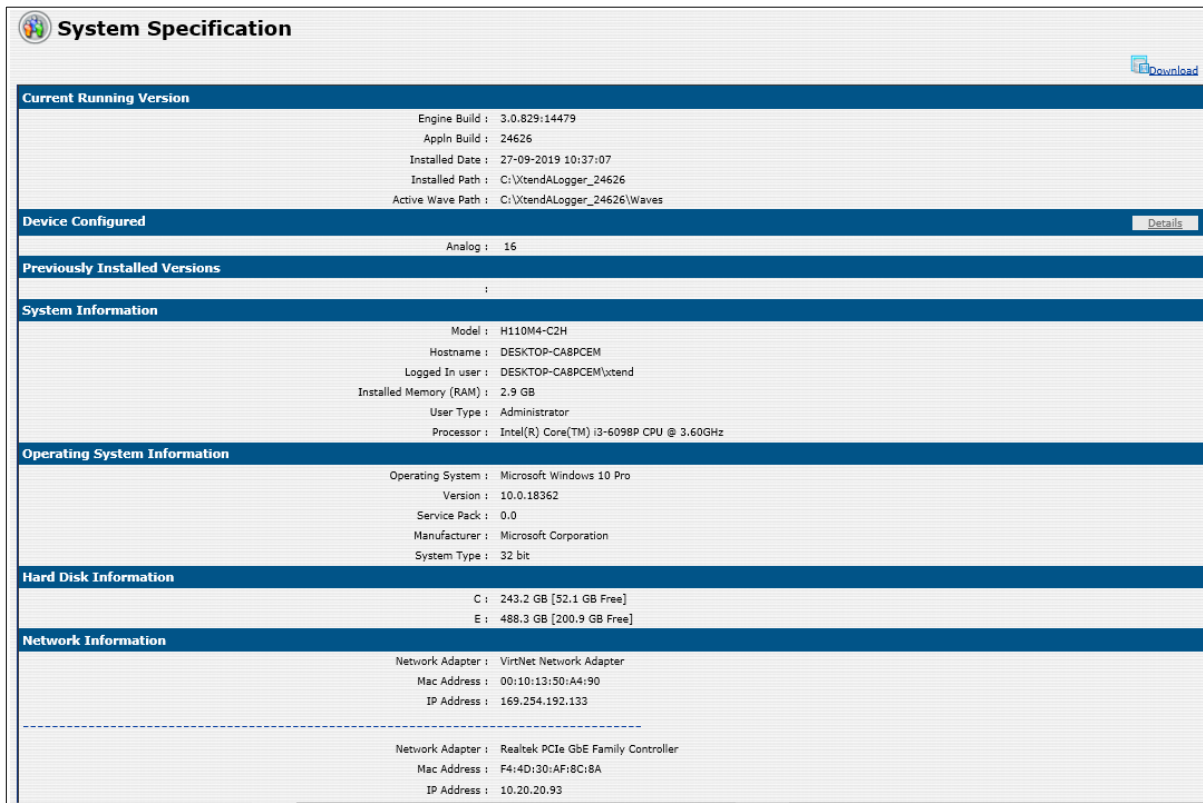
To create and setup a user account, following options are available.

1) Select the User

Select the login name from the drop-down list to view the user account of the selected user.

2) Modify General Settings

Real Name	Indicates the real name of the user.
Session duration	The active time duration for the selected user.
List Count	The number of records to be displayed per page. For example, if the limit specified is 10, then 10 logged calls will be displayed in the Logs Report.
Suspend Account	Enable and disable the user account. When a suspended user tries to enter the browser interface, a message is displayed as "Your account is blocked".
Disable Live snoop	**Yes** option denotes deactivation of live snooping feature and **No** denotes activation of live snooping. If you disable live snoop, an authorised third person will not be able to monitor/enter the conversation between you and the customer.
Disable Wave Playback	**Yes** option denotes deactivation of wave playback feature and **No** denotes that the wave playback is enabled.
Download Wave file	**Yes** option denotes that the wave download option is enabled and user can download the wave file.
Allow Tag Updation	**Yes** option denotes that the tag updation is activated and user can update the tags.
E-mail alert on Popup update	This option allows to send an e-mail to alert the user about the popup updation.
User type	Select the user type from the drop-down list.
Auto Play	Allows to automatically play the selected wave file in a displayed report.
Continuous Play	Allows to automatically play the recorded wave files one after the other in a displayed report. Consecutive playback is performed only for the records available in the current displayed page.
View Total call duration	This option allows to view the total call duration along with the total number of calls.
Access Rights	Four types of access rights can be allotted to a user: **View all Logs**: This option allows the user to view all the recorded and live trunk details. **Backup**: Allows taking the backup of the logged calls. **E-mail**: Allows sending e-mails.

|	**View All Live Calls:** User can view all the live calls from the assigned trunks. **View Live Calls Only**: This can be selected only for following user types - "Call Reports - Limited Access" and "Data Backup". User can view the live calls only from the assigned trunks. **Agent Popup Mapping:** This option is provided for all user type except Admin.

To modify the settings, create a new user type with the required settings.

Note: The options Auto Play and Continuous Play will function only if the browser is Internet Explorer.
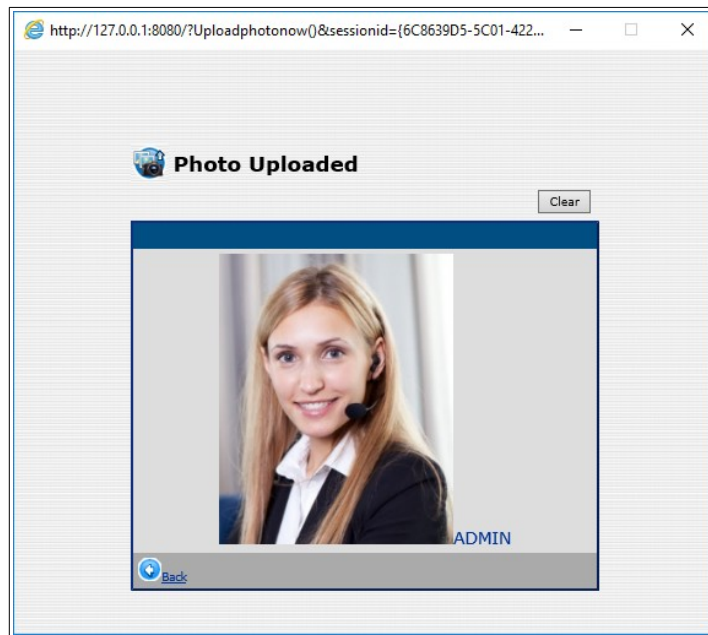
3) Upload Photo

Allows to upload the photograph of a user/agent and the respective image is displayed within ranking-based report and dashboard. Click *Upload*, select a photo and click *Ok*.
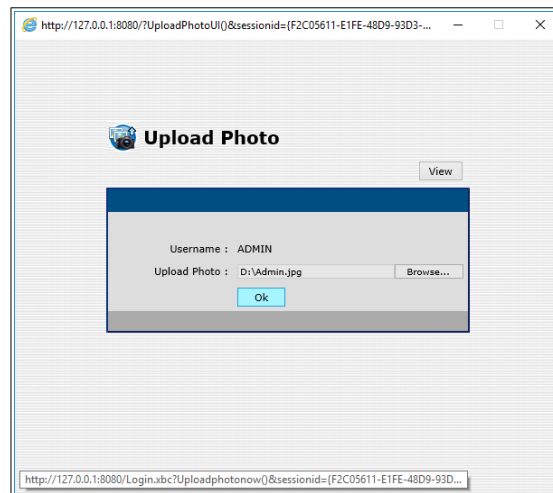
Again, click *OK* to confirm.
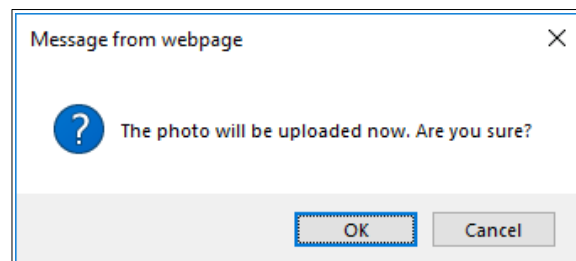
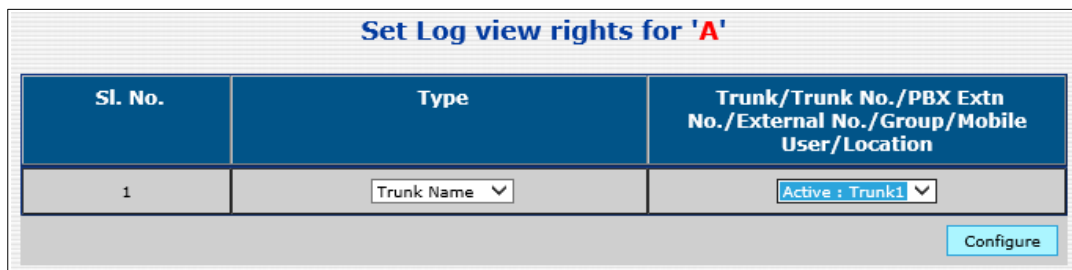The image is successfully uploaded as shown below. Select **Clear**, if you want to delete the uploaded image.
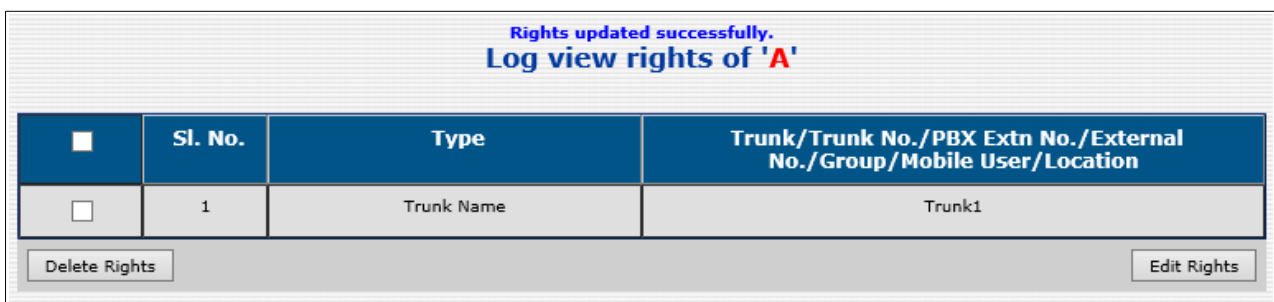

4) Assign/Edit Log View Rights

An Administrator can assign certain rights to the user that allows the user to view the logged calls of a particular trunk.

Click **Assign/Edit Log View Rights,** select the **Type** and set **Trunk Name** as **Active: Trunk 1.** Then, click **Configure**.

A message appears as *"Rights updated successfully"*.

To delete the rights of a user, select the box next to Sl. No. and click **_Delete Rights_**. To edit the rights of a particular user, click **_Edit Rights_**, make the changes and click **_Ok_** to save.

5) Show Log View Rights

Click this button to view the rights of a particular user.

New User: Click to create a new user account as shown below with **Login Name**, **Real Name**, **User Type**, **Session Duration** and **Password**. The User Type should be set as "Call Reports-Limited Access" or "Data Backup", as access rights can be set for these user types only. Then, click **_Ok_**. Administrator, Supervisor, Call Reports - Full Access, Call Reports - Minimum Access are other User Types available in the drop-down list.
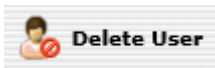
A window appears as shown below:

 Delete User Click this link to delete the user account. The delete option is allowed for a user with administrative rights. Click *Ok* on the confirmation message that appears.

 Users List Click this link to view the list of users. The information obtained include User Name, Real Name, Session, List Count, Live Snoop, Wave Play and Auto Play. The count of total users can also be seen.

 User Types

Click this icon to view the list of created user types and the official's name who has created the user type. The system generated user types cannot be deleted or modified.

 Create User Type

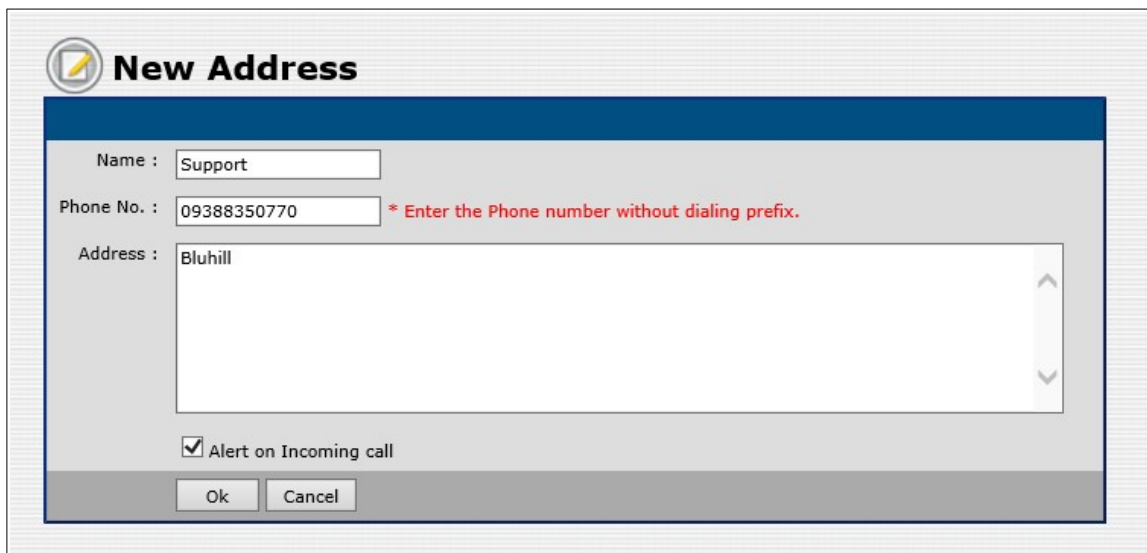To create a new user type click the icon Create User Type, enter the details and click *Ok* to save.
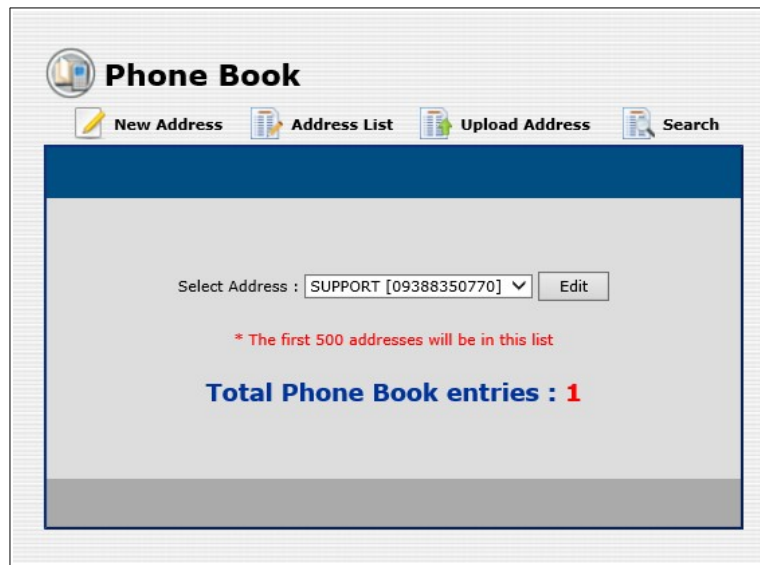
5.4.2. Phone Book

This submenu allows to store the name and details of the customers. This facility allows the call monitoring official to have a quick identification of the caller.


Click the link **New Address** to add a new entry to the Phone Book. Enter the Name, Phone Number and Address, then click *Ok*. Enable the checkbox next to **"Alert on Incoming call"** to receive an alert whenever a call is generated.
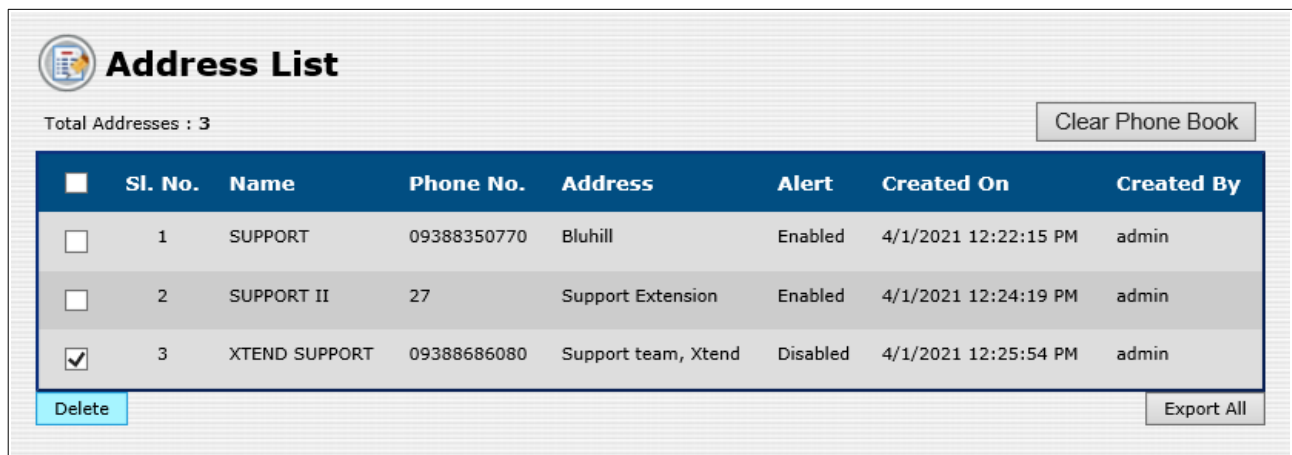
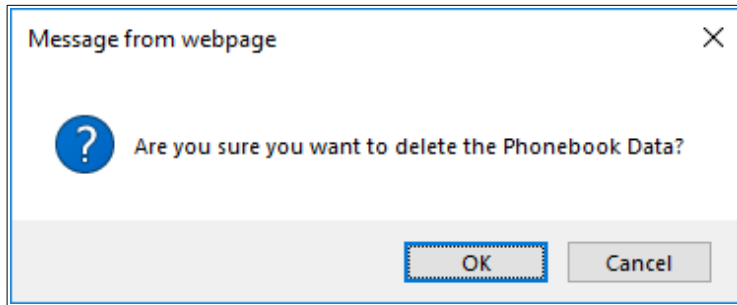The entries to the Phone Book will be listed as below:

To create another address, follow the above steps again. Click the link **Address List** to view the list of contact numbers entered in the Phone Book.
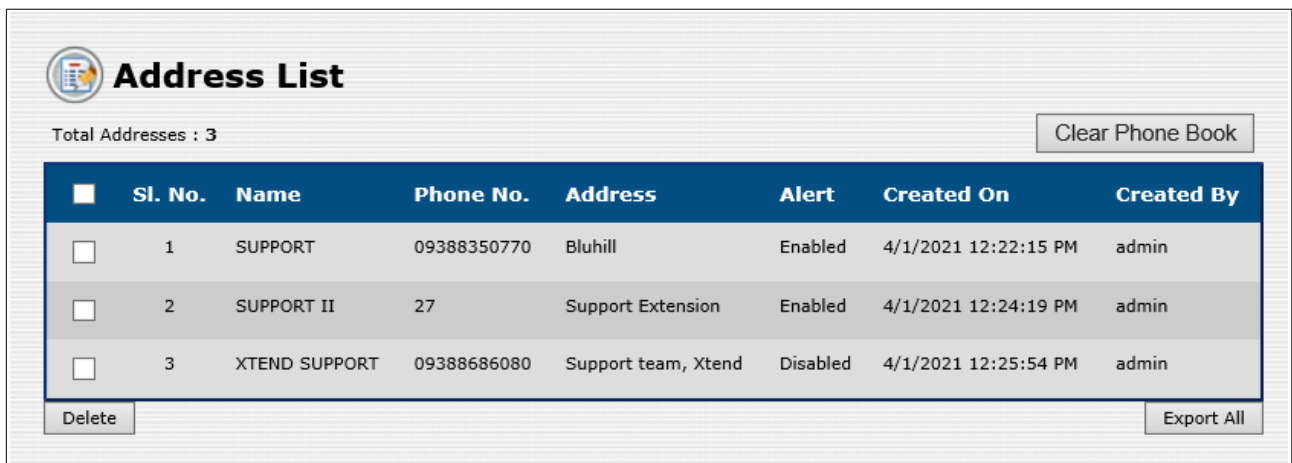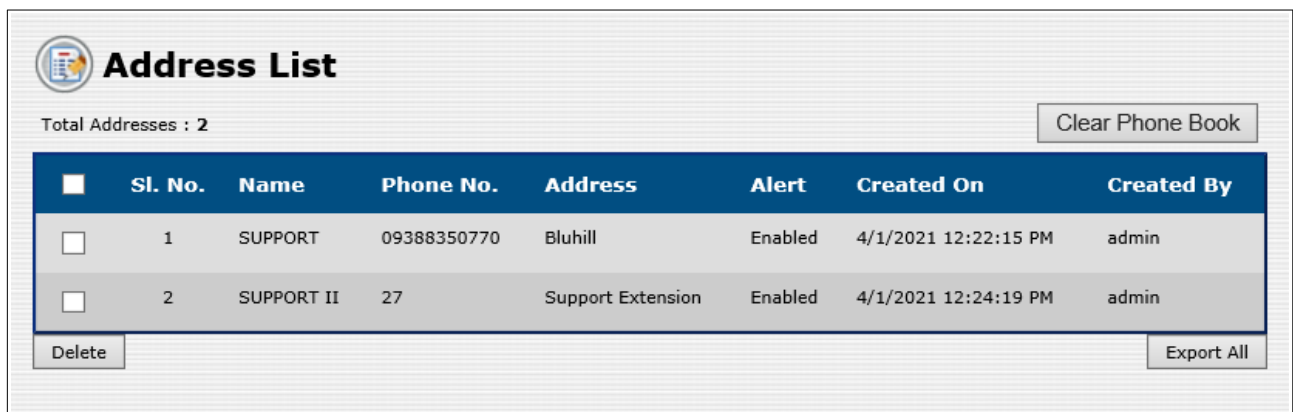

To delete the address, select the address as shown below and click *Delete.*
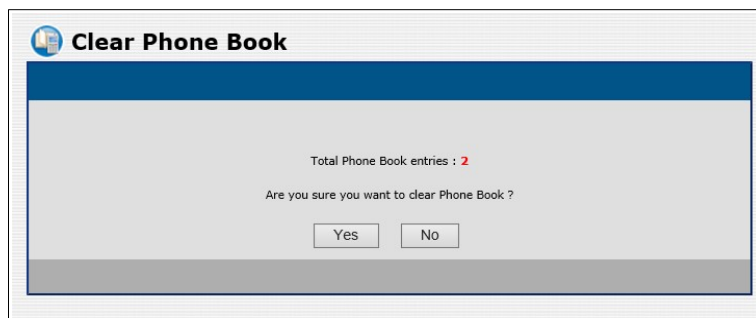
Click **OK** to confirm. The selected address will get deleted.
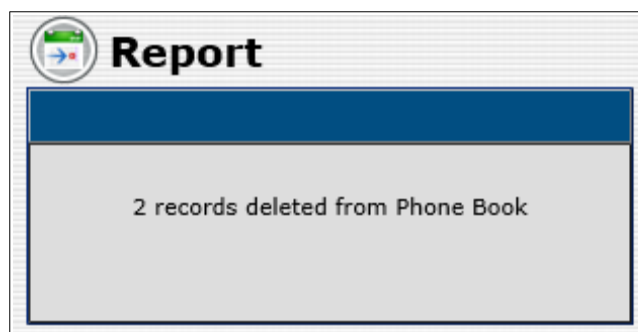

The selected address will be deleted from the list.
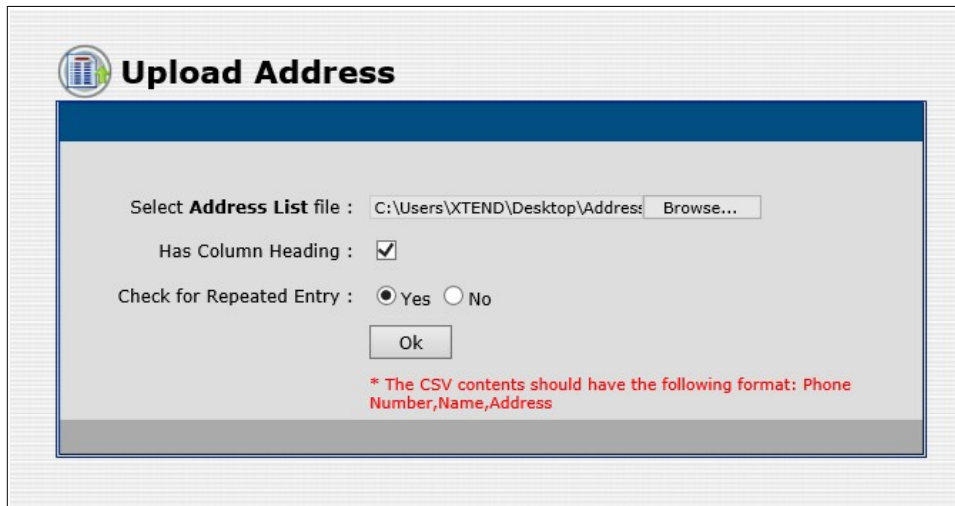

Click **Clear Phone Book** to delete all the addresses. A window as shown below appears. Click **Yes**.

