Installation Guide

Xtend Voice Logger

(Ai-Logix-IPX)

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1. Welcome!!

Congratulations on becoming an owner of Xtend Voice Logger. You made an excellent choice and we hope you will enjoy all its capabilities.

Xtend specialises in the development and implementation of innovative products and toolkits targeting the growing telecommunication markets. The series of innovative products developed by Xtend includes Voice Loggers, Interactive Voice Response System and Outbound Dialers. With the purchase of Xtend Voice Logger, now you can have a perfect monitoring on all the incoming/outgoing calls to upgrade the performance of the organisation. This user guide familiarises you to install the Xtend Voice Logger in the system.

2. Introduction

Xtend Voice logger is a computer-based device that logs all audio calls. This is a multi-channel voice-logging tool that works with audio channels, IP, analog and digital telephone lines. In this manual, the installation of Xtend Voice Logger is explained.

Xtend Voice Logger helps in improving customer service by enabling your support staff and supervisors to review the actual telephone conversation with your customer, ensuring that you can immediately address pending issues quickly and fairly. The knowledge that business conversations are logged ensures that your support staff complies with the company guidelines on how to interact with customers. Voice logs can be used to implement personnel performance reviews, perform self-appraisal and can be used to train customer support staff to handle calls in difficult situations.

Features of Xtend Voice Logger include:

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

3. Unpacking

The package for Digital Voice Logger consists of the following items.

- Installation CD
- HASP HL key
- Ai-Logix Card
- Patch Panel
- Cables

4. Minimum System Requirements

Operating System (32/64-bit) : Windows 2008/2012/Vista/7/8

Browser   : Internet Explorer 6.0 or above

Processor Speed   : Dual Core or higher

Memory   : 2 GB or above

Hard Disk Space   : 500 MB for software installation

1 GB approx. for 175 hrs of recording

Note: *The specification mentioned here is for recording a single port and this shall vary with the increase in number of ports.*

Other System Requirements

- Sound Card
- Headphone/Speaker
- LAN connection

5. Getting Started

IP Voice Logger is a software based voice logger that snoops on TCP/IP networks to log the audio carried on VoIP connections. Just like the other models of Xtend, IP model is a passive logger that does not tamper with the voice quality or the signalling system. Apart from hardware, Xtend Voice Logging Solution software needs to be loaded to generate the reports and details of logging.

Installation of IP Voice Logger is briefly mentioned below:

- Insert the Ai-logix board on the PCI slot of the computer.

- Install the AudioCodes Inc. SmartWORKS from the installation CD.

- Install the Soft Recorder from the installation CD.

- Copy license AIL08513000010.lic and paste it to the location C:\Program Files\AudioCodes USA\Soft Recorder.

- Install the Xtend Voice Logger software.

- Configure the Voice Card.

- Install the Xtend Voice Logger and insert the HASP HL key into the USB port of the computer.

- Configure the voice device from the browser interface of Xtend Voice Logger.

- Click Live Calls in the browser interface and check that all ongoing calls are logged in the Xtend Voice Logger.

6. Ai-Logix Driver & Xtend Voice Logger Software Installation

IP Voice Logger is a software based voice logger that snoops on TCP/IP networks to log the audio carried on VoIP connections. Just like the other models of Xtend, IP model is a passive logger that does not tamper with the voice quality or the signalling system. Apart from hardware, Xtend Voice Logging Solution software needs to be loaded to generate the reports and details of logging.

6.1 Fixing the Ai-Logix card to the PCI slot

Step 1

Unplug the power cord before fixing the Ai-Logix Card to the PCI slot of the computer.

Step 2

Fix the voice card on to the PCI slot before starting the installation.

6.2 AudioCodes Inc. SmartWORKS Installation

Switch on the system after attaching the Voice card to the PCI slot. The software application for installing the driver is incorporated in the CD that is supplied along with the voice card.

Let us see the step-by-step procedure to install the Ai-Logix driver in the system.

Step 1

Insert the Installation Disc into the CD/DVD drive. Navigate through the disc. Install the Setup **AudioCodes Inc.SmartWORKS**.

