

# **Xtend Voice Logger**

Analog Lines

# Installation and Configuration Manual



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## WELCOME

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

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## 1. Introduction

Xtend Voice Logger for Analog Lines is a multi-line voice recording device that can be used to record telephone conversations occurring on analog trunks and extensions. Call recording helps in improving customer service by enabling your managerial staff and supervisors to review actual telephone conversations, allowing you to address customer issues quickly and fairly.

## 2. Package Kit

i. Xtend Voice Loggerii. Installation Instructionsiii. Software Installation CDiv. USB Cable

## 3. Minimum System Requirements

Operating System (32/64-bit)	: Windows 7/8/8.1/10/
	Windows Server 2008/2012/2016/2019
Browser	: Internet Explorer 6.0 or above
Processor Speed	: Dual Core or higher
Memory	: 2 GB or above
Hard Disk Space	: 500 MB for software installation
_	1 GB approx. for 175 hrs of recording

Note: The specification mentioned here will vary based on the actual requirement from the client.

## 4. Connection Diagram



Xtend Voice Logger - 4 Port - Extension side Recording



Xtend Voice Logger - 2 Port - Trunk side Recording

## 5. Software Setup

Xtend Voice Logger implements an easy software installation. To start the setup process turn on your computer and insert the CD into the CD drive. Run the setup file named **"XtendLogger.exe"**.

#### STEP - 1

#### Welcome Wizard

The first screen for installing Xtend Voice Logger appears, click Next.



#### STEP - 2

#### License Agreement

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

License Agreement			6
Please read the following important infor	mation before continuing.		
Please read the following License Agreem agreement before continuing with the ins	nent. You must accept the stallation.	terms of this	
Ktend Analog Voice Logger License Agre	eement		^
PLEASE READ THE TERMS OF THIS AGRE OR USING THIS SOFTWARE.	EEMENT CAREFULLY BEFC	RE OPENING	j.
Xtend Electronics (P) Ltd. is willing to lice only on you agreeing to the following ter the agreement", you acknowledge that t forth in the agreement. If you do not ag Ltd. is unwilling to license the software to button to discontinue the installation pro	rnse Xtend Analog Voice Lc rms and conditions. By sel- you have agreed to the cc gree to these terms, Xtend to you. You should click on pcess.	igger to you acting "I accept inditions set   Electronics (P) the "Cancel"	t ) ~
I accept the agreement			
○ I do not accept the agreement			

## STEP - 3

#### **Destination Location**

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

berup Mena Voice Logger	— L.	2
Select Destination Location		6
Where should Xtend Voice Logger b	pe installed?	
Setup will install Xtend Voic	ice Logger into the following folder.	
To continue, click Next. If you would	ld like to select a different folder, dick Browse.	
C:\XtendLogger	Browse	o
At least 126.5 MB of free disk space	e is required.	

### STEP - 4 Program Shortcut

Default program shortcut in the Start menu folder is "Xtend Voice Logger 3.0". You can choose new folder by clicking *Browse*, else click *Next* to continue.

Setup - Xtend Voice Logger	-		>
Select Start Menu Folder		4	-
Where should Setup place the program's shortcuts?			
Setup will create the program's shortcuts in the following	o Start Mer	u folder.	
	-		
To continue, dick Next. If you would like to select a different fol	der, dick Bro	owse,	
Xtend Voice Logger 3.0	Bj	owse	
< <u>B</u> ack	Next >	Can	icel

#### **STEP - 5**

#### **Location Verification**

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

Leady to Install Setup is now ready to begin installing Viend V	loice Logger on your comp	ter (
Setup is now ready to begin instanting stend v	once cogger on your compo	iter.
Click Install to continue with the installation, o change any settings.	or click Back if you want to r	eview or
Destination location: C:\XtendLogger		^
Start Menu folder:		
Xtend Voice Logger 3.0		
		~
¢		>

#### **STEP - 6 Installation Process**

Setup installs Xtend Voice Logger in the system.



#### **STEP - 7**

#### **Process Completion**

A popup appears and prompts for installation once the main software installation is completed. Now, click *Finish* to complete the installation.



On successful installation, **Xtend Web Server** taskbar.



icon is enabled on the notification area of the

Note: If Xtend Voice Logger Feature Pack is present in the installed folder, then a popup appears automatically and prompts for installation once the main software installation is completed. Click Next and follow the steps shown on the window to install the Feature Pack.