Click **Ok** to confirm. A report appears as shown below after successful deletion.

Click **Upload Address** to upload a list of phone numbers from a CSV file to the Phone Book. The CSV file with the data to be uploaded should have the following format: Phone Number, Name and Address.

A message box will appear, click *OK*.
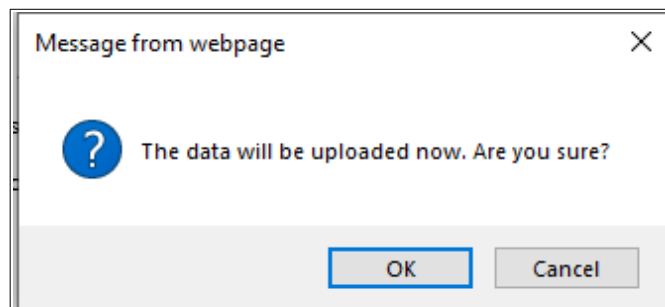
A **Report** will be displayed as given below showing the status of uploading.

After completing the uploading process, a **Report** will appear as shown below.
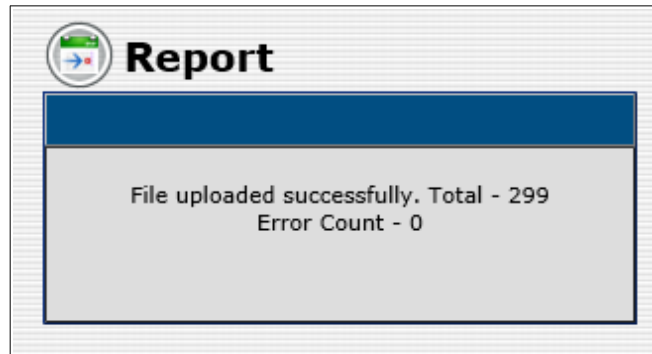
The user can search for the entries present in the Phone Book. Click *Search*, specify phone number, name or address and click *Search* on the window to retrieve the details.

The Address List page with the specified Phone Book entry appears as shown below:

5.4.3. DLI/Extension Management

This sub-menu allows the user to supervise and manage the calls happened through Device Line Identification (DLI) numbers and Extension numbers with ease and convenience.

User can add new extension, upload a CSV file with extension numbers and export the extension list. DLI/Extension based call statistics can be viewed under Statistics menu.

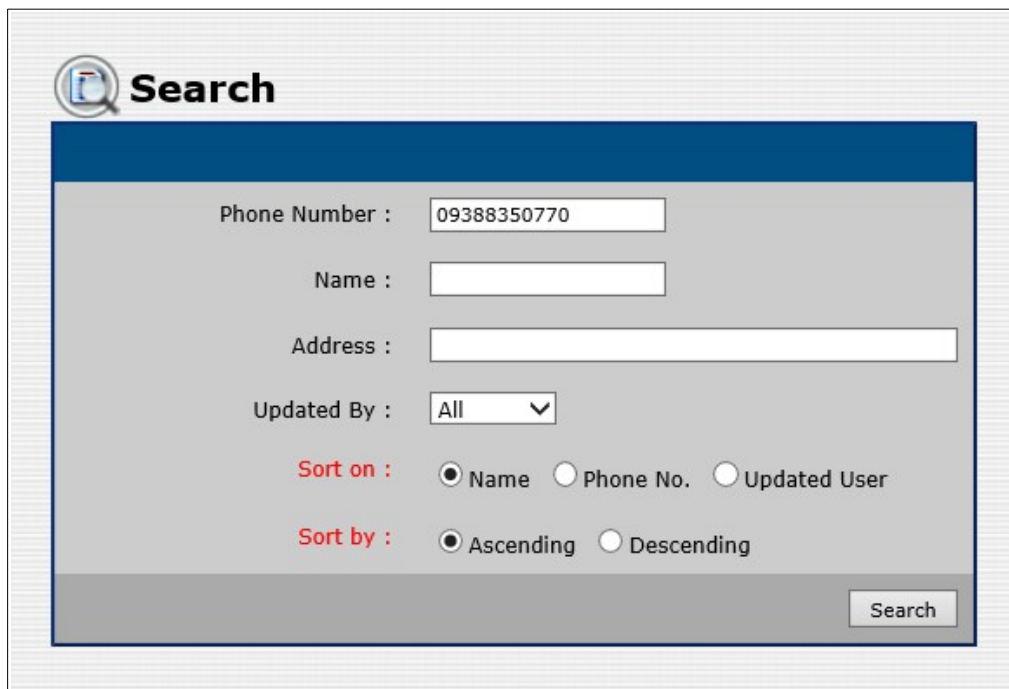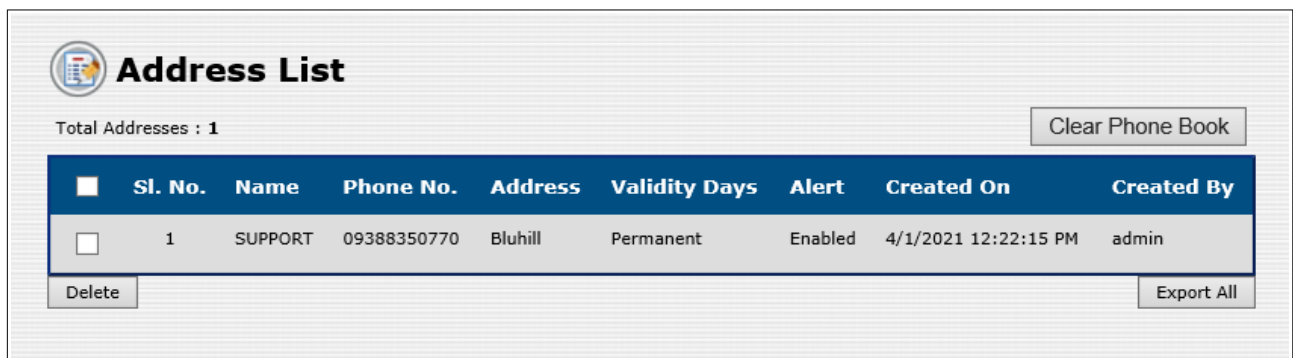*Note: An **Extension** is an additional telephone wired to the main telephone line usually used in Analog lines. The term **DLI** is applicable only when Voice Logger is connected to record telephone calls in ISDN PRI/Digital lines. Call statistics based on DLI is available under **Statistics** menu. If SMDR is integrated with the Voice Logger (in all types of Analog/ISDN PRI/Digital line logging), Extension-based statistics will be available in **Statistics** menu. To get Extension based statistics, different extension numbers should be added and listed following the below mentioned steps.*
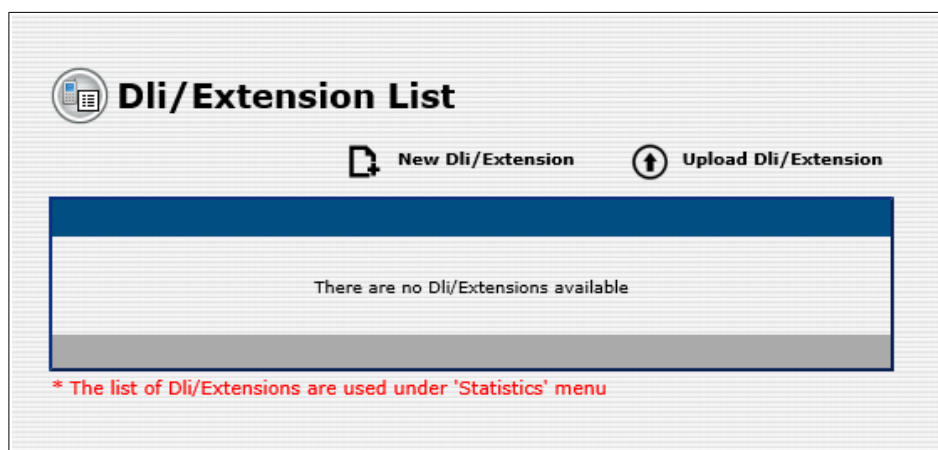
Click this icon to add a new Dli or Extension number. A window appears as shown below, enter the details and click *Ok*.

Select Dli/Extension and click *Edit* to modify the Dli/Extension details.
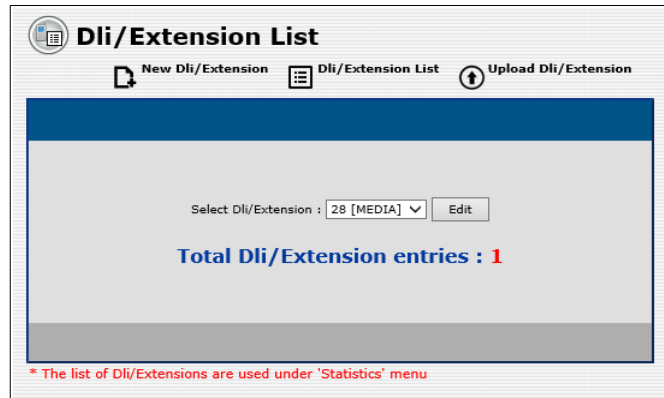
Dli/Extension details appear as given below, edit and click *Update* to save. If the user has to remove the Dli/Extension then click *Delete*.
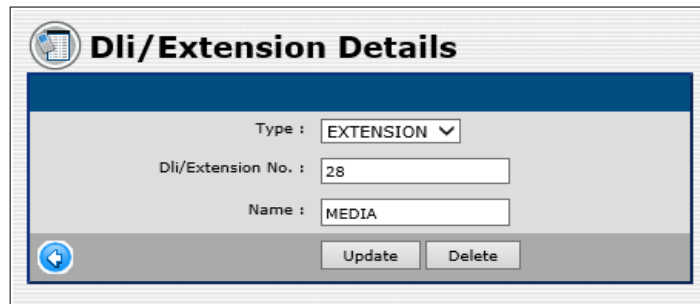
A message appears asking confirmation, click *OK* to continue.
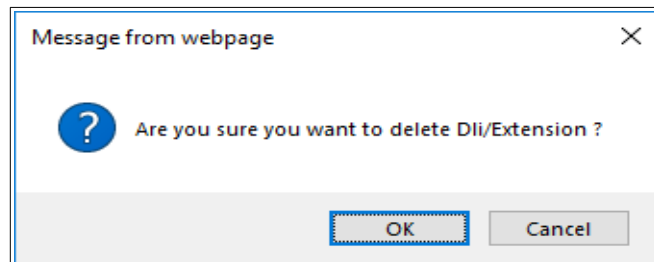
After creating the extensions, the first page of **Dli/Extension Management** will be as shown below, click **Dli/Extension List** to view the list of created extensions with name and group name.
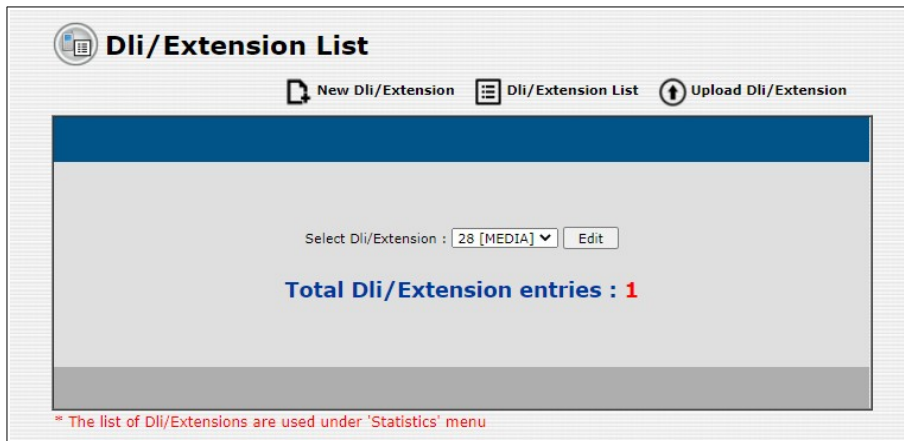
 Click this icon to view the list of Dli or Extension numbers.
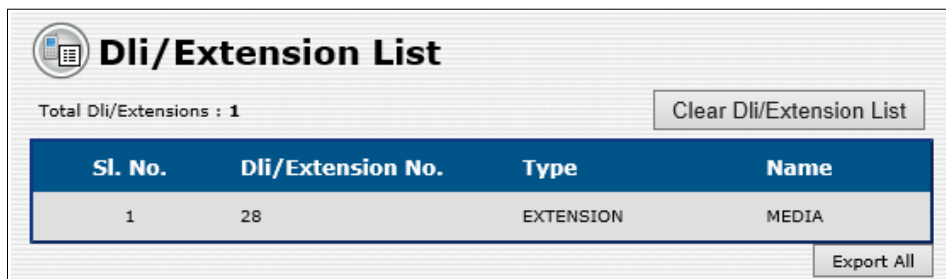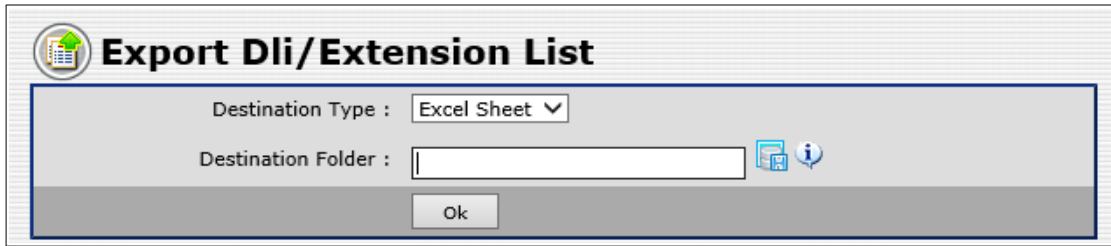
To remove all entries, click ***Clear Dli / Extension List.*** Confirmation window appears, click ***Yes***.
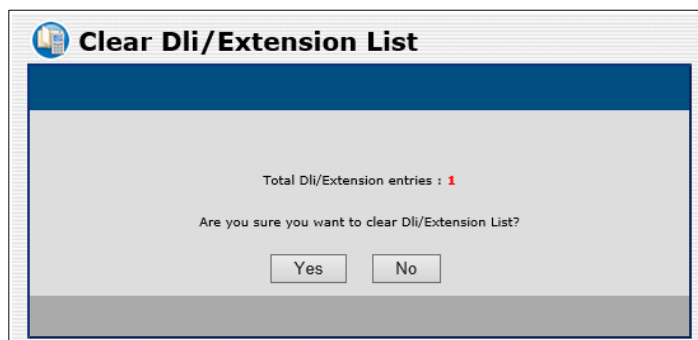
Click ***OK*** to continue.
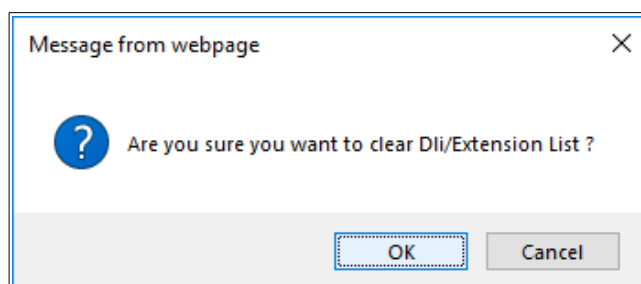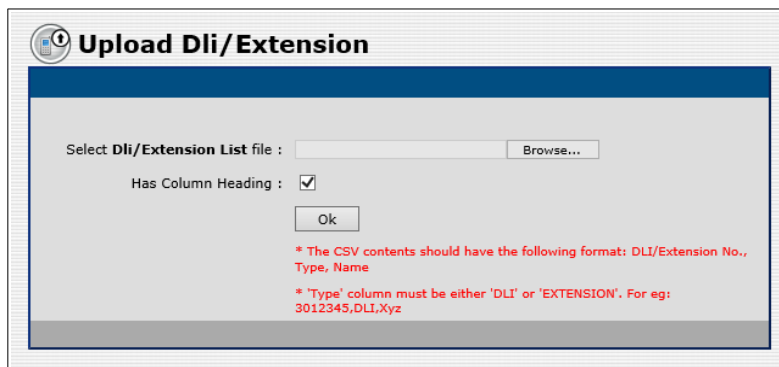
Click *Export All* to export and save the list as an Excel file. Select the Destination Type and folder and then click *Ok*.

Click this icon in the **Dli/Extension List** window, to upload a list of Dli/Extension numbers from a CSV file. Browse and select the file and click *Ok*.

5.4.4. Wave Merging

Merging is a process which allows the user to merge two or more different recorded audio files into a single file. Here, user can merge up to five wave files at a time. Enter the search criteria and click *Search*.

The Search Result page appears as below. Enable the waves that you want to combine and click *Merge*.

Click *OK* to confirm the merging of wave files.
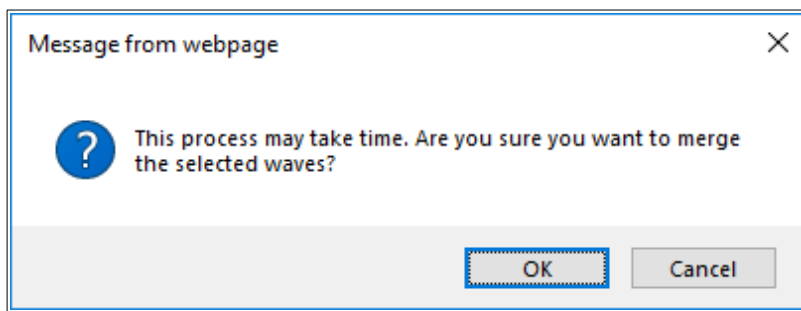
To view the merged wave, go to **Logs Report**. The merged file will appear as a separate record along with the existing records. Maximum number of recorded log files that can be merged is five.

5.4.5. Grouping

This submenu allows the user to group the calls based on the user-defined categories. Each group comprises of members, each logged call can be mapped to the members in the user-defined groups. The assigned groups can review the allocated recorded calls and reports can be generated for evaluation.
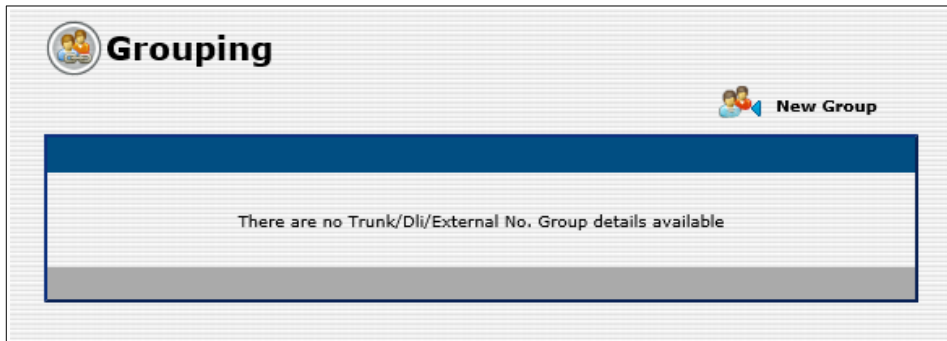
 Click the link New Group to add a new group. Enter the Name, Group Type and Description and click *Ok.*
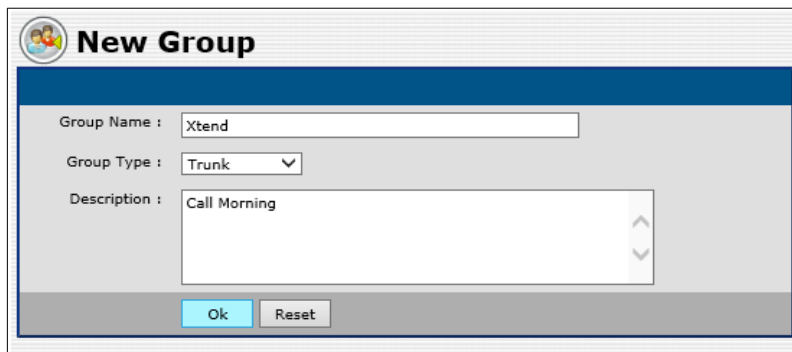
A new window will appear, showing the Grouping entered in the previous step. User can Select Group from here and click *Edit* to make changes in the Group or *Delete* to remove the group.

75
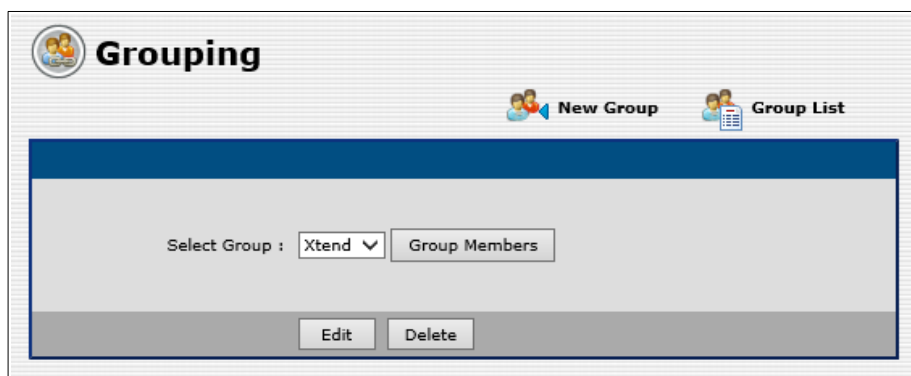
Group List To view the list of existing groups, click the link Group List present on the text area.

To add members to the group, select **Add Members.**

Select the member to be added and click *Add*.

To view the members in the group, click **Group Members**. To delete the member from the Group, enable the checkbox next to **Sl** and click *Delete*.

After creating a group, an option to get the group-wise report will get included in the submenu **Advanced Search.** Select the required Group from the drop-down list and click *Search*.

The search result will be as given below:

77

5.4.6. Client Logins

This submenu provides the login details of all the users who have been logged into the *Xtend Logger Client.* The information obtained includes User Name, details of Trunk/Extension through which the client has logged in, Login status, Login time, Duration and Login IP. The count of Total Logged In and Logged Out Users are also displayed.

Click *Logout All Users* to log off all the users. A prompt appears as "*Are you sure you want to make All Users Logout?*". Click *OK* to continue.
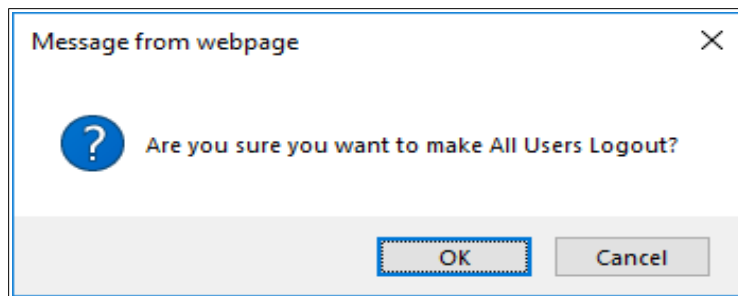
5.5. Statistics

This menu shows the statistical representation of the logged calls. The submenus include Dashboard, Call Statistics, Call Summary, Service Statistics and Idle Statistics.