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

Step 2

The "**License Agreement**" screen displays. The user can read the agreement carefully and click **"I accept the terms in the license agreement"** option. Click *Next*. The Customer Information screen is displayed.
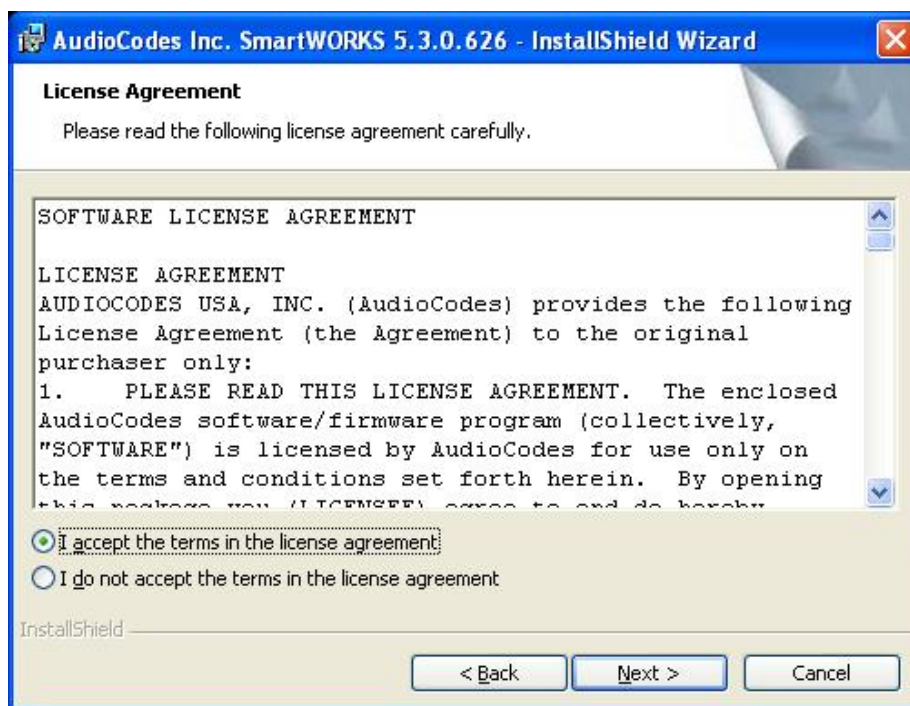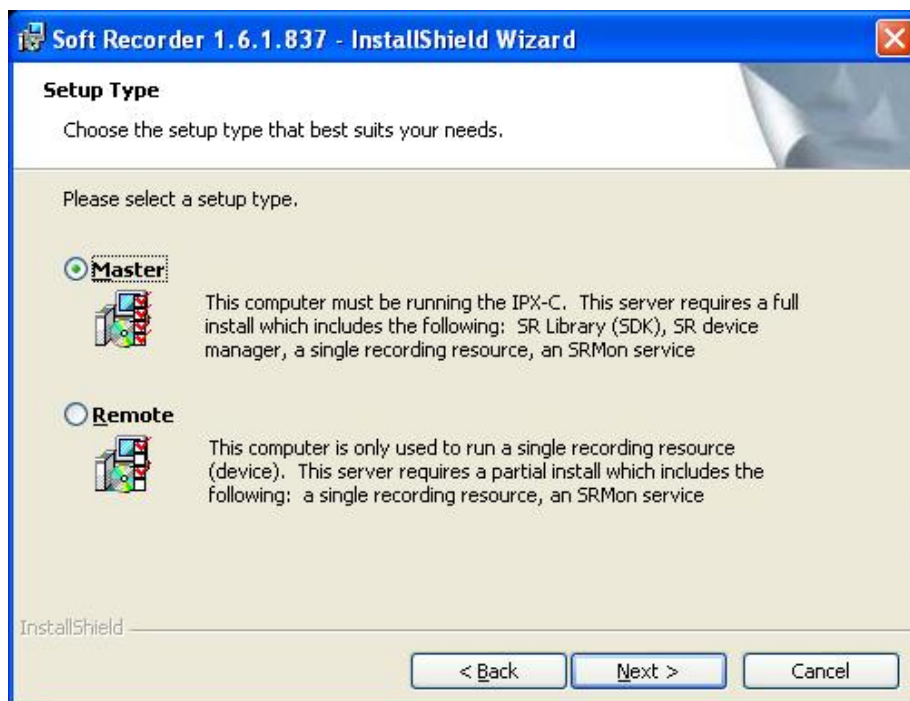