## 6. Hardware Setup

Connect one end of the USB cable with the Xtend Voice Logger and the other end to the USB slot on the rear side of the computer. Make sure that it is not connected to the USB slot on the front of computer.\*

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

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



On successful installation, the LED turns green and blinking.

\*Front USB Connectors may not provide the performance necessary to support such transfers due to nonstandard wiring. It is recommended that only rear USB slots be used to connect to Xtend Voice Logger Analog Lines. In case the driver is not installed automatically, follow the below mentioned steps to carry out the driver updation.

#### **STEP - 1**

#### **Device Manager**

Go to **Device Manager** and update the driver software by right clicking on **Xtend Voice Logger** detected under **Other devices**.



#### STEP - 2 Update Driver Software

A window as shown below appears. Click "Browse my computer for driver software".



#### STEP - 3 Browse Driver Software

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



#### **STEP - 4 Driver Installation**

A windows security warning appears. Click "Install this driver software anyway".





## STEP - 5

#### **Installation Completion**

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



Now, draw parallel lines from trunk/extension phone lines and connect it to the RJ11 ports (Line 1, Line 2, Line 3, etc.) given on the rear side of the Xtend Voice Logger device.

## 7. Device Configuration

Go to Start  $\rightarrow$  Programs  $\rightarrow$  Xtend Voice Logger  $\rightarrow$  Login to activate the browser interface. Login page appears for user authentication. Enter Username and Password as "admin", click *Login*.



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.

Click *Ok* to configure the device.

Warning: Device not configured.	
Oconfigure Device ?	

Enter the name of the Trunk/Extension line. Default-selected Log Type for analog lines is Handset Up to Down. Select Handset Up To Down from the drop-down list and click *Next*.

					🔀 Device Settings	
Device	Enable	Device Name	Trunk/Extension Name	Trunk Type	Log Type	
1		Xtend Voice Logger (XVLOG-4P-DX 60328) Chn 1	Trunk1	Analog 🗸	Handset Up to Down	Ŷ
2		Xtend Voice Logger (XVLOG-4P-DX 60328) Chn 2	Trunk2	Analog 🗸	Handset Up to Down	~
3	•	Xtend Voice Logger (XVLOG-4P-DX 60328) Chn 3	Trunk3	Analog 🗸	Handset Up to Down	~
4		Xtend Voice Logger (XVLOG-4P-DX 60328) Chn 4	Trunk4	Analog 🗸	Handset Up to Down	~
		60328) Chn 4			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:

Trunk Name Call Time Caller No. Called No. Type Status	× 2					o Calle : O	All
Trunk Name Call Time Caller No. Called No. Type Status	Download					e Calls . U	Total Number of Activ
		Status	Туре	Called No.	Caller No.	Call Time	Trunk Name
[1] 🕌 Trunk1 [53 v]		8				1	[1] 省 Trunk1 [53 v]

**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  $\rightarrow$  All window will appear as shown below for extension based logging. Complete logged details are displayed in the window.

						× Z
Total Number of Active	e Calls : 1					Download
Trunk Name	Call Time	Caller No.	Called No.	Туре	Status	
[1] 省 Trunk1			04844363399	Outgoing	4	

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 in the Software 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 or can use Restart option.

### **Logs Report**

This 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.

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

Xcend V	oice	Logge	r				You ar	e logged in	as admin	🕘 Loqout	🙆 Hon	ne 🖸	Abo	ut
Live Calls Logs Report	<b>(</b>	Today	,		Ren	ort From :	7/9/2020	<b>0</b> • 7/0/	2020					^
<b>(</b>	Total				Kep	ore rroin .	77572020	0.7757	2020				8	
Today		SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Туре	Duration	Status				
This Month		↓ 1 [45]	Voice	7/9/2020 12:37:45 PM	Trunk2		04844363399	Outgoing	6 min 2 sec	Connected	0			
		2 [44]	Voice	7/9/2020 12:35:39 PM	Trunk1	4843066099		Incoming	7 min 58 sec	Connected	0			
From To		3 [41]	Voice	7/9/2020 12:32:27 PM	Trunk3			Outgoing	9 sec	Call Failed	0			
<u>a</u> +		🚽 4 [40]	Voice	7/9/2020 12:30:20 PM	Trunk3		04844363399	Outgoing	32 sec	Connected	0			
Search		🛃 5 [39]	Voice	7/9/2020 12:27:49 PM	Trunk2	9388746081		Incoming	1 min 25 sec	Connected	0			
Statistics		🛃 6 [38]	Voice	7/9/2020 12:27:14 PM	Trunk2		9388746081	Outgoing	23 sec	Connected	<b>@</b>			
System Logs		<b>2</b> 7 [37]	Voice	7/9/2020 12:26:09 PM	Trunk2		04843066099	Outgoing	32 sec	Connected	0			
Backup		8	Voice	7/9/2020 12:22:56 PM	Trunk1		04842378008	Outgoing	1 min 23 sec	Connected	0			
Reports		[35]		7/0/2020 42 40 27										
Manage Device		🚅 9 [33]	Voice	7/9/2020 12:19:27 PM	Trunk1	4843066099		Incoming	1 min 5 sec	Connected	0			~