5.5.1. Dashboard

This submenu allows the user to view call details on a dashboard. It shows complete useful information at a glance. User can view information about Live Calls and Summary of overall status. The details include Total, Connected, Dialing, Ringing, Outgoing, Incoming, Total Users and Active Users. Also, Summary [Today] includes Total calls along with status such as Connected, Failed, Missed, Outgoing, Incoming and Distinct Missed Calls. In addition, a statistical representation of calls is also available in the Dashboard.
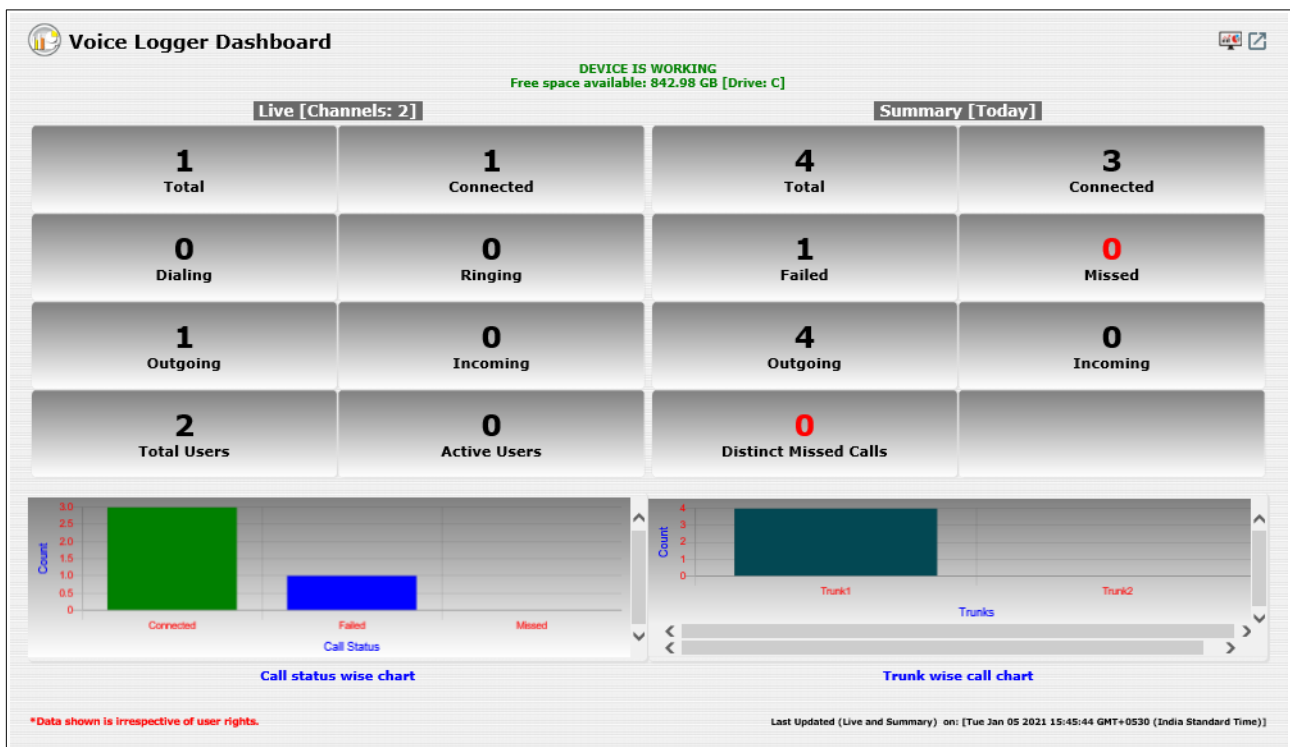
User can get a separate view of Total/Failed/Outgoing calls by clicking on the corresponding number. For example, to get the summary of total calls, click **4 Total** in the above window and the result will appear as shown below.

Customize Dashboard

Click this icon to customise the dashboard. A new window will be opened as shown below. Select Block Customization or Individual Element customization from the drop-down list. User can select the desired fields to be displayed on the Dashboard. When Block Customization is selected, two options are available - Live and Summary.

Select the desired fields from **Available Blocks** and click the icon ⟩⟩ The selected fields will be moved to **Selected Blocks** section. Select the **Show chart** check box to view the statistical representation. Click *Update*.
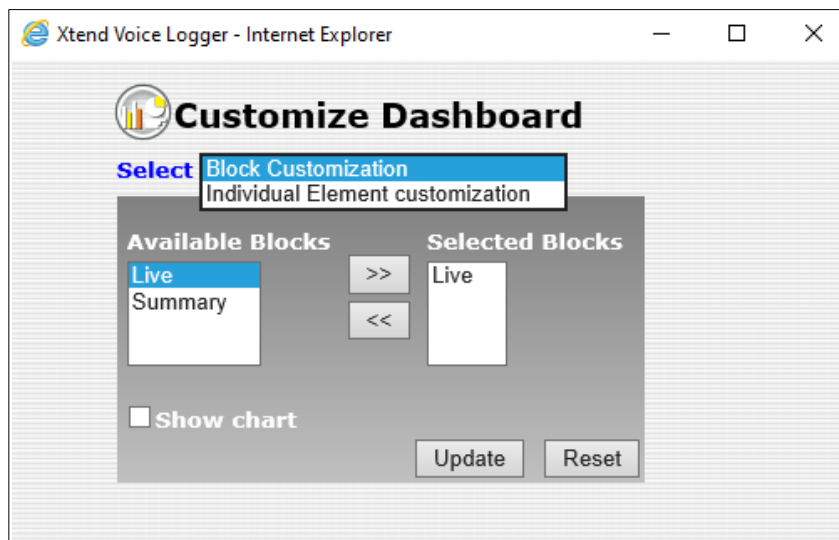
A message will be displayed as shown below. Click *OK*.
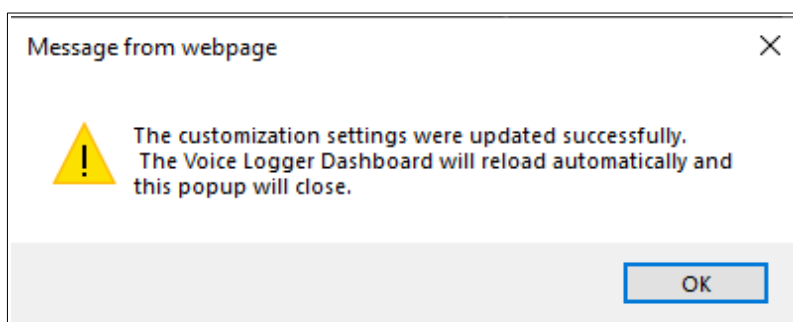
A Dashboard with the selected fields for Live [Channels] will be displayed as shown below.

Select **Show chart** option in **Customize Dashboard** window, a Dashboard including **Call status wise chart** and **Trunk wise call chart** will be displayed.
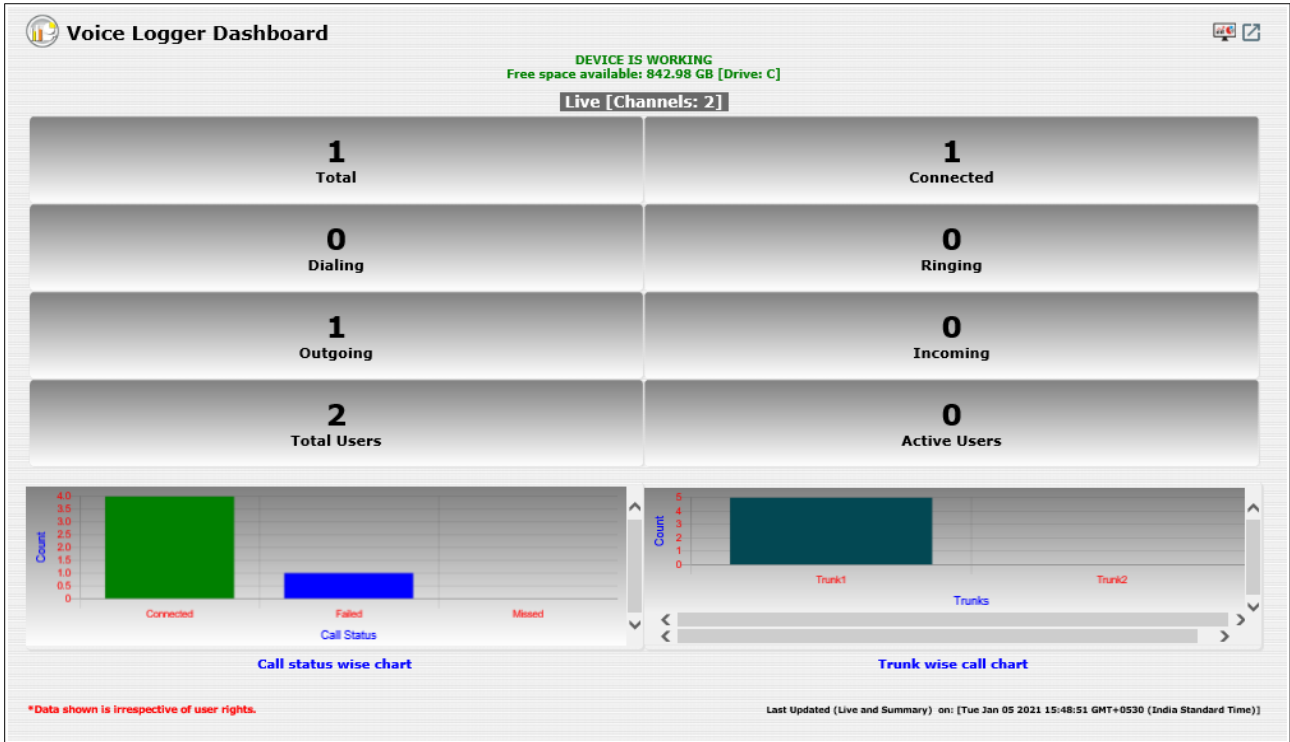
In **Customize Dashboard** window, when **Individual Element Customization** is selected. Options like [Live]Total, [Live]Connected, [Live]Incoming, [Live]Outgoing, [Live]Dialing, [Live]Ringing, [Live]Total users, [Live]Active users, [Summary]Total, [Summary]Connected, [Summary]Incoming, [Summary]Outgoing, [Summary]Failed, [Summary]Missed and [Summary]Distinct-Missed are available.

Select the desired fields from **Available Elements** and click the icon >> The selected fields will Be moved to **Selected Block elements** section. If statistical representation is required, tick the box near to **Show chart**. Click *Update*.

82
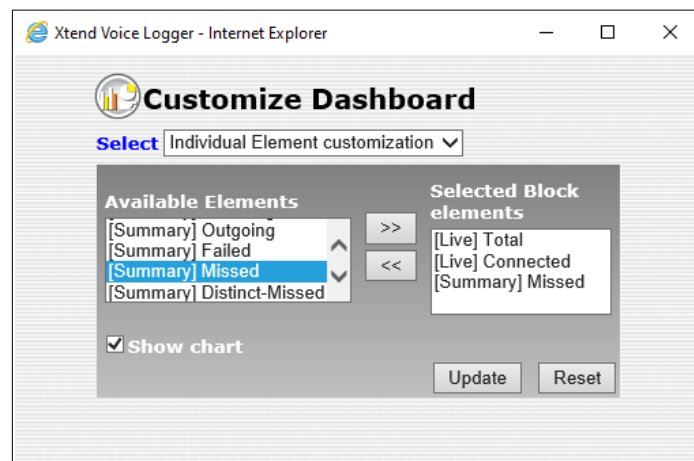
Click **OK.**
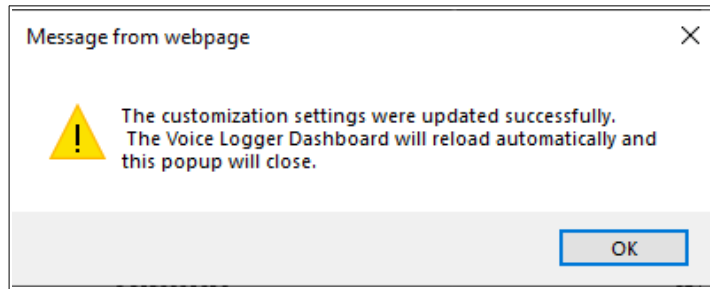
The Dashboard will appear as shown below.
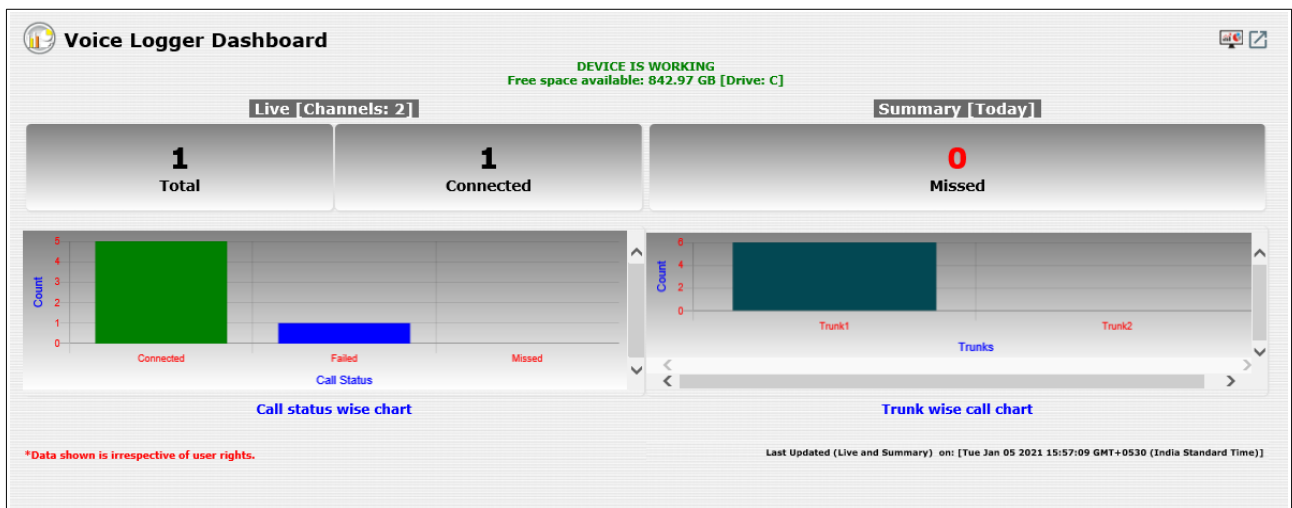
 Click this icon to view the Dashboard in a separate window as shown below.
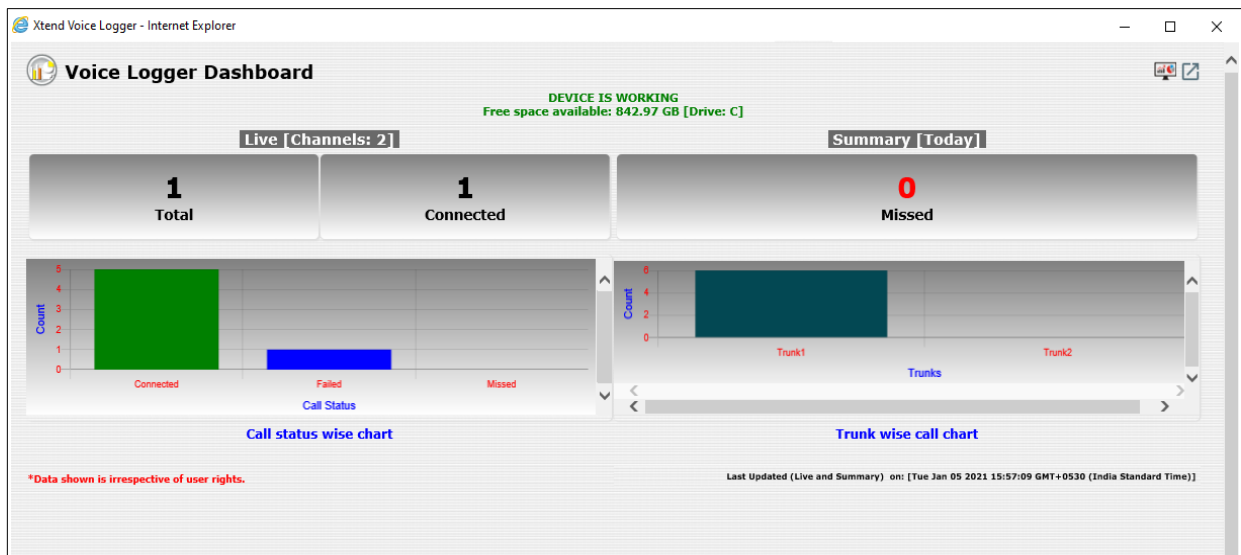
5.5.2. Call Statistics

This submenu gives the detailed statistics of all logged calls (both incoming and outgoing). The report can be exported in .csv format by using the option ***Export Statistics***. Select an option from Today, This Week, This Month, This Year, From To and Full and then select the Trunk/Extension. Click ***Show Statistics***.

Call Statistics [Total]

Trunk/Extension Name	Total calls	Total Incoming	Total Outgoing	Total Duration	Total Incoming Duration	Total Outgoing Duration
Trunk1	14	8	6	3 min 39 sec	39 sec	3 min
Trunk2	1	1	0	7 sec	7 sec	0 sec
Trunk3	2	2	0	29 sec	29 sec	0 sec
Trunk4	4	2	2	1 min 4 sec	6 sec	58 sec
	21	13	8	5 min 19 sec	1 min 21 sec	3 min 58 sec

Trunks by Total Calls

■ Trunk1 ■ Trunk2 ■ Trunk3 ■ Trunk4
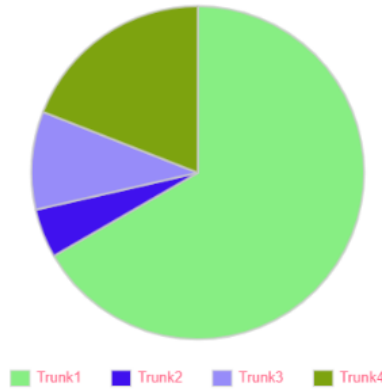
Call Statistics [Incoming & Outgoing]

Trunk/Extension Name	Total calls	Total Incoming	Total Outgoing	Total Duration	Total Incoming Duration	Total Outgoing Duration
Trunk1	14	8	6	3 min 39 sec	39 sec	3 min
Trunk2	1	1	0	7 sec	7 sec	0 sec
Trunk3	2	2	0	29 sec	29 sec	0 sec
Trunk4	4	2	2	1 min 4 sec	6 sec	58 sec
	21	13	8	5 min 19 sec	1 min 21 sec	3 min 58 sec
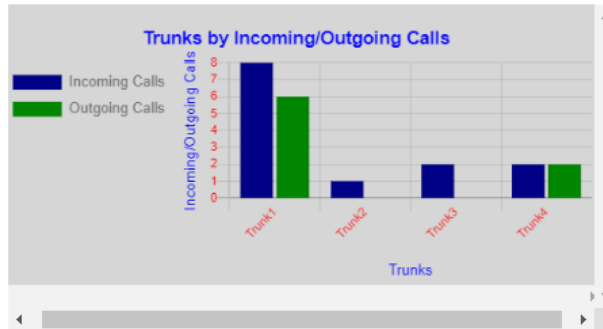
The information obtained include the detailed call statistics of selected Trunk/Extension/Dli, based on the selected option - Today/This Week/This Month/This Year/From To/Full. The details include Trunk/Extension/Dli name, total number of calls, total duration of calls etc., as shown in the above image.

5.5.3. Call Summary

This submenu shows the summary of all the logged calls through Trunks, Dli and Extension numbers. Select an option from Today, This Week, This Month, This Year, From To and Full. Then, click **Show Summary** to view the details.

The information obtained includes Trunk/Extension Name, Total Calls, Total Incoming, Total Outgoing, Total Missed and Total Failed calls. The graphical representation is also available for quick analysis.
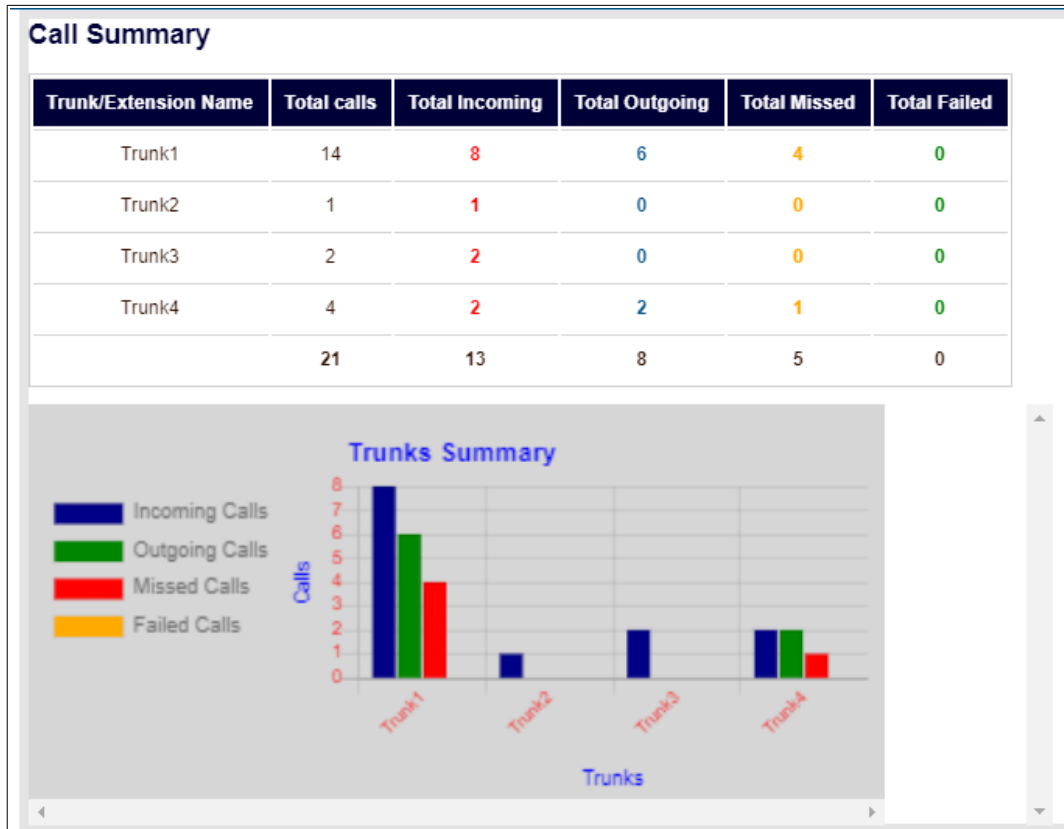
Click **Export Summary** to export the report in .csv format.

5.5.4. Service Statistics

This submenu allows the user to view the service related statistical report for each trunk or extension. Select an option from Today, This Week, This Month, This Year, From To and Full and then select the Trunk/Extension. Click **Show Statistics**.

Total number of calls through each trunk, total number of Incoming and Outgoing Calls, Total Connected Calls and Total Missed calls are available in the report. Based on this, the Service Level of each trunk is calculated in percentage.
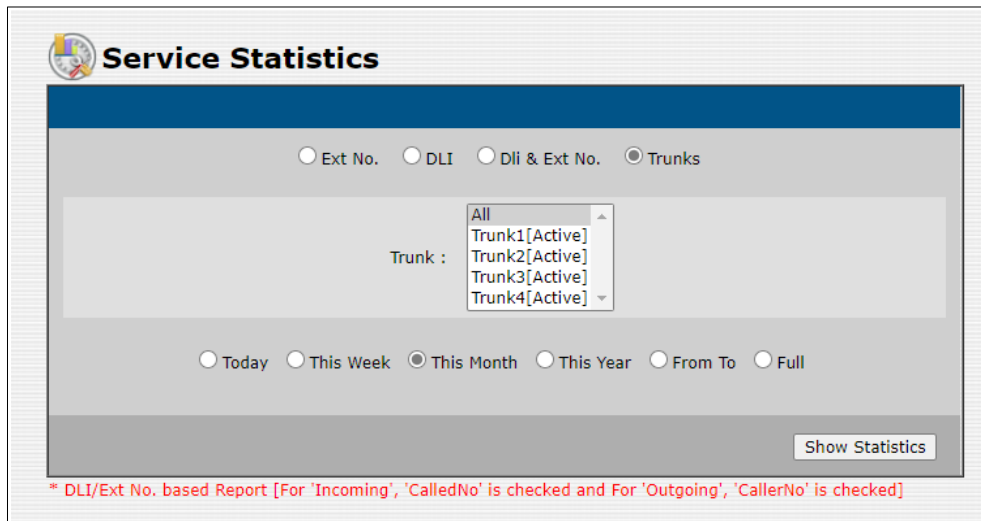
Service statistics report appears as shown below.

Sl. No.	[Trunk Id]Trunk Name	Total Calls	Tot. Incoming Calls	Tot. Outgoing Calls	Tot. Connected Calls	Tot. Missed Calls	Service Level [%]
1	[1]Trunk1	14	8	6	10	4	71.43
2	[2]Trunk2	1	1	0	1	0	100.00
3	[3]Trunk3	2	2	0	2	0	100.00
4	[4]Trunk4	4	2	2	3	1	75.00

Click this icon to save the report as PDF.

Click this icon to save the report as CSV file.