Step 3

In the Customer Information screen, specify the **User Name** and **Organization**. Click *Next* to proceed.
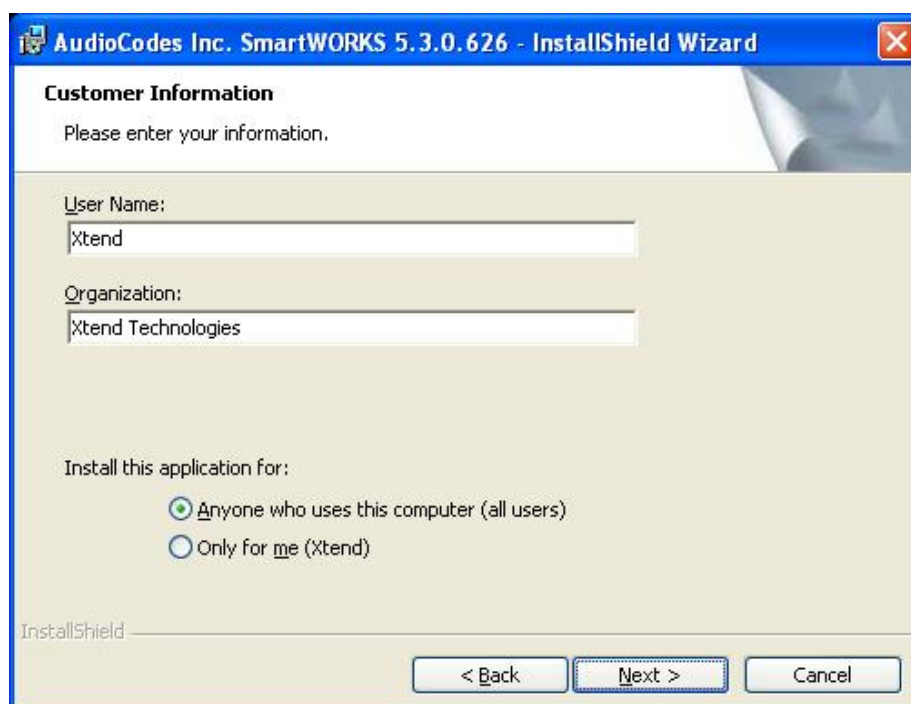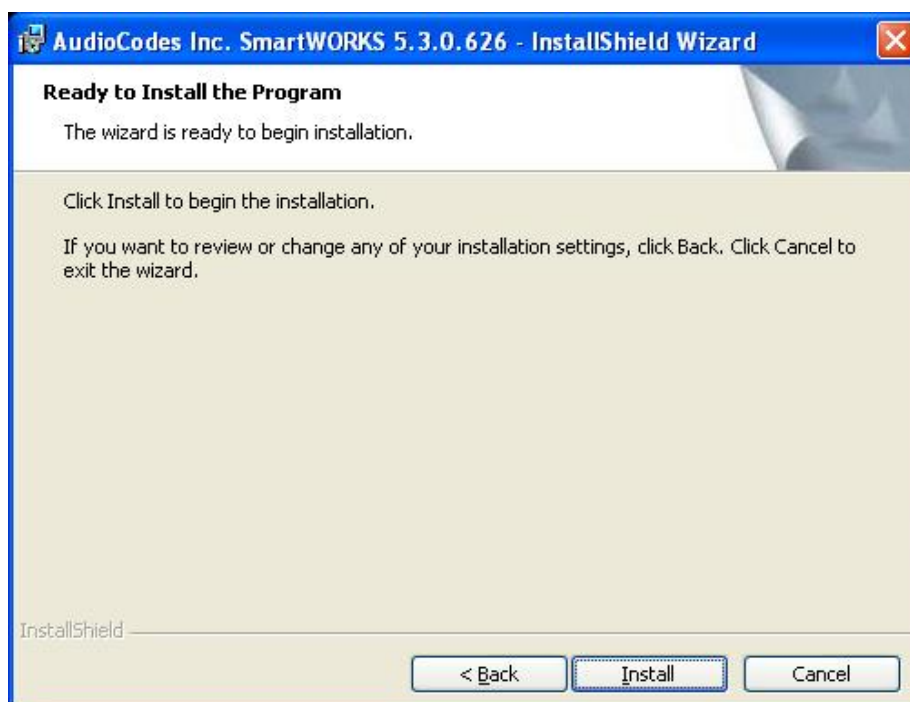
Step 4

The **"Setup Type"** screen appears. Select the first *Setup Type* option **"Master"**, which installs all program features. Click *Next*.

Step 5

The **"Ready to Install the Program"** screen appears as below. Click *Install* to begin the installation.