#### **Icons** Description

- Click this icon to view the details of a particular call.
- Click this icon to view the Wave Player.
  - Click this icon to play the logged conversation continuously from beginning till end.
- Click this icon to stop the playing of logged conversation.

*Note: The Play and Stop buttons will be displayed if the browser used is Internet Explorer. Other browsers will not show these two buttons.* 

This concludes the installation of Xtend Voice Logger for Analog Lines.

## 8. Uninstallation

At times, it may happen that due to a fault during installation or for upgradation requirement, you may be required to completely uninstall Xtend Voice Logger from your computer. There are a number of steps involved to complete the uninstallation process. Please be sure to follow the uninstallation procedure precisely to ensure a trouble free uninstallation and reinstallation of the product.

#### **STEP - 1**

Before uninstallation, take backup of logged files to prevent data loss. Before starting the uninstallation process, close Xtend Voice Logger and shutdown Xtend Web Server running in the system. To do so, goto the notification area of taskbar and right click on the icon for Xtend Voice Logger. Select *Exit* and press *Enter*. Similarly, right click and shutdown the Xtend Web Server.

#### **STEP - 2**

Go to Start  $\rightarrow$  Control Panel  $\rightarrow$  Uninstall a program, all the currently installed programs will be displayed on the monitor.

0	Programs and Features				-		×
<	🛧 👩 > Control Pa	~	ට Search	Programs and I	eatures	P	
	Control Panel Home	Uninstall or change a program					
	View installed updates	To uninstall a program, select it from the list and then	click Uninstall, Change, or Repair.				
9	Turn Windows features on or						
	off	Organize 🔻					?
		Name	Publisher	Installed On	Size	Version	
		Firebird 2.5.6.27020 (Win32) Firebird 2.5.6.27020 (Win32)	Firebird Project	9/20/2019 7/26/2019		2.5.6.270	020
		💿 Google Chrome	Google LLC	9/2/2019	434 MB	76.0.380	9.132
		🕌 Java 8 Update 221	Oracle Corporation	7/23/2019	210 MB	8.0.2210	.11
		📧 Logger Client 3.0.343:4467	Xtend Technologies (P) Ltd.	9/16/2019			
		MSI to redistribute MS VS2005 CRT libraries	The Firebird Project	7/22/2019	1.76 MB	8.0.5072	7.42
		📓 Notepad++ (32-bit x86)	Notepad++ Team	8/8/2019	8.07 MB	7.7.1	
		😹 Realtek High Definition Audio Driver	Realtek Semiconductor Corp.	7/20/2019	43.5 MB	6.0.1.770	01
		😋 TeamViewer 5	TeamViewer GmbH	7/23/2019	16.8 MB	5.0.7572	
		Xtend IVR Standard Edition 3.0.830:14608	Xtend Technologies (P) Ltd.	7/20/2019	141 MB		
		Xtend IVR Standard Edition 3.0.868:22235	Xtend Technologies (P) Ltd.	7/20/2019	287 MB		
		Xtend Voice Logger 3.0	Xtend Technologies (P) Ltd.	9/20/2019	130 MB		
							>

Click the icon named **Firebird 2.5.6.27020 (Win32)** to select this particular program for uninstallation. Click *Uninstall* to delete this program.

(Note: The Firebird version number may vary based on the latest version.)