 Click this icon to view the graphical representation of the report.
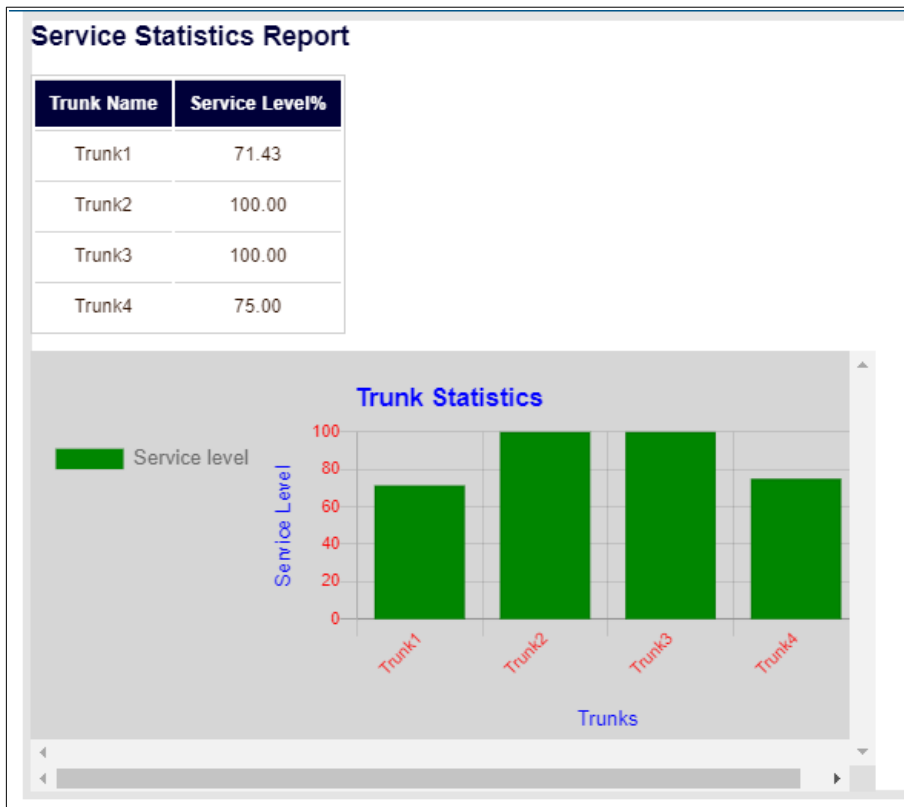
5.5.5. Idle Statistics

This submenu gives the details of the trunk-wise idle statistics. Select an option from the five options available i.e., Today, This Week, This Month, This Year and From To. Also, select the Trunk/Extension and click *Show Statistics*.

The information displayed are Trunk/Extension Name, Total Time, Total InUse Time, Total Idle Time and Total Idle Time (Sec).
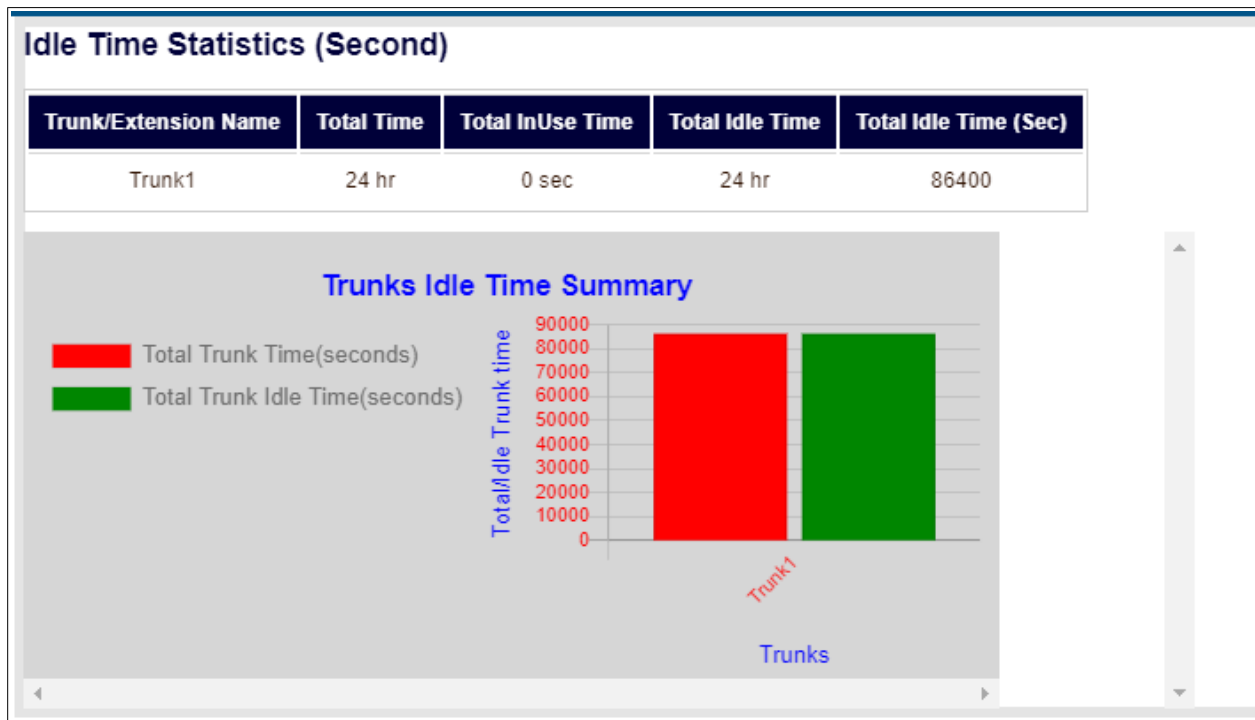
5.6. System Logs

The System Logs provides a variety of logs that can be used to gain insight about the session details, browser-based user activity, events and errors that take place within the Voice Logging application. The log files can be saved in a desired location by exporting the report and analysis can be performed. The log files can be saved as a file in a desired location by exporting the report.

The menu includes Session Logs, User Activity Logs, Event Logs, System Logs and Critical Error Logs.

5.6.1. Session Logs

Multiple users can access the browser interface of Xtend Voice Logger with the assigned user rights. Session Logs display the login and logout information of users through the browser interface and client popup. Administrator can select this submenu and enter the login date and time to view the session details. User can be selected from the drop-down list.
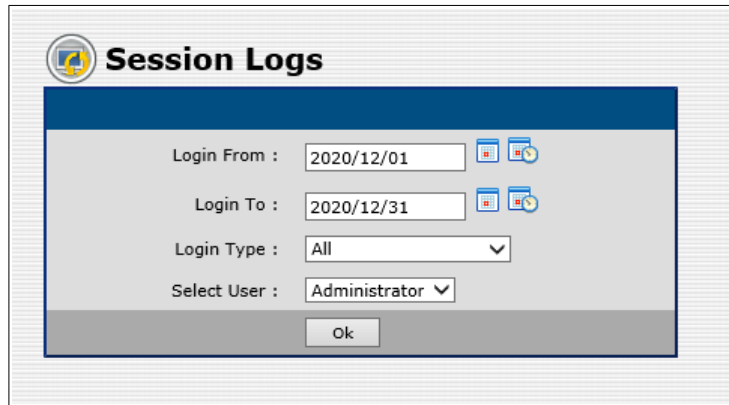
The report comprises of User Name, Login time, Logout Time, Duration, Login IP, Logout Method, Login Type and Total Number of Sessions. Click *Export* option to export and save the details.

Session Logs

User : **Administrator**   Total Number of Sessions : **18**   Export

Sl. No.	Login time	Logout Time	Duration	Login IP	Logout Method	Login Type	
1	31/12/2020 1:18:39 PM	31/12/2020 1:24:58 PM	6 min 19 sec	127.0.0.1	Normal	Web Login	
2	31/12/2020 11:48:55 AM	31/12/2020 1:18:27 PM	1 hr 29 min 32 sec	127.0.0.1	Expired	Web Login	
3	31/12/2020 9:39:05 AM	31/12/2020 11:48:42 AM	2 hr 9 min 37 sec	127.0.0.1	Expired	Web Login	
4	29/12/2020 7:39:31 PM	31/12/2020 9:39:05 AM	37 hr 59 min 34 sec	127.0.0.1	Expired	Web Login	
5	29/12/2020 12:12:42 PM	29/12/2020 1:54:41 PM	1 hr 41 min 59 sec	127.0.0.1	Normal	Web Login	
6	29/12/2020 11:17:14 AM	29/12/2020 12:10:16 PM	53 min 2 sec	127.0.0.1	Expired	Web Login	
7	28/12/2020 5:59:03 PM	28/12/2020 8:14:10 PM	2 hr 15 min 7 sec	127.0.0.1	Expired	Web Login	
8	22/12/2020 8:26:29 PM	28/12/2020 5:59:03 PM	141 hr 32 min 34 sec	127.0.0.1	Expired	Web Login	
9	22/12/2020 7:47:18 PM	22/12/2020 8:26:05 PM	38 min 47 sec	127.0.0.1	Normal	Web Login	
10	22/12/2020 7:39:11 PM	22/12/2020 7:46:41 PM	7 min 30 sec	127.0.0.1	Normal	Web Login	
11	22/12/2020 7:33:49 PM	22/12/2020 7:39:10 PM	5 min 21 sec	127.0.0.1	Forced	Web Login	

5.6.2. User Activity

The user activity log provides the activity of the selected user in the Voice Logging system. This information is useful in monitoring, reviewing and keeping track of the type of activity carried out by a specific user. Reports can be obtained based on different options listed in the Activity Type where different types of activities are listed for a selected user like Backup Data, Backup Wavepath, Changed General Settings or E-mail settings etc., as shown in the below image.
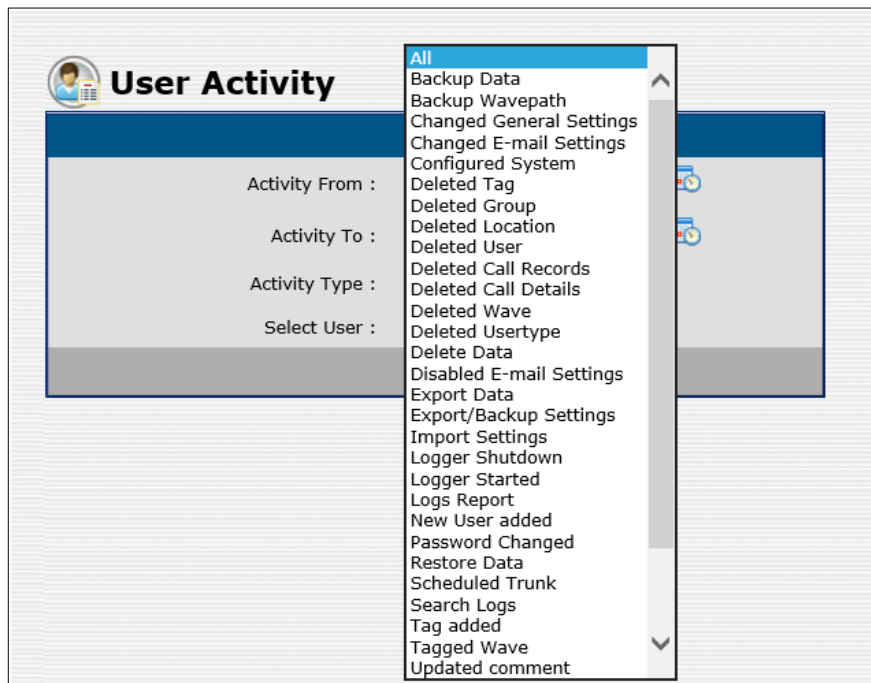
Select date and time for **Activity From** and **Activity To**, select **Activity Type** from the drop-down list and **Select User**, then click *Search*.
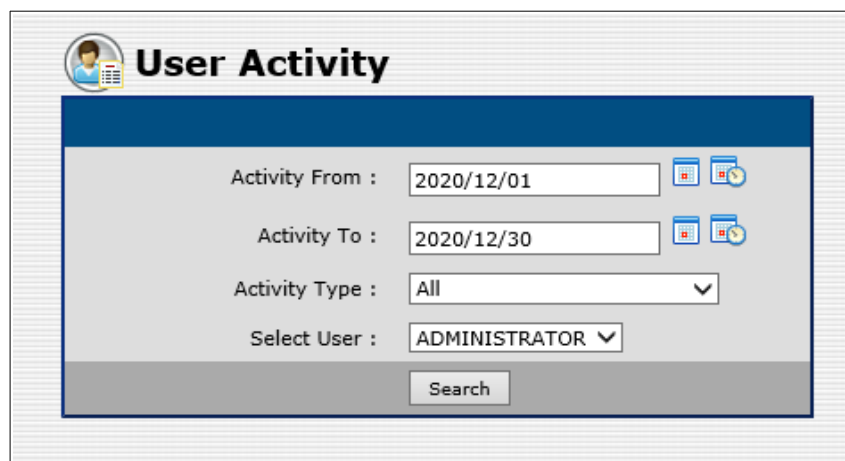
The result include username, activity time, activity type, activity description and notes.

5.6.3. Event Logs

This submenu gives the details of all the events that occur after the configuration of Voice Logger. The time of occurrence of the event along with its details will be displayed. The count of total number of events can also be seen. A search option is also added to this submenu, so that the user can trace the events quickly.

Click *Search* to track and retrieve a specific event. A window appears as shown below. Enter the From-To dates and Search String, then click *Ok*.

The event logs corresponding to the search string and date will appear.

5.6.4. System Logs

This submenu gives the system related details of the voice logging application like System Configuration, Shutdown details etc. The information obtained include Start Time, Last Running Time, Reason and Updated Time. A search option is also added to this submenu, so that the user can trace the logs quickly.

5.6.5. Critical Error Logs

This submenu gives the details of all the errors that have occurred in the voice logging application. The information obtained include Time, Error Type and Error Details. The count of total number of critical errors can also be seen. A search option is also added to this submenu, so that the user can trace the errors quickly.

Critical Error Logs

Total Number of Crtical Errors : 39   Search

Sl. No.	Time	Error Type	Error Details
1	11/1/2021 8:53:38 AM	BOARD_FAILED	The voice board failed. [TrunkName:Trunk2][Voice Logger (XVLOG-2P-DX 63191) Chn 2]. Please check the device connection to the System.
2	11/1/2021 8:53:37 AM	BOARD_FAILED	The voice board failed. [TrunkName:Trunk1][Voice Logger (XVLOG-2P-DX 63191) Chn 1]. Please check the device connection to the System.
3	10/1/2021 12:18:00 PM	BOARD_FAILED	The voice board failed. [TrunkName:Trunk1][Voice Logger (XVLOG-2P-DX 63191) Chn 1]. Please check the device connection to the System.
4	10/1/2021 12:18:00 PM	BOARD_FAILED	The voice board failed. [TrunkName:Trunk2][Voice Logger (XVLOG-2P-DX 63191) Chn 2]. Please check the device connection to the System.
5	5/1/2021 4:34:50 PM	BOARD_FAILED	The voice board failed. [TrunkName:Trunk1][Voice Logger (XVLOG-2P-DX 63191) Chn 1]. Please check the device connection to the System.
6	5/1/2021 4:34:50 PM	BOARD_FAILED	The voice board failed. [TrunkName:Trunk2][Voice Logger (XVLOG-2P-DX 63191) Chn 2]. Please check the device connection to the System.
7	5/1/2021 3:35:42 PM	LINE_DOWN	Telephone Line disconnected. [TrunkName:Trunk2][Voice Logger (XVLOG-2P-DX 63191) Chn 2]. Please check the line connection to the device.
8	5/1/2021 3:35:41 PM	LINE_DOWN	Telephone Line disconnected. [TrunkName:Trunk1][Voice Logger (XVLOG-2P-DX 63191) Chn 1]. Please check the line connection to the device.
9	8/9/2020 12:48:48 PM	LINE_DOWN	Telephone Line disconnected. [TrunkName:Trunk4][Voice Logger (XVLOG-4P-DX 51844) Chn 4]. Please check the line connection to the device.
10	8/9/2020 12:48:47 PM	LINE_DOWN	Telephone Line disconnected. [TrunkName:Trunk3][Voice Logger (XVLOG-4P-DX 51844) Chn 3]. Please check the line connection to the device.
11	7/9/2020 12:45:47 PM	LINE_DOWN	Telephone Line disconnected. [TrunkName:Trunk2][Voice Logger (XVLOG-4P-DX 51844) Chn 2]. Please check the line connection to the device.
12	7/9/2020 12:45:47 PM	LINE_DOWN	Telephone Line disconnected. [TrunkName:Trunk3][Voice Logger (XVLOG-4P-DX 51844) Chn 3]. Please check the line connection to the device.
13	7/9/2020 12:45:47 PM	LINE_DOWN	Telephone Line disconnected. [TrunkName:Trunk4][Voice Logger (XVLOG-4P-DX 51844) Chn 4]. Please check the line connection to the device.

5.7. Configuration

This menu allows the user to carry out all the settings related to different Trunks and Devices. These includes settings for Trunks, Devices, General Settings, Location Settings, setting Wave Path, Backup Wave Path, setting Call Tags, Agent Popup Mapping and E-mail Settings.

5.7.1. Trunks

This submenu gives the details of the configured trunks. The user can add trunks, view and edit trunk list and schedule recording duration of incoming/outgoing calls for a particular trunk.
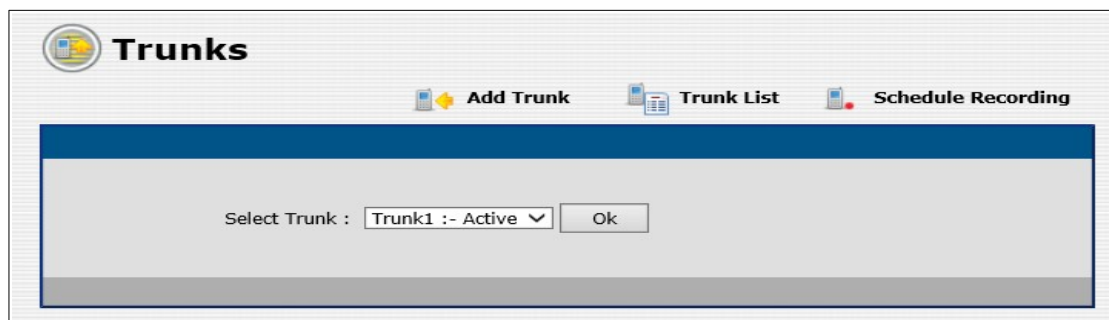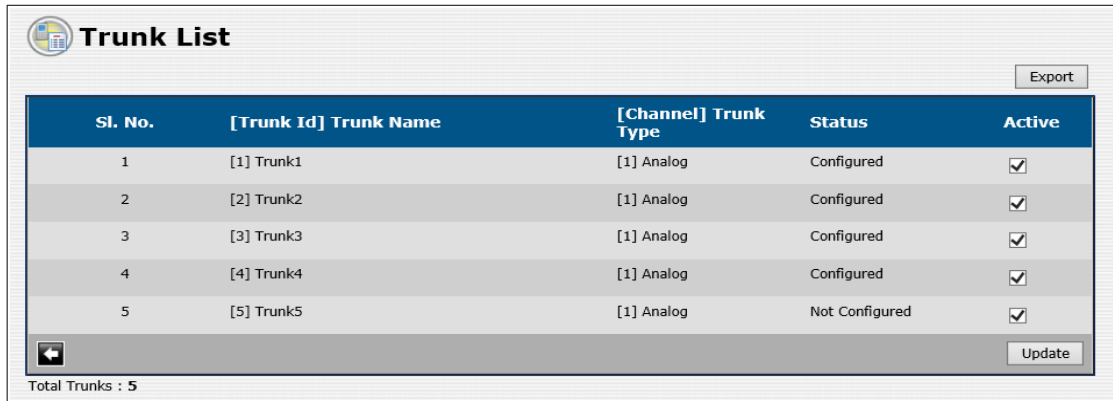
To add a new trunk, click the link **Add Trunk** present in the text area. **Trunk Type** can be selected as Analog/Digital Extn./ISDN PRI/IP etc., as shown in the below image.
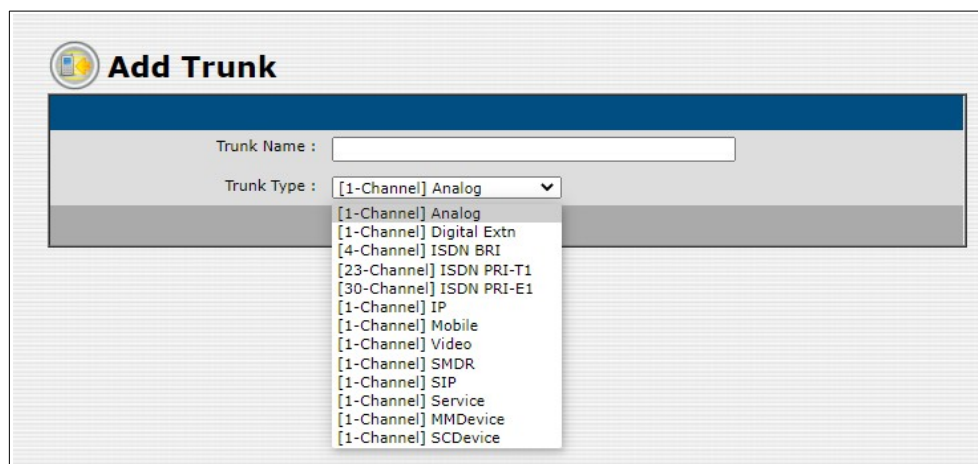
Enter the **Trunk Name** and select the **Trunk Type** from the drop-down list and click *Add.*
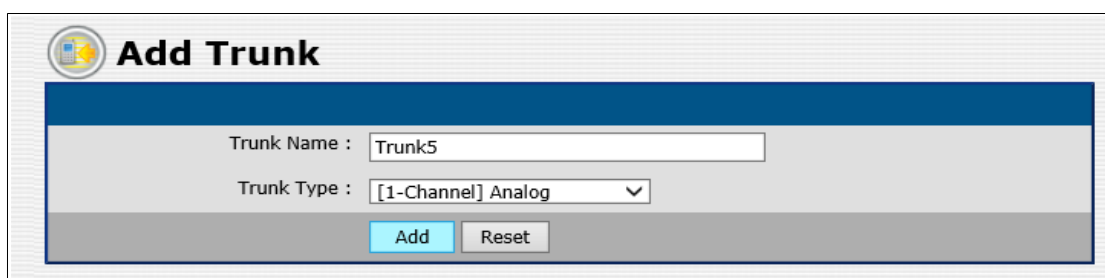
Click the link **Trunk List** to view the list of trunk lines. The information obtained include Trunk Name, Trunk Type and Status. Also, the added Trunks can be viewed in Statistics menu.

Click individual row to view the details of the selected trunk. Recording can be scheduled for a particular trunk. Other options displayed are Trunk Name, Trunk Type and Recording Type. Call details can be also e-mailed automatically to an e-mail id.

Note: For Analog lines, user can enter Mapped Extension No./Trunk No. and this will be updated in Caller No./Called No. of each call.

Schedule Recording Click the link Schedule Recording to set logging time for the configured trunks. Select the Call Recording Type (whether incoming, outgoing or both) from the drop-down list, enter "Schedule Recording From" and "Schedule Recording To", select Days then, click **Ok**.

99

A prompt appears as *"Are you sure you want to update all Trunk settings?"*, click **OK** to proceed.
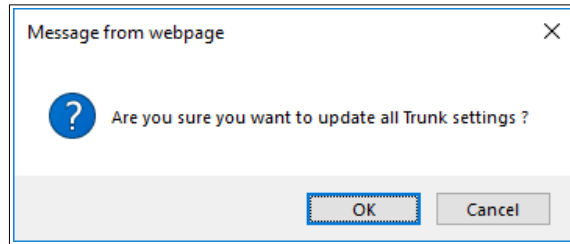
To view the list of trunks after scheduling, click the link **Trunk List** again.

5.7.2. Devices

Device configuration is a one-time process during the installation. To configure the voice logging trunks with the system, go to **Devices** and set the trunk/extension lines. Click **Devices**, to configure Xtend Voice Logger. Note that, recording will not happen at the time of configuration.

Note: If the Xtend Voice Logger is already configured with the system, a warning appears on the top as "Device is running" as shown below. Assuming that the user has to configure the device again, click Ok to activate the configuration window.
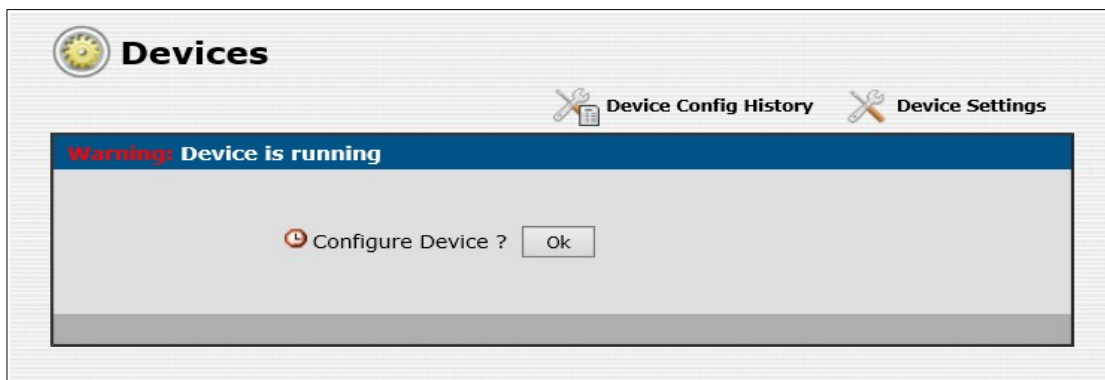
Click **Ok** to configure the device.
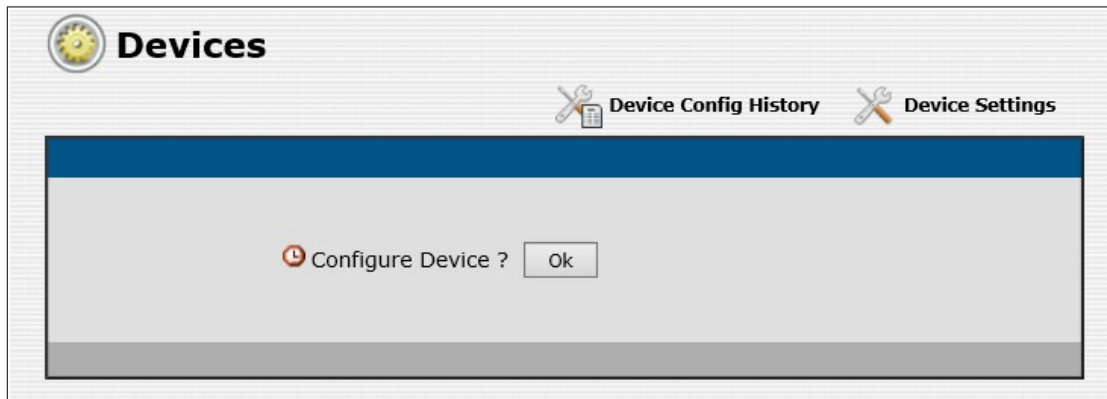
Enter the Trunk/Extension Name and select the Trunk Type. Default-selected log type is "Handset Up To Down". Choose Log Type from the drop-down list and click **Next**.
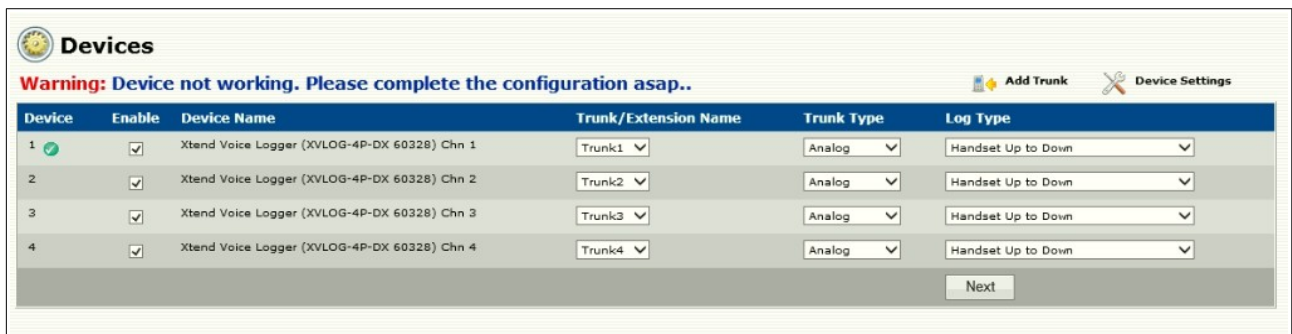
Note: Device configuration is a one-time process during the installation. The Device Configuration is also required when more voice logging devices are added to the scenario. Please note that while adding and configuring additional devices, the recording process will not happen at that particular time.

Notice that the status of the LED on the device turns green and static. This indicates that the Voice Logger configuration is completed and the device is working correctly.

When the device is being configured for the first time, in the Live Calls page, the voltage of each trunk will be displayed along with the Trunk Name as shown below:
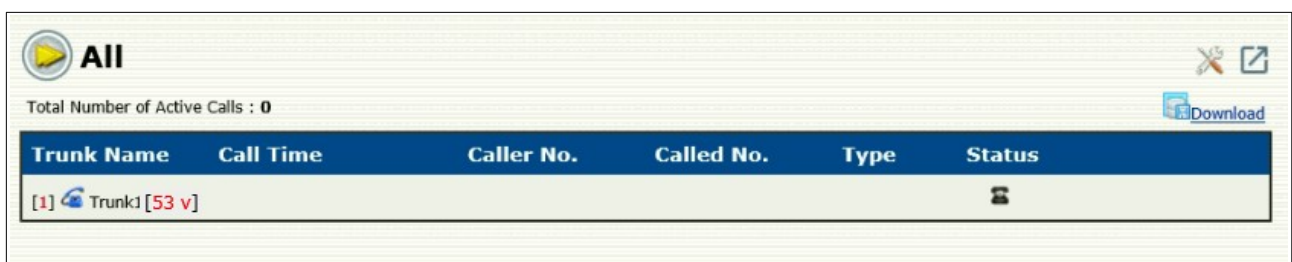
*Note: By default, the voltage across each trunk line will be displayed to identify the telephone line status. This will help to identify the OnHook and OffHook level. This will be disabled automatically once the device is shutdown or the application is restarted. If the voltage needs to be displayed all the time, enable **"Keep Monitoring Line Voltage"** in **General Settings.***

Attempt a test call and the Live Calls → All window will appear as shown below for extension-based logging. Complete logged details are displayed in the window.

Note: If the recording is not working properly, please check and adjust the voltage settings. By default 'OffHook Voltage range' in the software is set as 5v to 18v. i.e., when the handset is picked up, the voltage level in the line should be between 5v and 18v. If the line voltage in the site varies above or below the said range, recording will get interrupted. The voltage need to be adjusted from the web interface. For that, go to Configuration → General Settings and change the 'Set the OnHook Voltage' (if voltage shows above 18v in OffHook) and 'Set the Line Dead Voltage'(if voltage shows below 5v in OffHook). Click Ok and restart the Voice Logger application to apply the changes. For restarting the Voice Logger, go to Manage Device → Shutdown and Start the device.

 This icon shows the configuration history with configured date and time, total ports available, total ports configured, configuration done by, etc.

Sl. No.	Configured On	Total Ports Available	Total Ports Configured	Configured By	
1	05-01-2021 15:35:24	2	2	admin	**Trunks Configured**
2	07-09-2020 12:45:36	4	4	admin	**Trunks Configured**
3	07-09-2020 12:31:16	4	4	admin	**Trunks Configured**
4	07-09-2020 11:57:08	4	3	admin	**Trunks Configured**
5	07-09-2020 11:48:01	4	4	admin	**Trunks Configured**

Click the link **Trunks Configured** to view the configured trunks.

Trunks Configured

Sl. No.	Configured On	[Trunk Id]Trunk Name	[Channel No]Device Name	Configured By
1	05-01-2021 15:35:24	[1]Trunk1	[1]Xtend Voice Logger (XVLOG-2P-DX 63191) Chn 1	admin
2	05-01-2021 15:35:24	[2]Trunk2	[2]Xtend Voice Logger (XVLOG-2P-DX 63191) Chn 2	admin

The user can also filter the search result on the basis of date. Enter a date in the field corresponding to *Select Configuration History date* and click **Ok**.

Device Configuration History

Select Configuration History date : 2021/01/05   Ok

Sl. No.	Configured On	Total Ports Available	Total Ports Configured	Configured By	
1	05-01-2021 15:35:24	2	2	admin	Trunks Configured
2	07-09-2020 12:45:36	4	4	admin	Trunks Configured
3	07-09-2020 12:31:16	4	4	admin	Trunks Configured
4	07-09-2020 11:57:08	4	3	admin	Trunks Configured
5	07-09-2020 11:48:01	4	4	admin	Trunks Configured

A window as shown below appears.

Device Configuration History[05-01-2021]

Sl. No.	Configured On	Total Ports Available	Total Ports Configured	Configured By	
1	05-01-2021 15:35:24	2	2	admin	Trunks Configured

Click the icon **Device Settings** to get the details of device settings. The below shown window appears.

Different types of Logging methods are available in the software and they are described below.

i. Handset Up to Down: When the Log Type is Handset Up to Down the recording process is automatically initiated when the handset is up and stops when the handset is down.

ii. Agent Trigger: When the agent want to start and stop the call recording from the telephone instrument, select the Log Type as Agent Trigger. In General Settings, set the **Key To Start Voice Logging** and **Key To Stop Voice Logging** and press these keys on the phone when logging is required.

iii. Forced/Manual: When the agent want to start and stop the call recording from the browser interface, select the Log Type as Forced/Manual. The icons to stop/start recording can be seen in the below image.

Click on this icon to start recording

Click on this icon to stop recording

Note: This is an optional feature which will be available for respective model and will be provided based on client requirement.

iv. Handset Up to Down (Dtmf Trigger): This Log Type is similar to Handset Up to Down except that the user has to press a key (Dtmf) to save the voice recording as a wave file. The Dtmf settings can be changed in the Configuration file.

v. Handset Up to Down (Dtmf Skipped): This Log Type is similar to Handset Up to Down except that the user has to press a key (Dtmf) to skip the voice recording as a wave file. The Dtmf settings can be changed in the Configuration file.

5.7.3. General Settings

This submenu allows the user to set the basic settings like IP address, different alarm settings, minimum rings and call duration settings, enable/disable alert for Logger Client popup and set key to start and stop voice logging. Settings related to e-mail, alerts for faults/e-mail, report backup, auto-generation of reports, live backup, exclusion of trunks/phone numbers from recording are done from this submenu. These settings can be enabled and monitored from the interface itself. Each settings are explained briefly below:

General Settings

	Set Default

Local IP Address : `10.20.30.7`

Alarm on free space below `10` % of the drive space

Repeat alarm in every `5` minutes

Minimum rings required for Missed call : `0` [0-Keep all missed calls]

Minimum call duration required for recording a call : `0` seconds [0-Keep all calls] * Handset Up to Down logging-Analog

Logger Client Popup Sound Alert : ☑ Enable

Total number of remote audio snoop port : `1`

Key to start voice logging : `*` * Agent Trigger logging

Key to stop voice logging : `#` * Agent Trigger logging

Alert on Caller Number missing : ☑ Enable

Alert for Waves Tampered : ☐ Enable * Alert will be displayed while loading wave player in Call Details/Report page.

Keep Monitoring Line Voltage : ☐ Enable * [Applicable only for Analog Devices]

Set the On Hook Voltage : `18`

Set the Line Dead Voltage : `6`

Start Recording on Ring back : ☐ Enable

Wave Conversion : GSM [Internal][Best Compression] ▾ Advanced

☐ Enable Wave Encryption

Encryption Password : [   ]

• Local IP address: Enter the IP address of the Voice Logger Server system.
• Alarm on free space below ___% of the drive space: Enter the number (in percentage) to set an alarm that indicates the user about the low disk space.
• Repeat alarm in every ___ minutes: Enter the time (in minutes) to set the time interval for the alarm.
• Minimum rings required for Missed call: Enter the seconds required for a missed call. For e.g., if the number of rings for a missed call is 2, then enter the duration in seconds corresponding to two rings.
• Minimum call duration required for recording a call: Enter the call duration in seconds to record the call.
• Logger Client Popup Sound Alert: This option has to be enabled to activate a sound alert with the Popup at the agent side.
• Total number of remote audio snoop port: The number of remote audio snoop ports appear as 1 indicating that remote snooping can be carried out by one authorised official only. If more than one remote snooping option is required, then license for additional ports needs to be purchased.
• Key to start voice logging: Enter key like *, #, etc., to initiate voice logging. (Applicable for agent trigger logging only)

- Key to stop voice logging: Enter key like *, #, etc., to stop the process of voice logging. (Applicable for agent trigger logging only)

- Alert on Caller Number missing: The user will get an alert if the Caller Number is missing.

- Alert for Waves Tampered: Allows user to get an alert when the wave file is tampered.

- Keep Monitoring Line Voltage: This would help to verify line voltage during OffHook and OnHook position from the interface.

- OnHook Voltage: This is the maximum line voltage for recording Analog lines. Recording will not occur if the line voltage exceeds the set OnHook Voltage. Recording occurs when the line voltage is in between the OnHook Voltage and the LineDead Voltage.

- Set the LineDead Voltage: This is the minimum line voltage for recording Analog lines. Recording will not occur if the line voltage becomes lower than the set LineDead Voltage. Recording occurs when the line voltage is in between the OnHook Voltage and the LineDead Voltage.

- Start Recording On Ringback: Allows to start recording during ringback.

- Wave Encryption: Select the checkbox to enable encryption with tamper-proof checksum. This will prevent unauthorised access of the stored data.

- Encryption Password: Enter the password for encryption.

Wave Conversion: Select the wave conversion format from the drop-down list. Click *Advanced* button to view the window as shown below.

Select the required Wave Conversion/Compression option from the drop-down list and click *Update.*

107

A confirmation prompt appears, click **OK.**

E-mail / Fault Alert Settings

Here, user can set time so that alerts are sent to an e-mail id in that set time interval for **low free space** and **trunk idle** status. E-mail ids to which the alerts will be sent can be specified here.

• Alert on low free space in every ___ minutes: Set the time to receive e-mail alert on low free space.
• Alert on trunk idle for more than ___ minutes: Set the time to receive e-mail alert on sensing non-operational trunk for a long time.
• Alert on trunk idle from: Enter the initial time or pick the initial time from Time Picker to receive alert on idle trunk.
• Alert on trunk idle to: Enter the end time or pick the end time from Time Picker to receive alert on idle trunk.
• Alert on Board Failure: Alert has been set for any type of failure in the Voice Logger Board.
• Alert on Recording Failure: On recording failure, the user will get alerted.
• Alert on Battery Low: Alert on low battery is applicable for Standalone Voice Logger with battery backup.
• Alert on Line Down: When there is a problem in the logged line, that will be alerted.
• Send Alerts to: Enter recipient's e-mail id to receive alerts.

Auto Backup

User can take the manual or automatic backup of the logged calls. The files in the Manual Backup are saved to folder or zip file. To activate the auto backup procedure, enable the checkbox corresponding to Auto Backup and enter the details in the relevant fields as shown below.

• Backup Logs from: Only the logs from the specified date onwards will be backed up.
• Backup Type: 　1. Every X mints: Backup will be carried out in every "X" minutes, here "X" denotes the time interval defined by the user. 　2. Hourly: Backup will be carried out on an hourly-basis. 　3. Daily: Backup will be carried out on a daily-basis. 　4. Weekly: Backup will be carried out on a weekly-basis. 　5. Monthly: Backup will be carried out on a monthly-basis.

|	
•	Backup Schedule Interval in minutes: Enter the time in minutes to specify the interval to backup the logs. (***Note:*** *This option changes in accordance to the specified Backup Type*)
•	Backup to Folder: Specify the folder path into which the logs are to be backed up.
•	E-mail ID: The notification about the status of auto backup will be sent to the specified e-mail Id.
•	Include Database in backup: If this feature is enabled, along with other details, the database will also be backed-up automatically. This feature is available in "Centralisation" only.

Auto Generate Report

User can receive the logs reports as mails into any desired e-mail id in particular time intervals. To activate the auto e-mail procedure, enable the checkbox corresponding to Auto Generate Report and enter the details in the relevant fields as shown below.

|	
•	Report Type: Specify the desired report to be mailed- Service or Call report.
•	Generation Routine Type: Set daily, weekly, monthly as sub-options. ➔ Daily: The report will be mailed daily. ➔ Weekly: The report will be mailed once in a week. ➔ Monthly: The report will be mailed once in a month.
•	Schedule time: Enter the particular time of the day during which the report has to be mailed.
•	E-mail ID: Specify an e-mail id to which the report has to be mailed.
•	Generate Report in Folder: A copy of the report mailed will be saved in the specified folder.

110

Live Export

The user can export call details with this option. Enable Live Export, specify the folder for export and enter the number (in percentage) to set an alarm that indicates the user about the low disk space. The logs of Live Export cannot be restored.
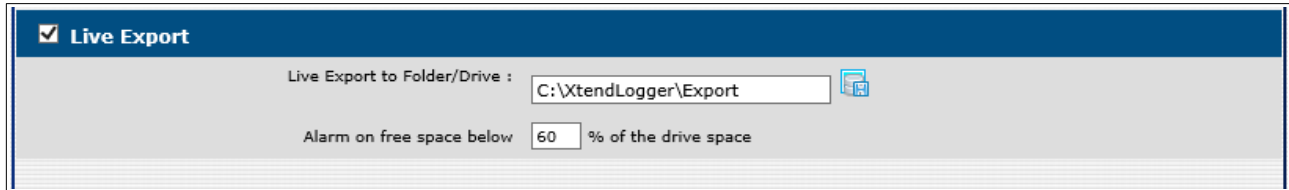
**Exclude/Include Trunk No./Phone No. From Recording**

If the option, "Exclude Trunk No./Phone No. From Recording" is enabled then the calls from and to the specified numbers will be excluded from logging. Specify the phone number in the field named Trunk No. and click *Ok*. If the option, "Include Trunk No. in Recording" is enabled then only the calls from and to the specified numbers will be logged. If the option, "None" is enabled then the logging will be done for all the phone numbers.
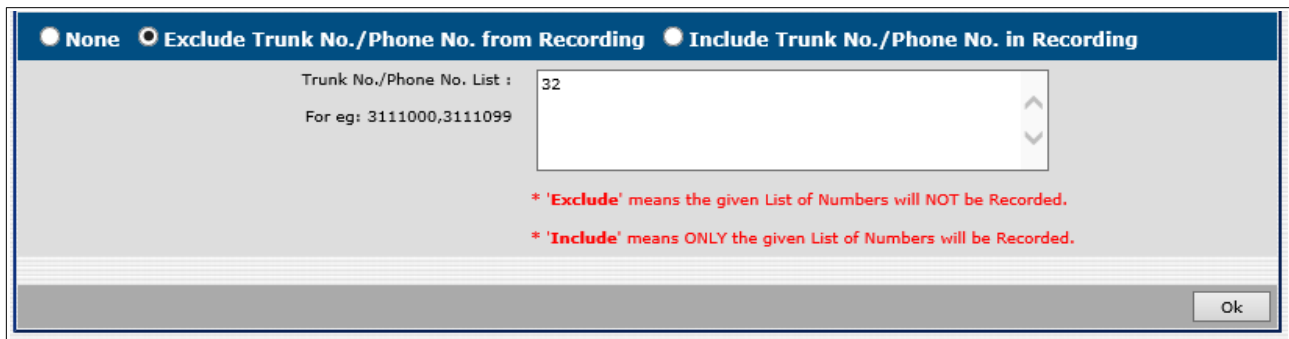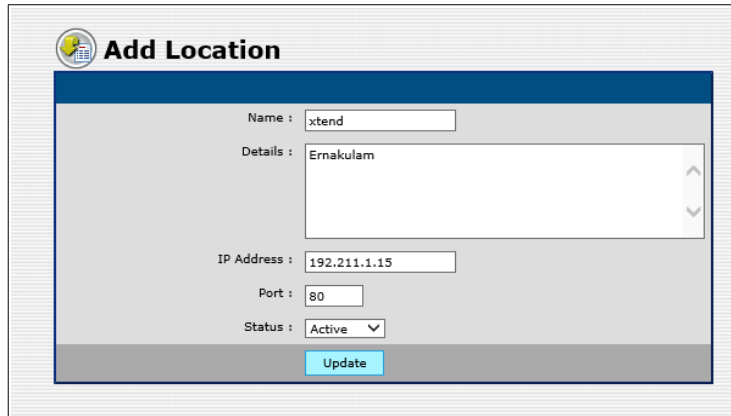

Note: *After making the updations in General Settings, it is recommended to restart the Voice Logger.*

5.7.4. Location Settings

This submenu provides details of the location like Location Id, Location Name, Method and Status. When the data from different locations are synchronised to the centralised server, this submenu allows to find the location-wise details.

111
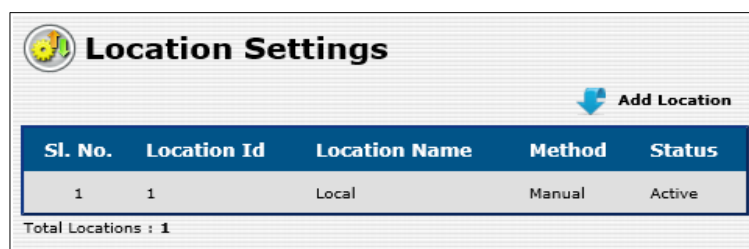
Click the icon **Add Location** to add a new location. Enter the Name, Details, IP Address, Port and Status of the location and click *Update*.

5.7.5. Wave Path

Wave Path allows the user to select the location for saving the logged wave file.

New Wave Path   Click the icon **New Wave Path** to add a new wave path. Enter a valid path and select **Yes/No** from the drop-down list for the activation of wave path. Click *Ok* to save the changes.

User can set alternate wave paths following the same steps. For this, select the **Set as Alternate Path** check box and click *Ok*.

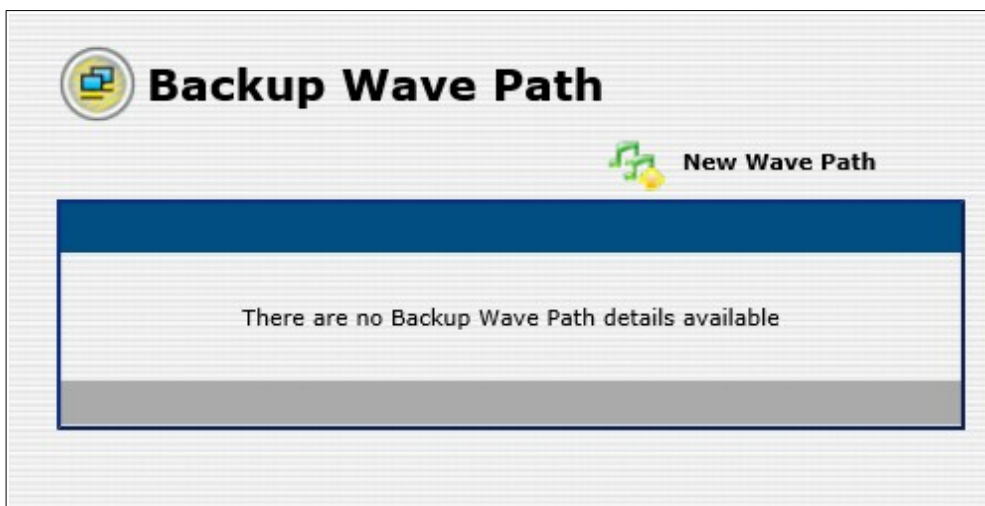 To view the complete list of user-defined wave paths, click the icon **Wave Path List.**

The information obtained includes Wave Path, Free Space and Status. The count of total wave paths can also be seen.

5.7.6. Backup Wave Path

This submenu allows the user to set the backup wave path for automatic live backup of wave files.

User can click the icon **New Wave Path** to specify a backup path to save the copy of all the logged call information to a different drive and activate it. By default, the waves will be saved with the name CallId. User can select the option within "Choose Wave Naming" to automatically save the wave file as per the selection. In case, if the logged calls are deleted from the default backup area, then user can go to the specified path in the Backup Wave Path to recover the files. The files can only be recovered and cannot be restored.