## **STEP - 3** Click *Yes* to uninstall the program.

Programs and Features				_		
$\leftarrow \rightarrow \ \cdot \ \uparrow$ 🙆 $\bullet$ Control P	$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\boxed{\mathbf{o}}$ > Control Panel > Programs > Programs and Features $\checkmark$				Features 🔎	
Control Panel Home	Uninstall or change a program					
View installed updates	To uninstall a program, select it from the list and ther	click Uninstall, Change, or Repair.				
Turn Windows features on or off	Organize 🔻 Uninstall					
	Name	Publisher	Installed On	Size	Version	
	Firebird 2.5.6.27020 (Win32)	Firebird Project	9/20/2019	2.5.6.27020		
	Firebird Uninstall  Are you sure you want to completely remove for components?	irebird and all of its	7/26/2019 9/2/2019 434 7/23/2019 210 9/16/2019 7/22/2019 1.76 8/8/2019 8.07		76.0.3809.132 8.0.2210.11 8.0.50727.42 7.7.1	
	Yes           Yes           Image: Alterna TVIC Standard Cattorn 3.0.000, 14000         14000           Image: Alterna TVIC Standard Edition 3.0.86&:22235         11000           Image: Alterna TVIC Standard Edition 3.0.86&:22235         11000           Image: Alterna TVIC Standard Edition 3.0.86&:22235         11000	No Xtend rechnologies (r) ctd. Xtend Technologies (P) Ltd. Xtend Technologies (P) Ltd.	7/20/2019 7/23/2019 7/20/2019 7/20/2019 9/20/2019	43.5 MB 16.8 MB 141 MB 287 MB 130 MB	6.0.1.7701 5.0.7572	
	<				>	

## STEP - 4

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

Programs and Features		_	
$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\Box$ $\rightarrow$ Control Panel $\rightarrow$ Programs $\rightarrow$ Programs and Features $\checkmark$ $\heartsuit$	Search	Programs and	Features 🔎
Control Panel Home  View installed updates  Turn Windows features on of  Uninstall or change a program  Log uninstall or change a program  Log uninstall or change a program  Log uninstall Sta  Please wat  Please	lled On 2019 2019 2019 2019 2019 2019 2019 2019	Size 434 MB 210 MB 1.76 MB 8.07 MB 43.5 MB 16.8 MB 16.8 MB 141 MB 287 MB 130 MB	Image: The second sec
Cancel			
			-

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

Programs and Features					_		×
$\leftarrow \rightarrow$ $\checkmark$ $\uparrow$ 👩 $\succ$ Control Pa	anel > Programs > Programs and Features		~	ල් Search	Programs and	Features 🎾	C
Control Panel Home	Uninstall or change a program						
View installed updates	To uninstall a program, select it from the list and then	click Uninstall, Change,	or Repair.				
Turn Windows features on or							
off	Organize 👻 Uninstall						?
	Name	Publisher		Installed On	Size	Version	
	Firebird 2.5.6.27020 (Win32)	Firebird Project		9/20/2019		2.5.6.27020	)
	Good Firebird Uninstall     Good Firebird Uninstall     Java     Java     Note     Tean     Xtend IVR Standard Edition 3.0.868:22235     Xtend Voice Logger 3.0	X n your computer. OK Xtend Technologies (P) Xtend Technologies (P)	Ltd. Corp. Ltd. J Ltd. J Ltd. J Ltd.	7/26/2019 9/2/2019 7/23/2019 9/16/2019 7/22/2019 8/8/2019 7/20/2019 7/20/2019 7/20/2019 7/20/2019 9/20/2019	434 MB 210 MB 1.76 MB 8.07 MB 43.5 MB 16.8 MB 141 MB 287 MB 130 MB	76.0.3809. 8.0.2210.11 8.0.50727.4 7.7.1 6.0.1.7701 5.0.7572	132
	<						>