Click the icon **Backup Wave Path List** to view the list of all user-defined backup wave paths. The information obtained include Backup Wave Path, Free Space and Status. The count of total backup wave paths can also be seen.
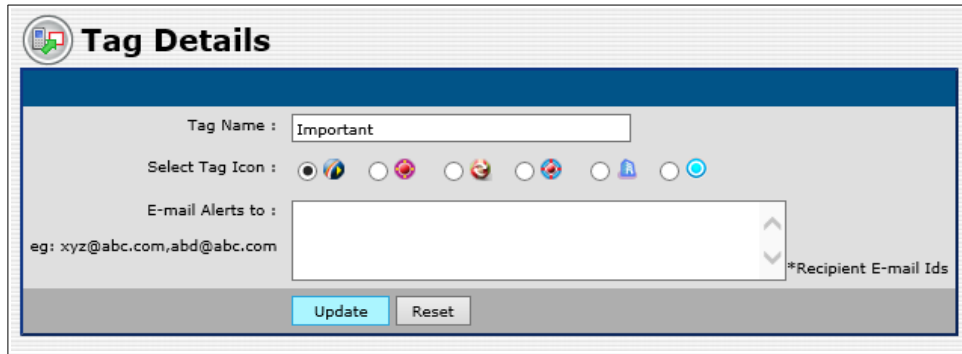

5.7.7. Call Tags

This submenu allows to add new tags to each record. These labels identify the importance of each call in the **Logs Report**. User can also sort the report using the tag option.


115

Click *Edit* to edit the selected tag. A window appears as shown below, edit the details and click *Update*.

Click *Delete* in **Call Tags** window to remove the selected tag. A confirmation prompt appears, click *OK*. Deletion can be carried out for tags which are not assigned to any of the record. If a tag has been assigned to a particular record within **Logs Report**, then the tag cannot be deleted.
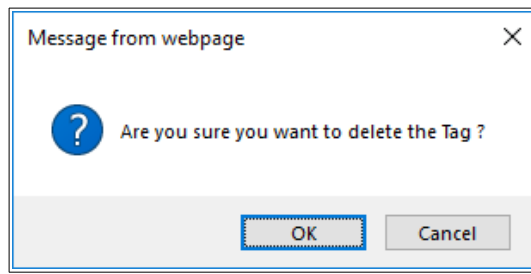
To add a new tag, click the icon **New Tag**. Enter the Tag Name and select an icon for the tag and click *Ok*. Enter an e-mail address to get an e-mail alert, whenever the created tag is updated in **Logs Report** or within popup.
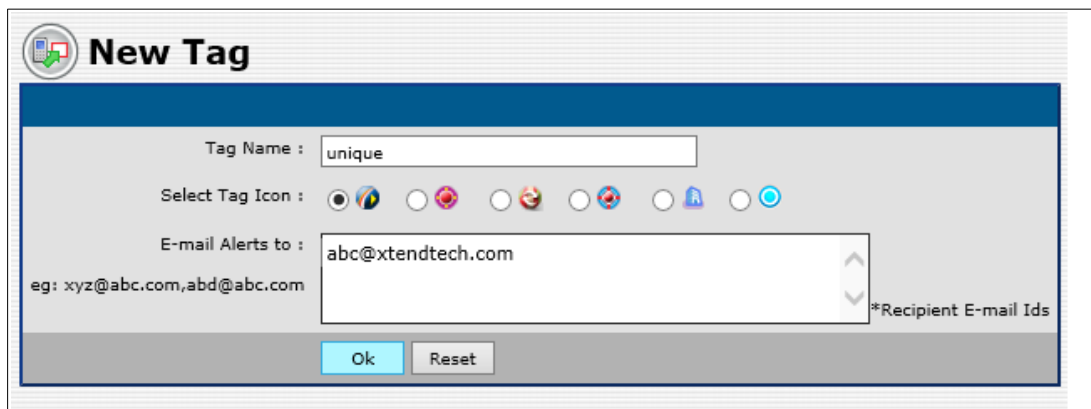
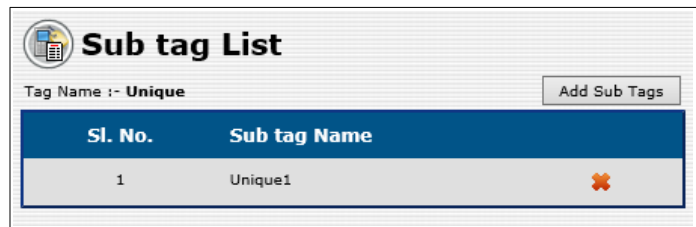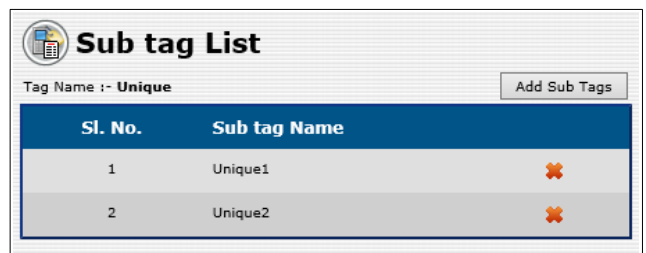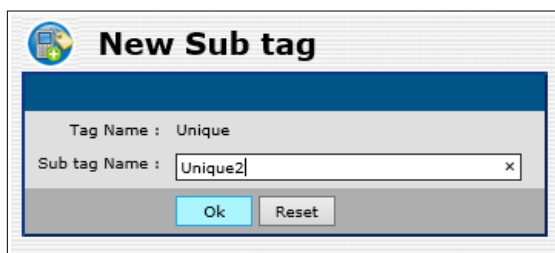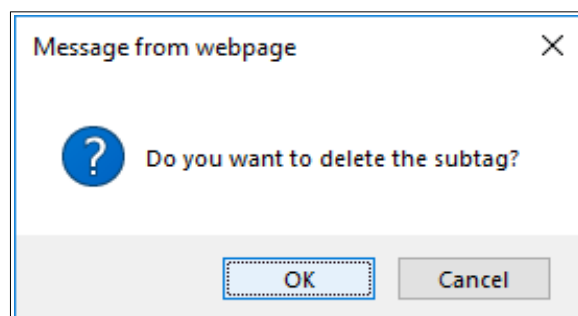To view the complete list of tags, click the icon **Tag List** in **Call Tags** window.
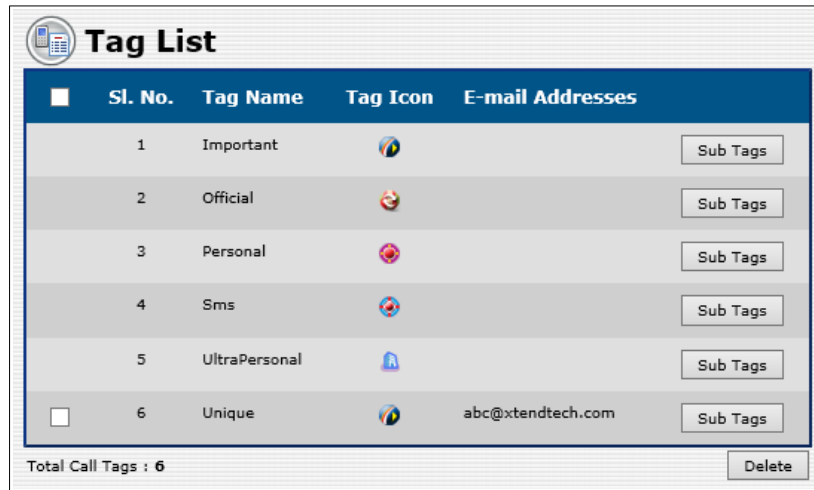
Click *Sub Tags* to categorise the tags. For example, the tag name "Unique" can be categorised with respect to the agents. Enter the sub tag name and click *Ok*.
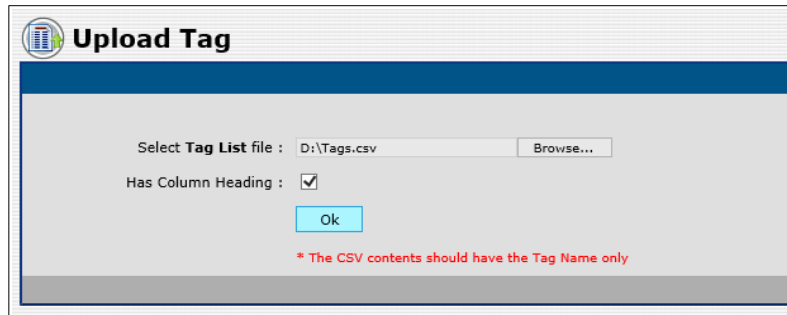
To add another sub tag, click *Add Sub Tags*.

Click the icon ✖ to delete the sub tag. A confirmation prompt appears as shown below, click *OK*.

117

Click *Upload Tag* to enter the number of tags in the form of a CSV file. Browse and select the Tag List file and enable the option "Has Column Heading" if the CSV file has column headings and click *Ok*.

A confirmation prompt appears as shown below, click *OK*.
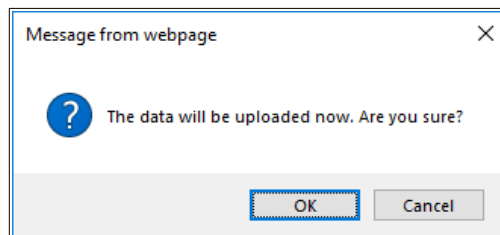
To assign a tag to a record, go to **Logs Report**, select a submenu and click **Update/View call details** of the chosen record. Select the tag from the drop-down list of "Select the Tag" and "Select the Sub Tag", then click *Update Data*.

5.7.8. Agent Popup Mapping

Agent Popup Mapping allows the user to map the trunk details with the Username/IP of the agent's system, so that a popup alert will be generated during the calls (both incoming and outgoing).
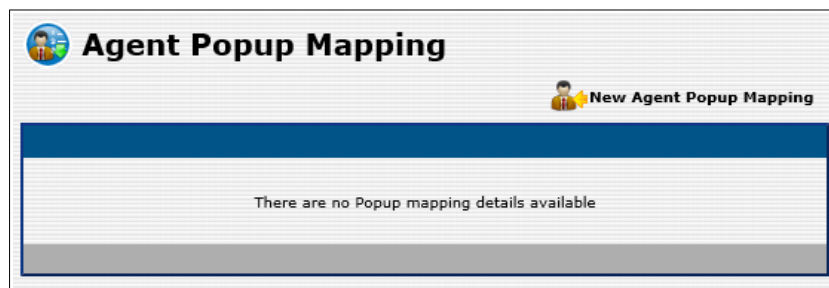
Click the link **New Agent Popup Mapping** to create a new mapping. Select the **Trunk Type** as **Analog/Digital Trunk** from the drop-down list. Also, select the user from the drop-down list. Enter the IP address and select the **Client Port** (Default Port for TCP=2856, UDP= 2855).

- **Enable Incoming Popup**: Enables the incoming call popup.
- **Enable Outgoing Popup**: Allows to enable the outgoing call popup.

119

- **Enable Critical Alarm**: User will receive a popup with an alarm for critical conditions like low disk space, board failure and idle trunk by enabling this option.
- **Enable Auto Remote Snoop**: The calls from the specified trunk can be snooped automatically if this option is enabled.
- **Enable URL Post**: This option enables to post a URL, that includes the popup details for updation in an external CRM. After updating the details, click *Add* to create the popup mapping.

To get the details of last mapped trunk, click ***Show Last Mapping***. Trunk and User Name will get displayed.

When User/IP address is enabled, the user has to put a check-mark in the box next to "Enable Incoming and Outgoing Popup". When a call is dialed or received, the user will be notified through popups and the ongoing call can be snooped. Click **Agent Popup Map List** to view the list of mapped trunk details. A window appears as shown below.

Agent Popup Map List

Sl. No.	Type	IP Address/User	Mapped Trunk/Trunk No./Ext No.	Port	Incoming Popup	Outgoing Popup	Critical Alarm	Post URL
1	Analog	ADMIN	Trunk1	2856	Enabled	Enabled	Disabled	Disabled

Total Popup Mapped : 1

Click *Edit* to update the details, a window appears as shown below. Modify the details and click *Update*.

Update Agent Popup Mapping

Trunk: Trunk1

User Name: ⦿ ADMIN

IP Address: ◯

Client Port: 2856 [Default Port: TCP=2856 UDP=2855]

☑ Enable Incoming Popup

☑ Enable Outgoing Popup

☐ Enable Critical Alarm

☐ Enable Auto Remote Snoop

☐ Enable URL Post

URL:

Auto Login: No

Update   Reset

Click *Delete* to remove the Agent Popup Mapping of the specified trunk in **Agent Popup Mapping** window. A confirmation prompt appears, click *OK*.

Message from webpage   ✕

? Are you sure you want to delete the Popup mapping ?

OK   Cancel

For agent popup mapping to work, the specific user must be logged in Logger Client. To download Logger Client from the browser interface of Xtend Voice Logger, go to **Administration → User Accounts** and click the link *(highlighted with red rectangular box in the below figure)*.
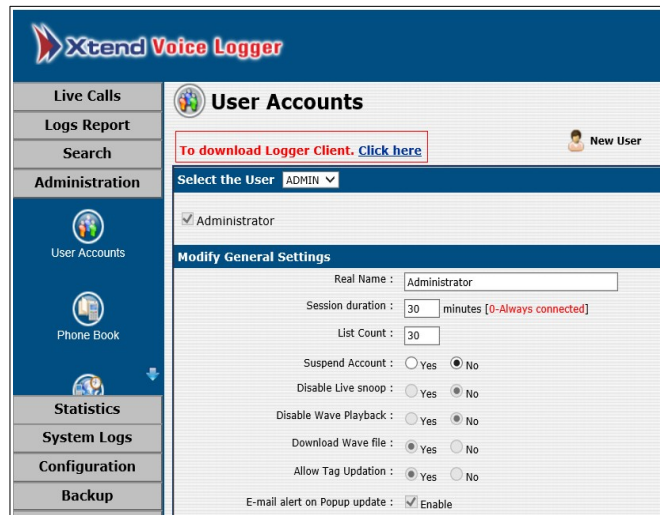
When you click the link, the Welcome window of Logger Client appears. Click *Next* to proceed.

122
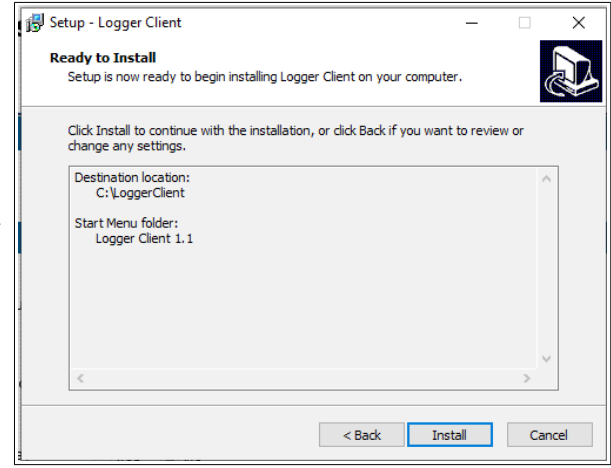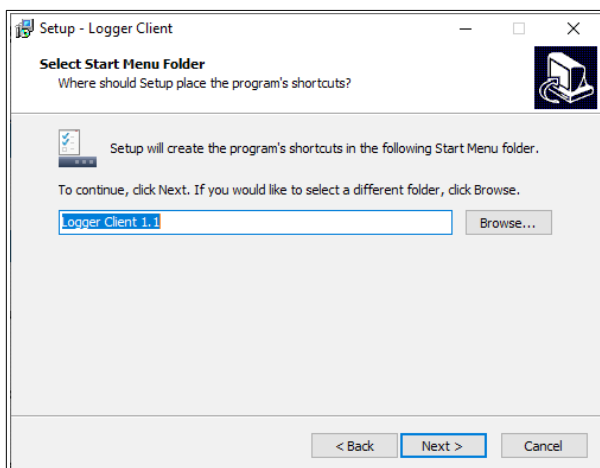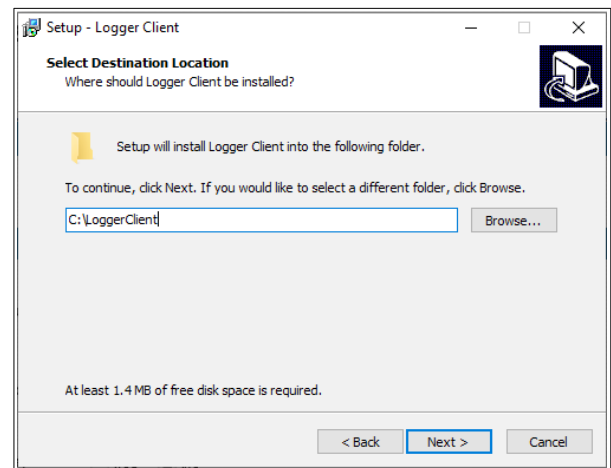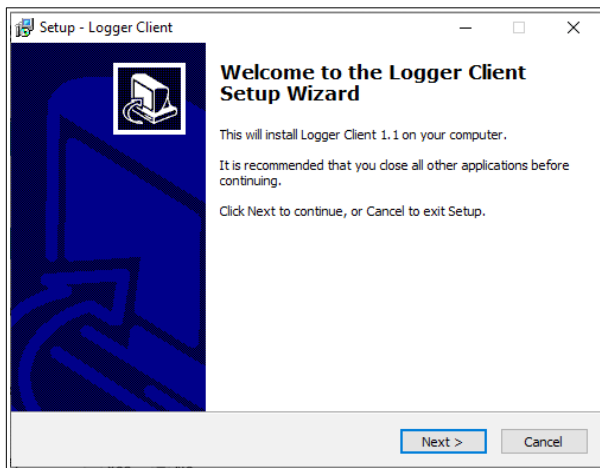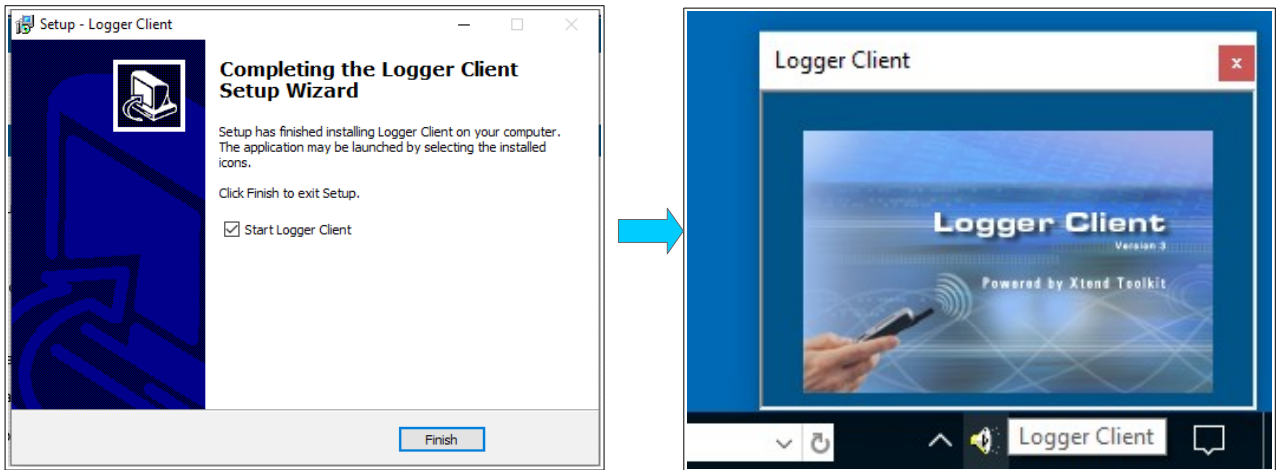
Finally, enable the checkbox next to *"Start Logger Client"* and click **Finish** to exit the setup wizard.

Right click the Logger Client icon on the taskbar and select **Status**.
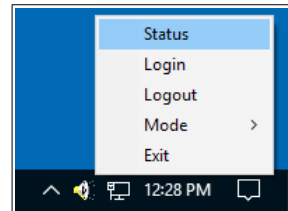
A window appears as shown below.

Enter the Server IP and Port of the Voice Logger installed PC, then click **OK**.

Now, enter the username and password, then click **Login**.

A window appears as shown below.

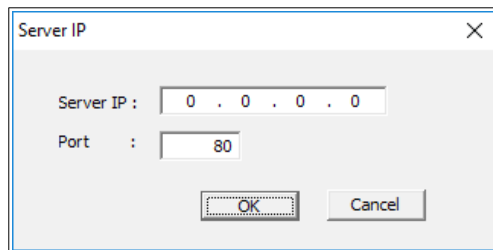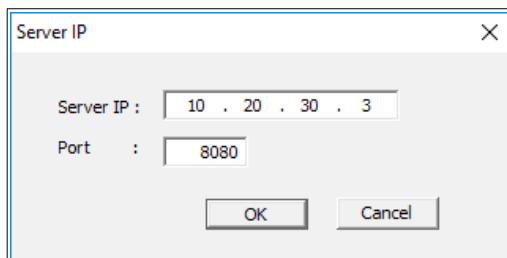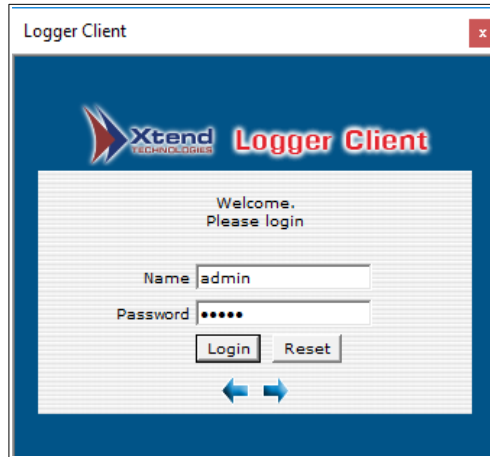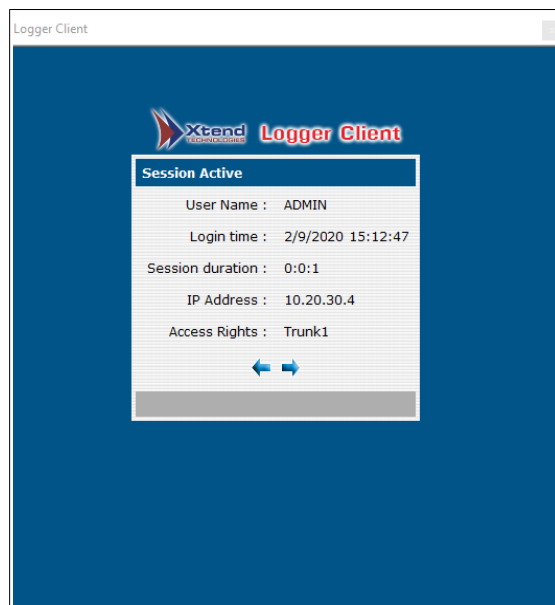When an incoming/outgoing call passes through the selected trunk, (here, Trunk1) a popup will appear as shown below.


The popup shows the trunk/extn. through which the call is passed and the time of call. Enter Name and Address of the caller. Select the Tags/Sub Tags for identifying specific call logs from the drop-down list. Add comments related to the call (if any) in the box given. Specify multiple e-mail address separated by semi-colon for sending sending call details automatically. After making entries, click *Update* to save the details. User can click *Reset* button to clear the entries.

5.7.9. E-mail Settings

This submenu enables the e-mail service for the user to send e-mails. User can send audio files with HTML reports to different users through e-mail facility. Enable E-mail service, do the settings and click *Ok* to activate the e-mail facility. The settings can be done as per the user's requirement, an example is shown below:

Enable SMTP Authentication:

User has to enable the checkbox next to E-mail Service. There are three options in the drop-down list of Secured Connection-None or SSL/TLS or STARTLS. As per the e-mail settings of the user, select an option from this drop-down list. Now enter the SMTP Server and SMTP Port, provide the sender's e-mail address, username and password and click *Ok* to save the settings.
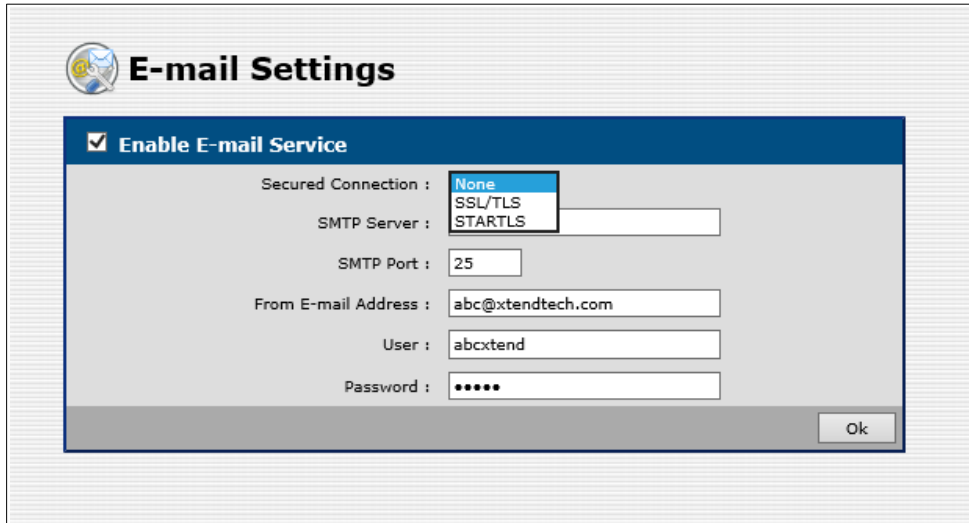
To check whether the e-mail settings are applied successfully, send a recorded wave as given below: go to **Logs Report → Call Details** and click *Send Mail* to send an audio file via e-mail.
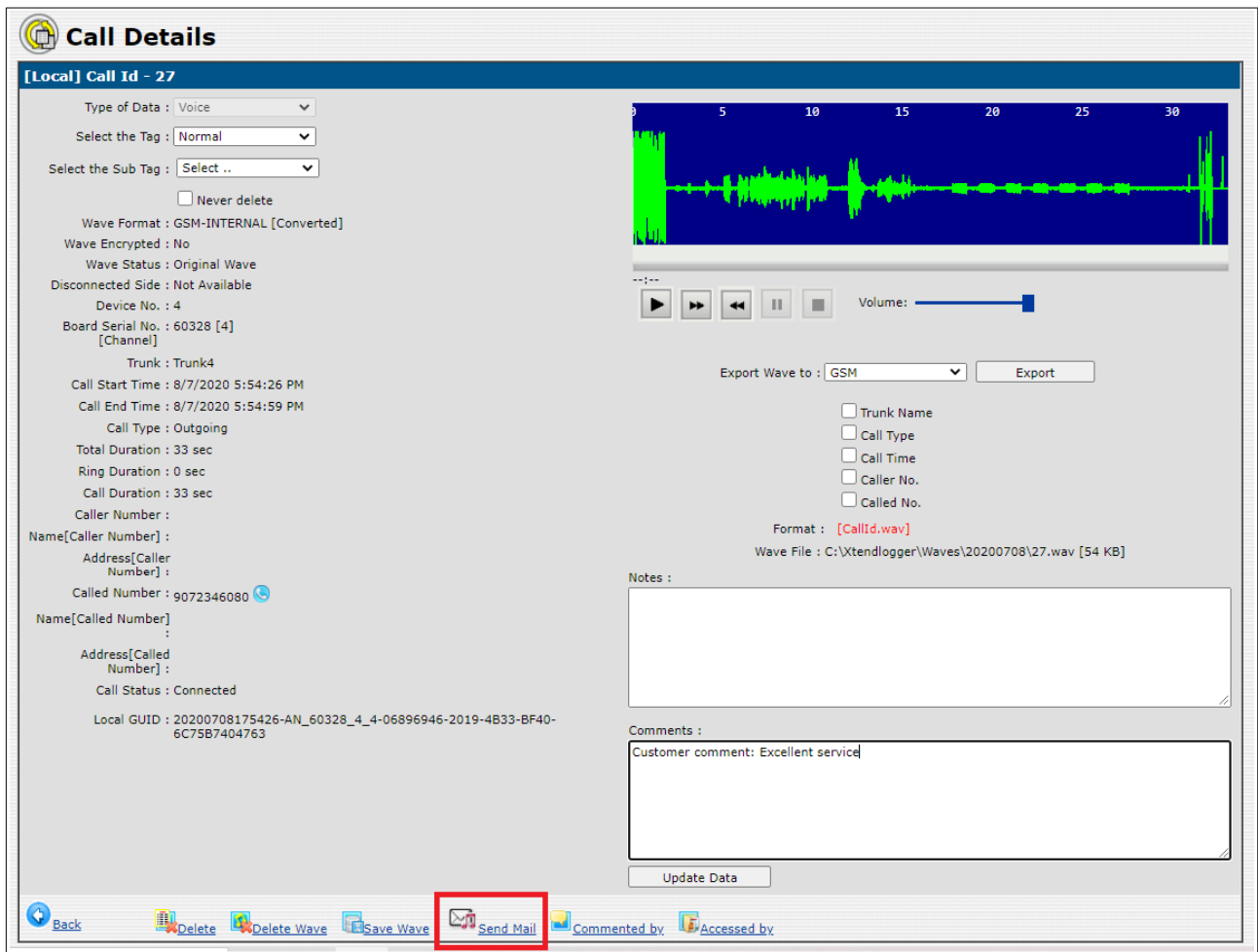
A window will appear as shown below. Enter the e-mail address, CC and BCC (if any) and click **Ok**. The wave will be sent to the entered e-mail id as an attachment.

A message will appear as given below.

Go to **Reports → E-mail** section, enter the date and the e-mail status report will be displayed as given below. The time at which the e-mail has been queued for delivery, sender and recipient E-mail addresses, Subject and Status of the e-mail and which user has sent the e-mail will be displayed in the status report.

127

5.8. Backup

This menu functions as a storage area for saving the details of all logged calls. The submenus available are Archive, Backup Data, Restore Data, Delete Data and Export Data.

5.8.1. Archive

To archive the data, click **Archive** and enable the box nearer to **Activate Archive**. Select **Archive Routine Type** as *Weekly* or *Monthly*, then set **Schedule Time, Alert Interval** and also enter **Email ID** for sending notification about the archiving activity. Auto-archiving of the data can be done on weekly or monthly basis and apart from this, *Archive now* button gives the possibility to archive data manually when required.

Weekly Archival: Select Weekly in **Archive Routine Type**, then a drop-down list will be displayed to select the week day. Select Schedule time, enter e-mail ID and click **OK**. Make sure that CD/DVD is inserted into CD drive before starting the data archival.

Monthly Archival: Select Monthly as "Archive Routine Type", select a date from the drop-down list, select schedule time, and enter E-mail ID and Alert Interval then click **OK**.
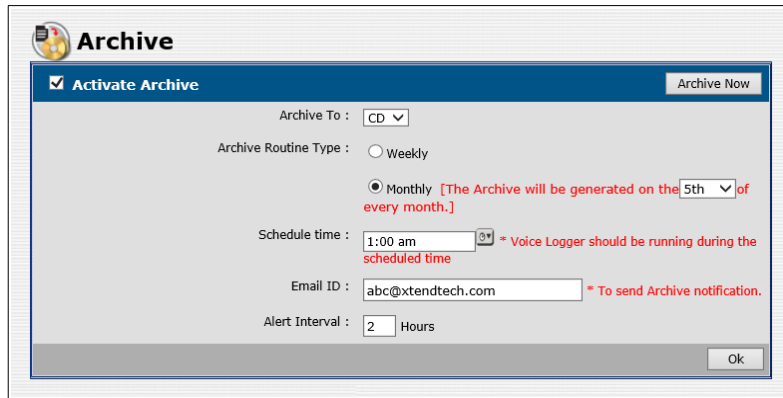
After the successful completion, system will automatically eject the CD/DVD.

Manual Archival: "Archive Now" user to take backup whenever required. The backup of data will be done till the present date and time.
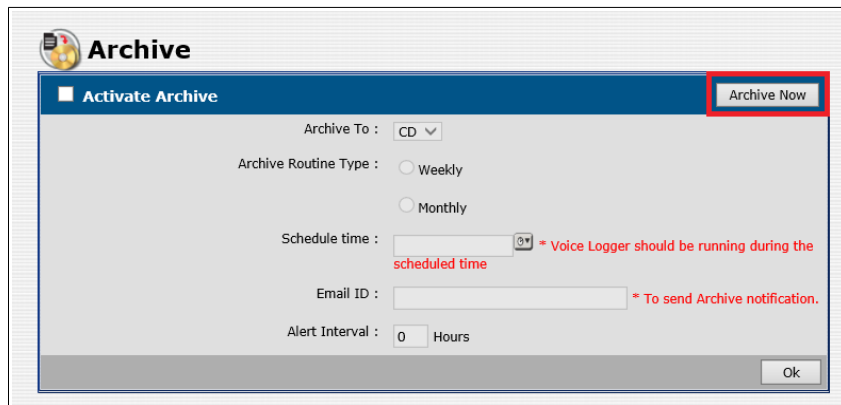
On selecting "Archive Now", a confirmation popup will be appear as shown below. Click **OK** to continue.

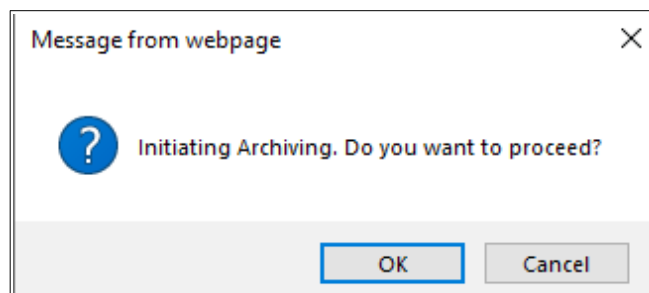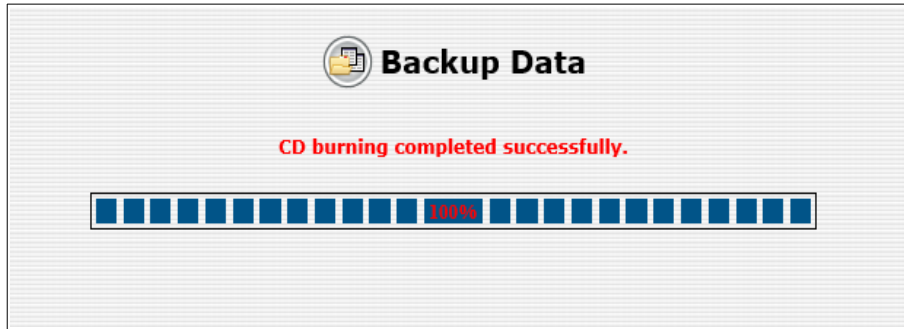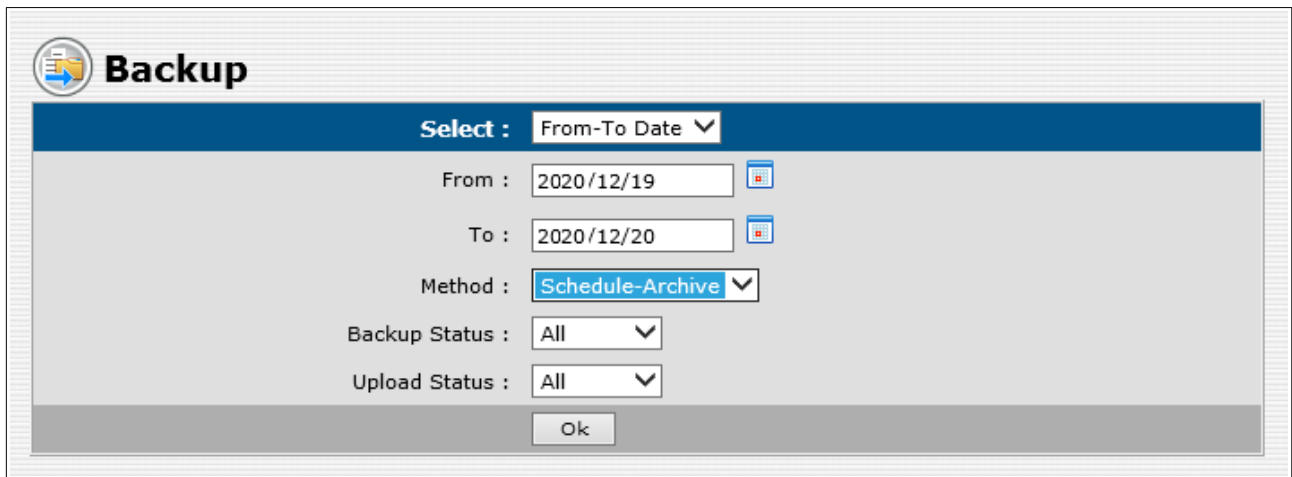After the successful completion, a message '*CD burning completed successfully'* will appear.

Viewing Archived Report

To view archived data, go to **Reports → Backup**. Select **From** and **To** date and choose *Schedule-Archive* as **Method.**

Click *Ok* to view the archived report.

Backup Report

Total Number of entries : 8

| Sl. No.	Time	From	To	Total	Type	User	Drive	Location	Status	Method	Upload Status	Wave Upload Status	Backup Type
1	20/12/2020 3:20:10 PM	310	317	8	CD/DVD	System	F	F	Success	Schedule-Archive	N/A	N/A	Call Logs
2	20/12/2020 3:11:57 PM	302	309	8	CD/DVD	System	F	F	Success	Schedule-Archive	N/A	N/A	Call Logs
3	20/12/2020 12:39:54 PM	287	301	15	CD/DVD	System	F	F	Success	Schedule-Archive	N/A	N/A	Call Logs
4	19/12/2020 2:47:21 PM	243	286	44	CD/DVD	System	F	F	Success	Schedule-Archive	N/A	N/A	Call Logs
5	19/12/2020 1:52:25 PM	196	242	47	CD/DVD	System	F	F	Success	Schedule-Archive	N/A	N/A	Call Logs
6	19/12/2020 1:46:15 PM	149	195	47	CD/DVD	System	F	F	Success	Schedule-Archive	N/A	N/A	Call Logs
7	19/12/2020 1:39:02 PM	103	148	46	CD/DVD	System	F	F	Success	Schedule-Archive	N/A	N/A	Call Logs
8	19/12/2020 1:30:40 PM	1	102	102	CD/DVD	System	F	F	Success	Schedule-Archive	N/A	N/A	Call Logs

Restoring Archived Data From CD

To restore the archived data, go to **Backup → Restore** and mention the path of CD in **Select file/folder** and click *Ok*.
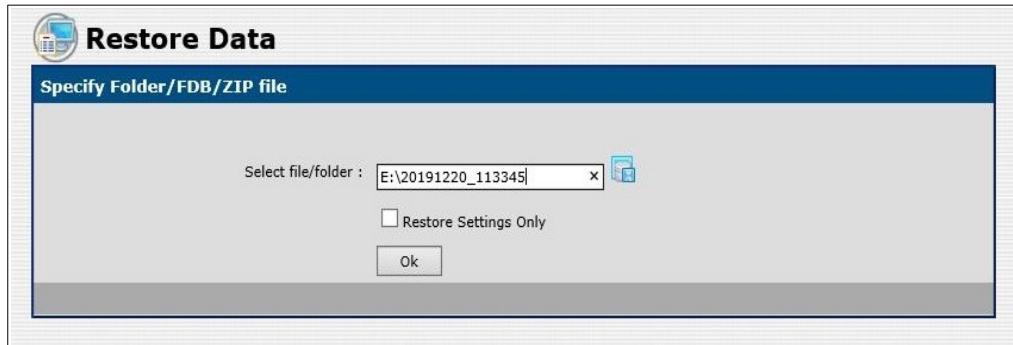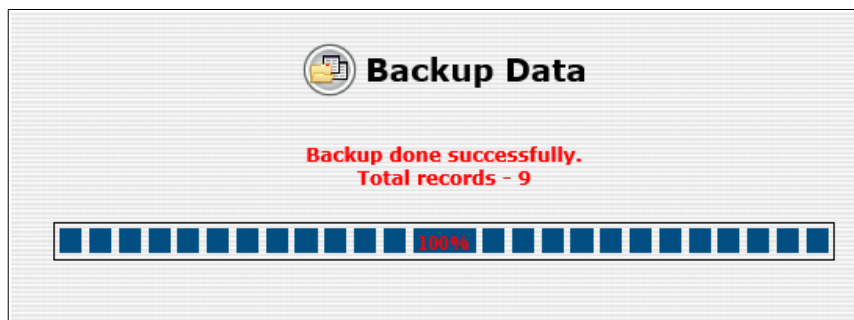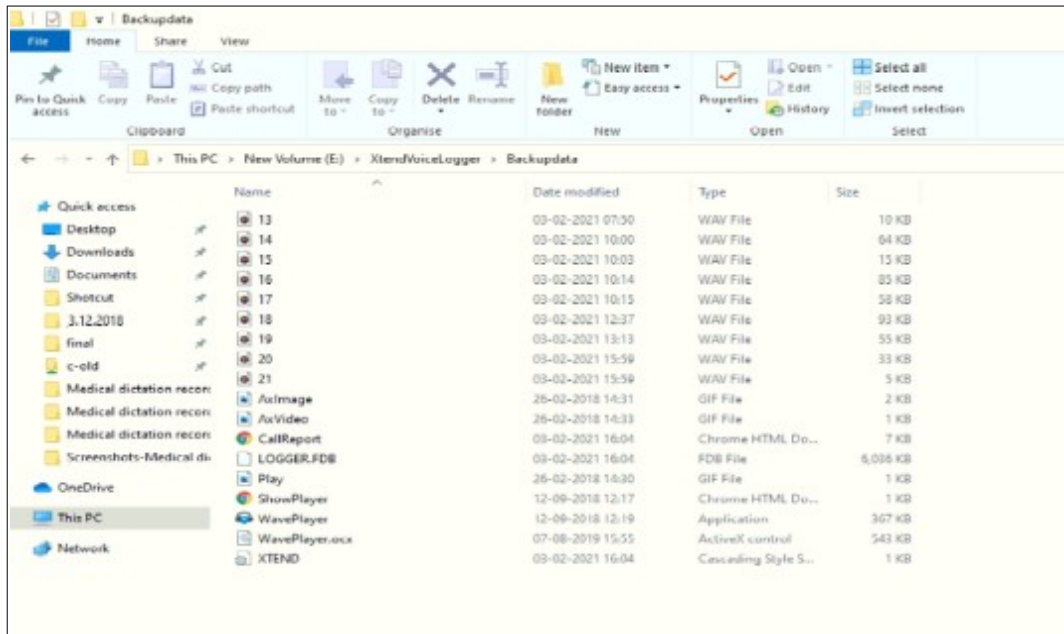

5.8.2. Backup Data

This submenu allows the user to take backup of the recorded audio files and prevents loss of data. Enter the relevant information for taking the backup. Choose an option from the field named *Select*. Here, "From-To Date" is selected. Enter the *From* and *To* dates, select the Trunk/Extension Name and Destination Type from the drop-down list and browse the Destination Folder. The Destination Type can be a CD/DVD, Zip file or a folder. Then, click *Ok*.
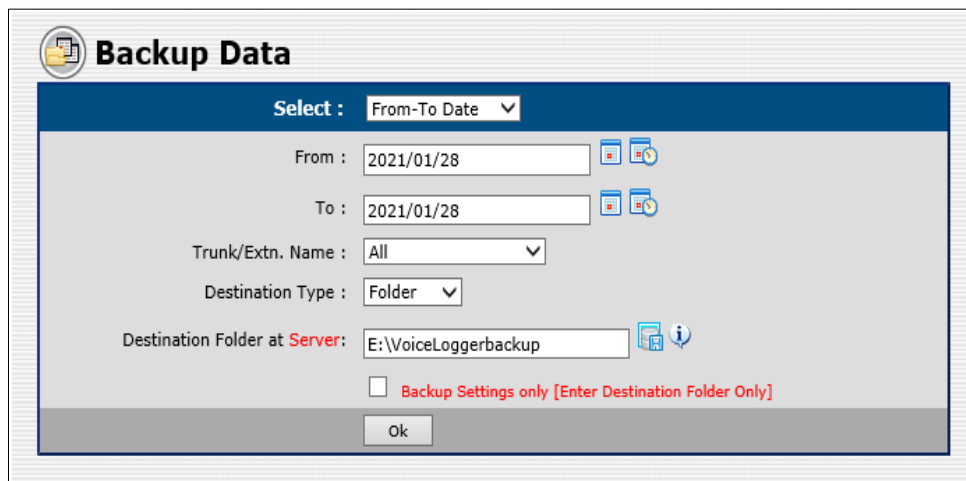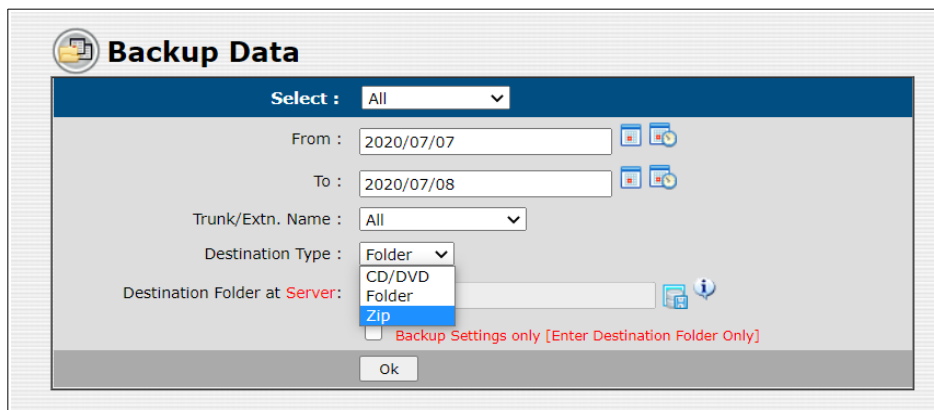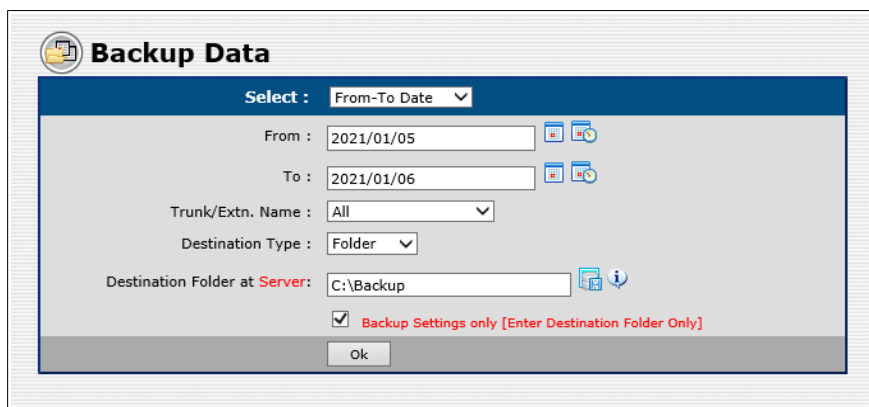

 A message appears as *"Backup done successfully"*.

131

The files will be saved as follows:

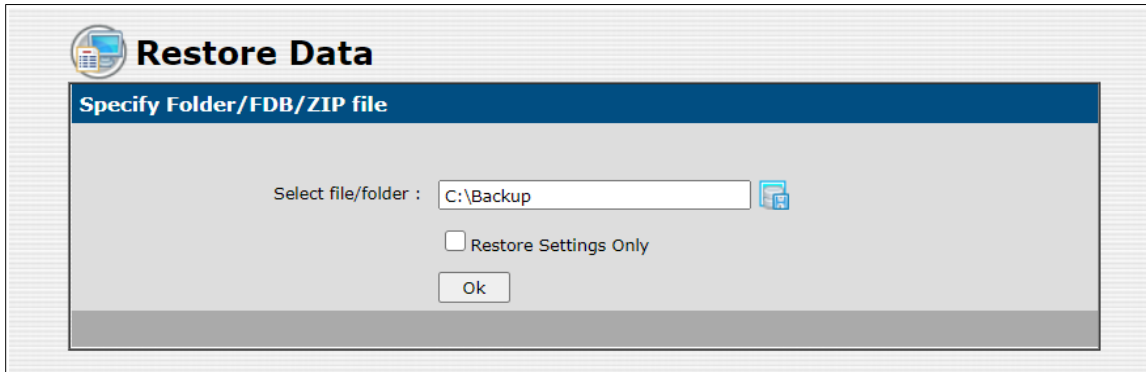Select "Destination Type" as CD/DVD or Zip from the drop-down list to backup data into a CD/DVD or as Zip file.