## **STEP - 5**

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

Programs and Features				-	
← → · ↑ ontrol P	anel > Programs > Programs and Features	~	/ ひ Search	Programs and	Features 🔎
Control Panel Home	Uninstall or change a program				
View installed updates	To uninstall a program, select it from the list and th	en click Uninstall, Change, or Repair.			
💡 Turn Windows features on or					
off	Organize 🔻 Uninstall				== <b>- ?</b>
	Name	Publisher	Installed On	Size	Version
	GoldWave v5.55		7/26/2019		
	💿 Google Chrome	Google LLC	9/2/2019	434 MB	76.0.3809.132
	🛃 Java 8 Update 221	Oracle Corporation	7/23/2019	210 MB	8.0.2210.11
	Test Logger Client 3.0.343:4467	Xtend Technologies (P) Ltd.	9/16/2019		
	MSI to redistribute MS VS2005 CRT libraries	The Firebird Project	7/22/2019	1.76 MB	8.0.50727.42
	Notepad++ (32-bit x86)	Notepad++ Team	8/8/2019	8.07 MB	7.7.1
	😹 Realtek High Definition Audio Driver	Realtek Semiconductor Corp.	7/20/2019	43.5 MB	6.0.1.7701
	😋 TeamViewer 5	TeamViewer GmbH	7/23/2019	16.8 MB	5.0.7572
	III Xtend IVR Standard Edition 3.0.830:14608	Xtend Technologies (P) Ltd.	7/20/2019	141 MB	
	Tend IVR Standard Edition 3.0.868:22235	Xtend Technologies (P) Ltd.	7/20/2019	287 MB	
	Tend Voice Logger 3.0	Xtend Technologies (P) Ltd.	9/20/2019	130 MB	
			Unins	tall	
					_
	<				>

Click Yes to complete the process of uninstallation.

Programs and Features				_		$\times$
$\leftarrow \rightarrow \vee \uparrow \overline{0} > Control \mathbf{F}$	Panel > Programs > Programs and Features		✓ C Search	n Programs and	Featur	es 🔎
Control Panel Home	Uninstall or change a program	I.				
View installed updates	To uninstall a program, select it from th	e list and then click Uninstall, Change, or Repair.				
Turn Windows features on or						
off	Organize 👻 Uninstall					
	Name	Publisher	Installed On	Size	Versi	on
	GoldWave v5.55	a	7/26/2019		76.0	2000 422
	Google Chrome	Google LLC Oracle Composition	9/2/2019	434 MB	/6.0.	3809.134
	I ogger Client 3.0.343:4467	Xtend Technologies (P) Ltd	9/16/2019	210 1910	0.0.2	210.11
	MSI to redistribute MS VS2005 CRT libre	end Voice Logger Uninstall			$\times$	0727.42
	Notepad++ (32-bit x86)					
	Realtek High Definition Audio Driver 🔗 Are you sure you want to completely remove Xtend Voice Logger and					
	Contraction TeamViewer 5	all of its components?				572
	Xtend IVR Standard Edition 3.0.830:14b Xtend IVR Standard Edition 2.0.969:222					
	Xtend Voice Longer 3.0		N	Nie		
	Estimation to tee bogget one		Yes	NO	- 1	
	<					

A window will be displayed as shown below, click **OK**.

o	Programs and Features					_		×
<	→ ✓ ↑	nel > Programs > Programs and Fea	itures	~	ල Search	Programs and	Features	Q
	Control Panel Home	Uninstall or change a pro	gram					
	View installed updates	To uninstall a program, select it fr	om the list and then	click Uninstall, Change, or Repair.				
9	Turn Windows features on or							
	оп	Organize 🔻 Uninstall						?
		Name		Publisher	Installed On 7/26/2019	Size	Version	
		Google Chrome		Google LLC	9/2/2019	434 MB	76.0.380	9.132
		🕌 Java 8 Update 221		Oracle Corporation	7/23/2019	210 MB	8.0.2210	).11
		Logger Client 3.0.343:4467 X	(tend Voice Logger U	Ininstall		×	0.0.5070	
		Mostenade+ (32-bit v86)	listribute MS VS2005 CR				8.0.5072	.7.42
		Kealtek High Definition Audio Dr	Xtend Voi	Xtend Voice Logger uninstall complete.				01
		TeamViewer 5	Some eler	Some elements could not be removed. These can be removed			5.0.7572	!
		Xtend IVR Standard Edition 3.0.83	manually.			41 MB		
		Xtend IVR Standard Edition 3.0.86				B7 MB		
		Atend Voice Logger 3.0			ОК	DO IVID		
		<						>

#### **STEP - 8**

Restart the computer to reflect the changes carried out in the above steps.

#### **STEP - 9**

Wait for few seconds till the system reboots. Now, open the location where all the program files related to Xtend Voice Logger was installed. Here, we have assumed the location as C:\. Delete the folder named **XtendLogger** to remove all the program-related files. The user will be prompted with a message to ensure the removal of the folder. Click *Yes* to confirm the deletion.

This concludes the uninstallation of Xtend Voice Logger for Analog Lines. For further technical assistance, please feel free to contact us. Features and screenshots shown here are subjected to vary depending on the version updates.

## 9. Contact Information



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