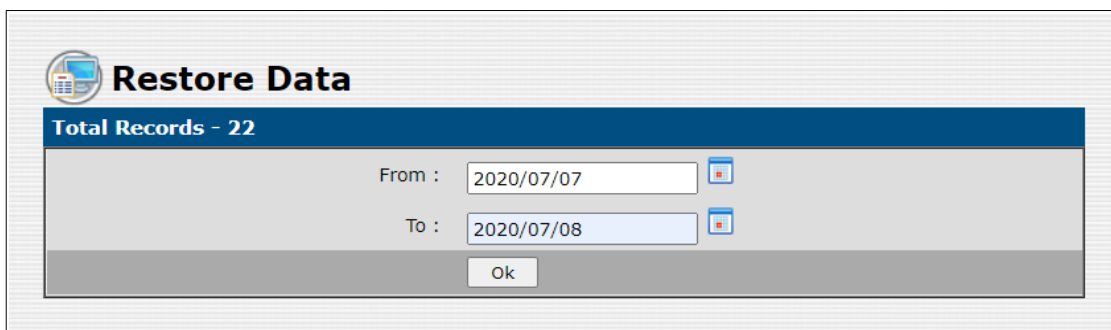Check the option "Backup Settings only" to backup only the database file.
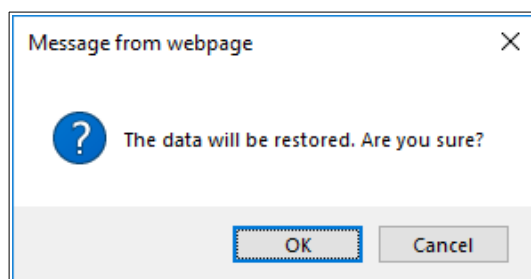
5.8.3. Restore Data

This submenu allows the user to retrieve call details from the backup folder/zip file. Enter the file/folder that needs to be restored and click **Ok**.

Specify the *From* and *To* dates, either select the dates from the Date Picker or enter the dates. Then click **Ok** to restore.
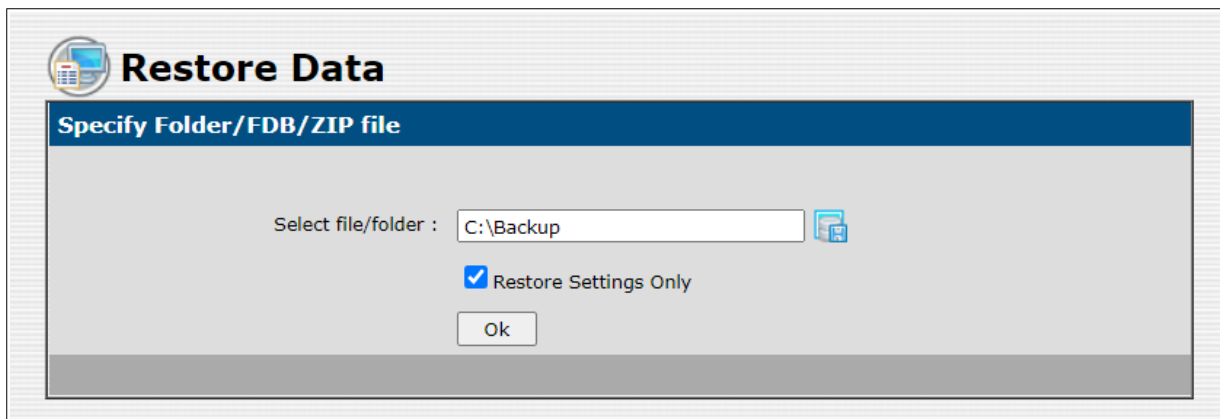

Click **OK** on the confirmation box that appears.

A message appears as *"Restoration done successfully"*.

133

Check the option "Restore Settings Only" to restore only the settings related to user accounts, trunks, log view rights, address book details, etc.


5.8.4. Delete Data

This submenu removes the complete call details in a specified date range. The deletion of data is allowed only for users with administrative rights. Backup should be taken before deleting data.
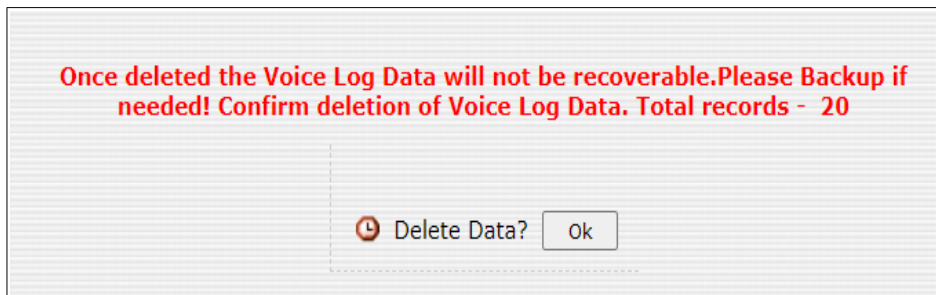
From-To Date

Click the drop-down list given next to "Select". Choose one option from the drop-down list (for example, here, "From-To Date"); specify *From* and *To* dates from the date picker and click *Ok* to delete the data.
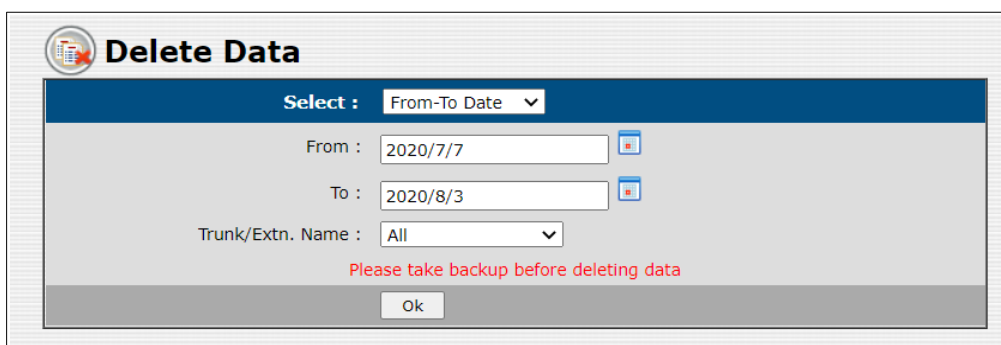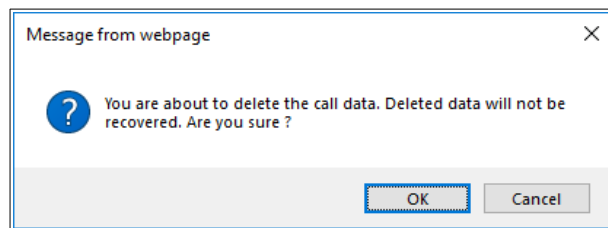

Click *OK* to confirm the deletion of the data.
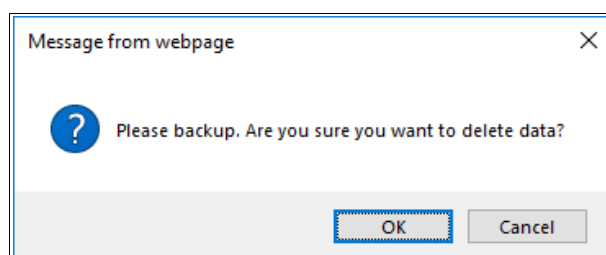
Click **Ok** on the confirmation message that appears.

Again click **OK**.

A message appears as *"Deletion done successfully"*.

5.8.5. Export Data

This submenu retrieves the wave files as per the user-specified date range and saves it in a destination location. Choose an option from the drop-down list of field named *Select*. For example, here the option selected is "From-To Date"; enter the *From* and *To* dates from the date picker. Select the *Trunk/Extension Name* and *Destination Type* from the drop-down list and specify the *Destination Folder at Server*. The Destination Type has four options - Folder, PDF, Zip, Excel Sheet and Mail. Also, select the formats, i.e., Trunk Name, Call Type, Call Time, Caller Number or Called Number. Then, click **Ok** to export the data.

A message appears as *"Export done successfully"*.

The reports will be available in the folder **E:\XtendVoiceLogger\Exportdata** as shown below.
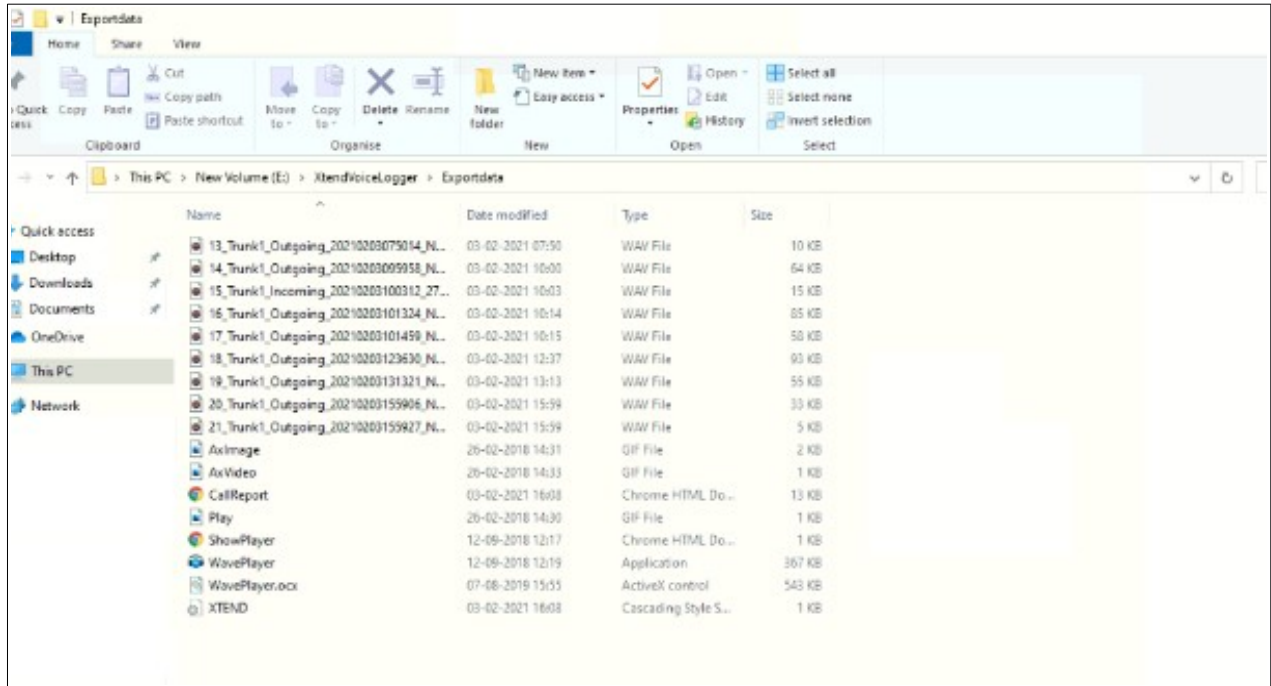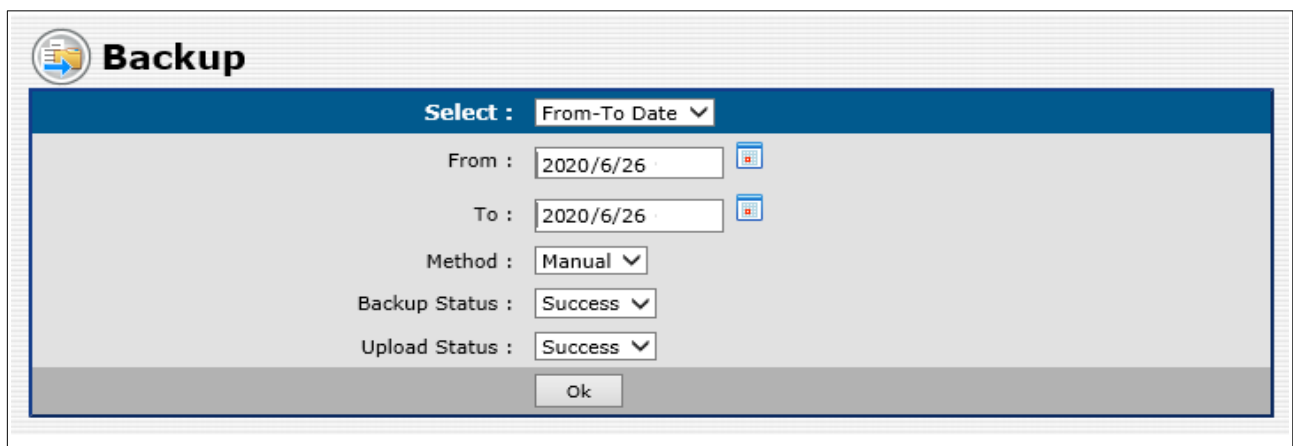
5.9. Reports

This menu gives the complete details of backed up, restored, deleted, exported and mailed data. The submenus present are - Backup, Restore, Delete, Export and E-mail.

5.9.1. Backup

This submenu gives the details of the backup taken from Xtend Voice Logger. Choose an option from the drop-down list of field named *Select* (for example, here the selected option is "From-To Date"). Then, select the Method, Backup Status and Upload Status from the drop-down list and click *OK*.

The information obtained include Time, From, To, Total, Type, User, Drive, Location, Status, Method, Upload Status and Backup Type.

5.9.2. Restore

This submenu displays the report based on the restoration carried out from Xtend Voice Logger. Choose one option from the drop-down list of field named *Select* (for example, here the selected option is "From-To Date"). Then, enter the *From* and *To* dates and click **Ok**.

The information obtained include Time, From, To, Total, Type, User, Drive, Location, Status and Method.

5.9.3. Delete

This submenu displays the report based on the data deleted from Xtend Voice Logger. Choose one option from the drop-down list of field named *Select* (for example, here the selected option is "From-To Date"). Then, enter the *From* and *To* dates and click **Ok**.

The information obtained include Time, From, To, Total, User, Drive, Status and Method.

5.9.4. Export

This submenu gives the details of the exported data. Choose an option from the drop-down list of field named *Select* (for example, here the selected option is "From-To Date"). Then, enter the *From* and *To* dates and click **Ok**.

The information obtained include Time, From, To, Total, Type, User, Drive, Location, Status and Method.
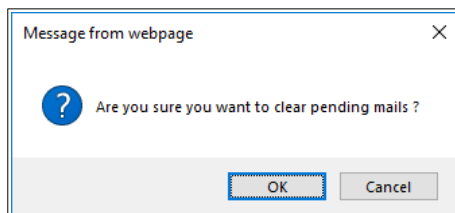

5.9.5. E-mail

This submenu gives the details of all the outgoing e-mails. Enter the *From* and *To* dates and click **Ok** to get the report of the outgoing mails for the specified range.

The information obtained include Queued Time, From, To, Subject, Status and Sent by.

Click the **Clear Pending Mails** to clear all the pending mails. Click **OK** on the confirmation box that appears.

5.10. Manage Device

This menu will allow the user to start and shutdown the Voice Logger. Click **Manage Device**, three submenus **Start, Shutdown** and **Restart** will appear.
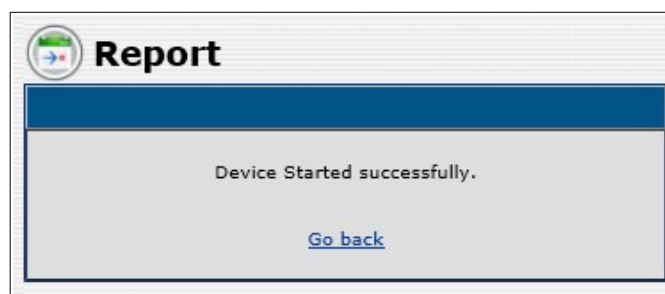
5.10.1. Start

This submenu is used to start the Voice Logger. Click the menu, message appears asking the user to confirm whether to start the Voice Logger, click **Ok** to confirm.
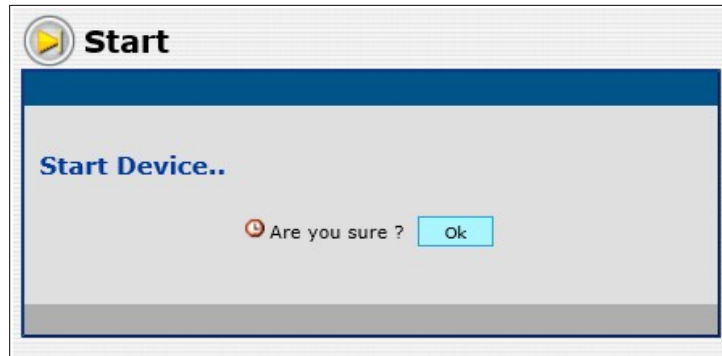
Again, click **OK** on the message box that appears.
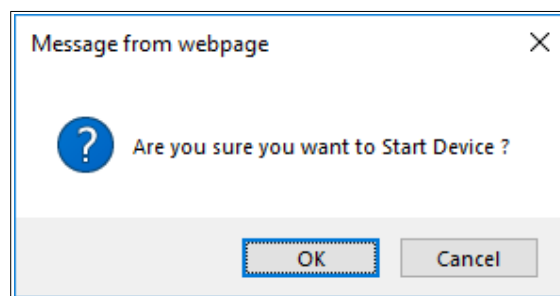
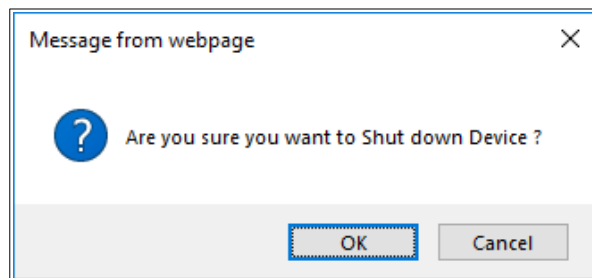A message appears as *"Device Started successfully"*.

5.10.2. Shutdown

This submenu is used to stop or shutdown the Voice Logger. Click the submenu; message appears asking the user to confirm whether to stop the Voice Logger, click **Ok** to confirm.

Again, click **OK** on the message box that appears.
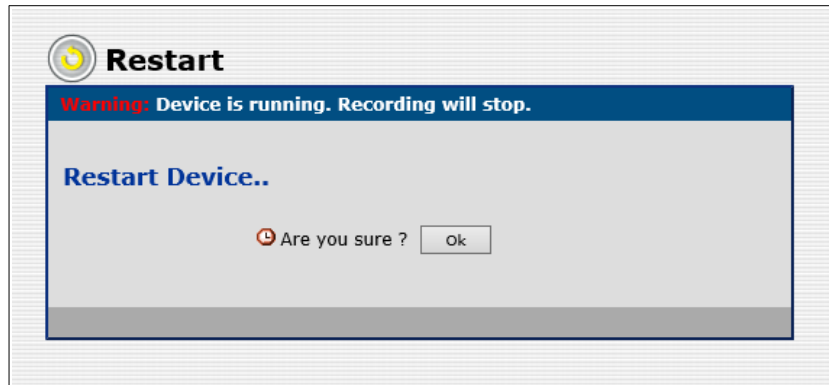

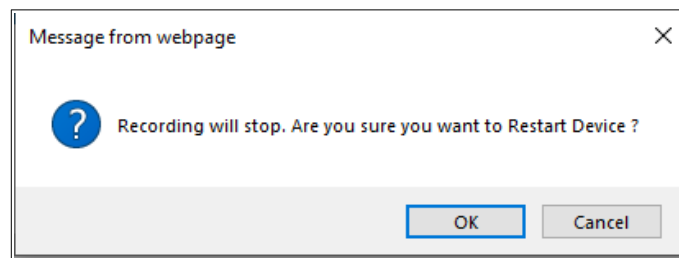A message appears as *"Device has been Shutdown successfully"*.

5.10.3. Restart

This submenu is used to restart the Voice Logger. Click the submenu; message appears asking the user to confirm whether to restart the Voice Logger, click **Ok** to confirm.

Again, click **OK** on the message box that appears.

A message appears as *"Device has been restarted successfully"*.
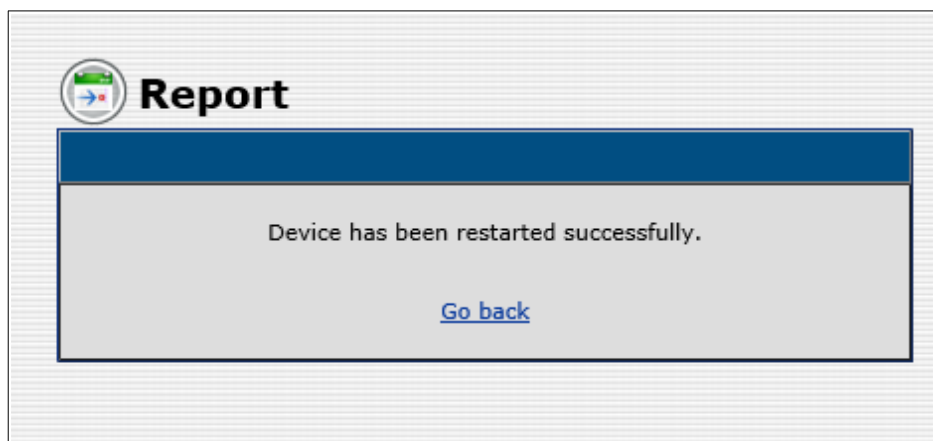
6. Technical Assistance

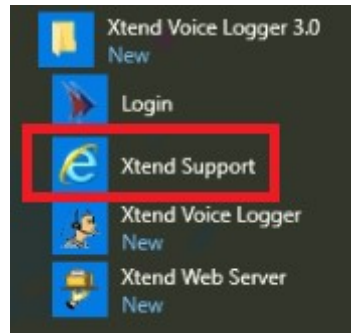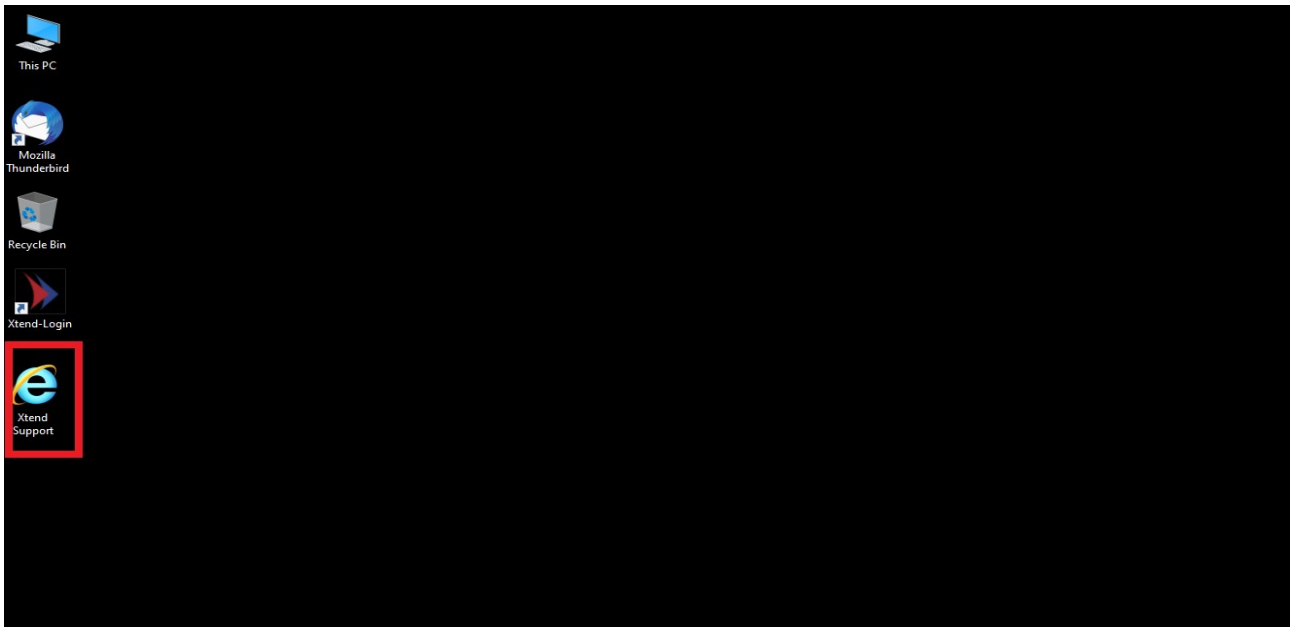For support related queries, user has to download 'Xtend Remote Support'. Go to **Start →
Programs → Xtend Voice Logger 3.0 → Xtend Support**.

Alternatively, user can double click the **Xtend Support** shortcut icon on the desktop to download
this application.

144

User will be redirected to ***https://xtendtech.com/support/index.htm*** as shown below. Download and run the **Xtend Remote Support** setup in your PC/Laptop. Note down and inform the displayed ID number on the screen to Xtend Support personnel to enable remote support.

7. Conclusion

This user manual gives an overview of the menus and related submenus. Use this manual to understand the purpose and usage of each option and keep this manual for future references. For further technical assistance, please feel free to contact us. There can be slight variations in screenshots depending on the browser being used. Features and screenshots shown in this user manual are subjected to vary depending on the version updates.

8. 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

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, Shaikh Hilal Al Nehayan Bldg., Hor Al Anz,
Dubai, UAE, Phone: +971-4-2545081,
E-mail: sales@xtendtech.ae, Web: www.xtendtech.ae

54393-18