Step 6

The "**Installing AudioCodes Inc. SmartWorks**" screen displays. The program features are installed. It will take a few seconds to complete the installation process. Please wait until the process gets completed.
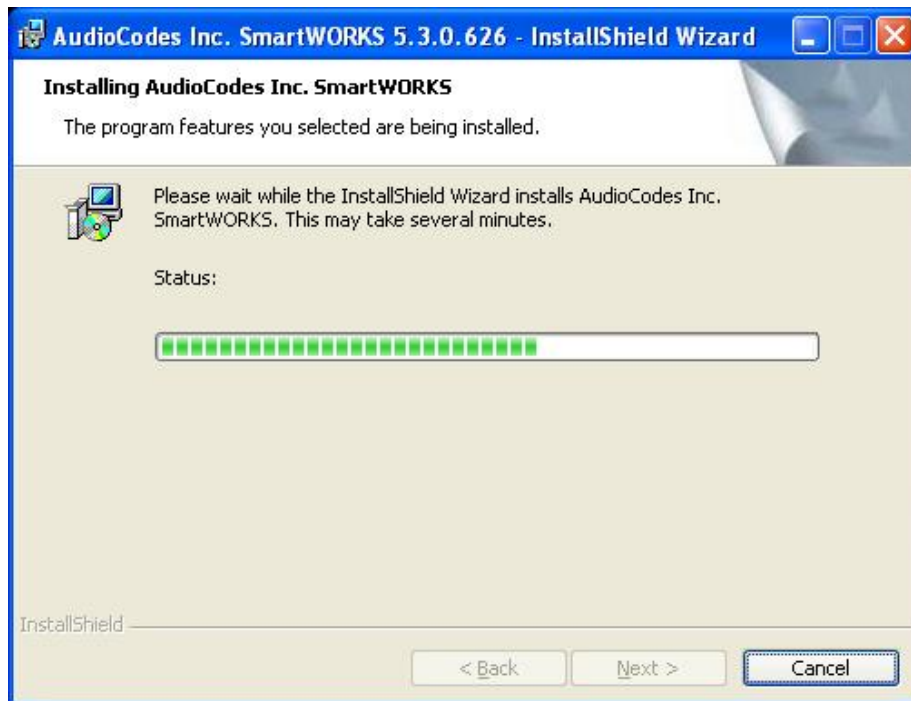
Step 7

The **WinPcap 4.0.2 Installer Setup** window appears. Click *Next* to start the installation.
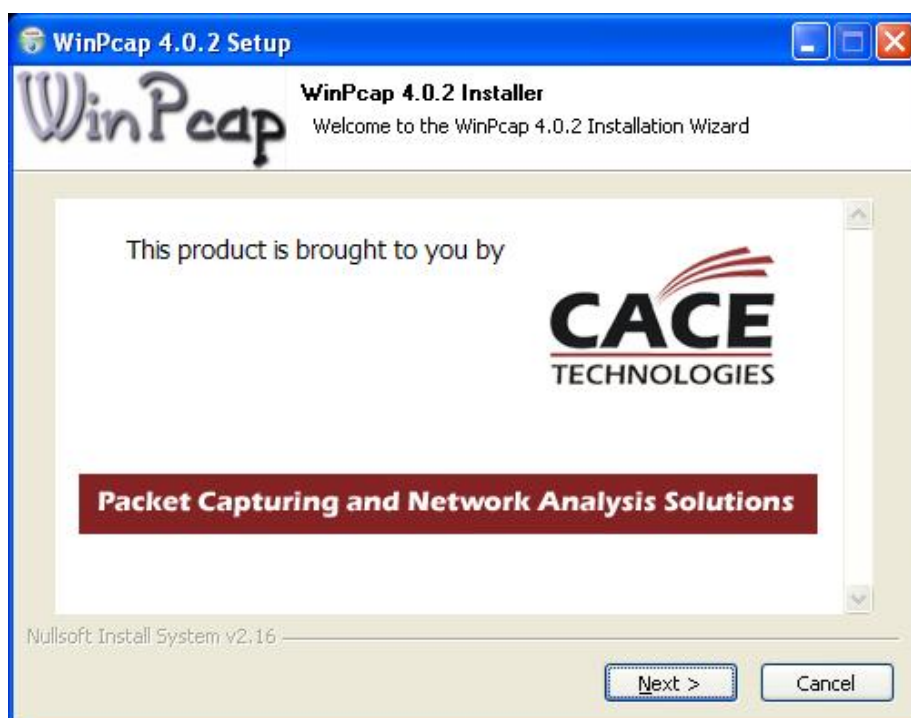
Step 8

The "**Welcome to the WinPcap 4.0.2 Setup Wizard**" screen displays. This Wizard will guide you through the entire WinPcap installation. Click **Next** to proceed.

Step 9

The "**License Agreement**" screen appears as shown below. Please review the license terms before installing WinPcap 4.0.2. Press Page Down to read the rest of the Agreement. If you accept the terms of the Agreement, click **I Agree** to continue.
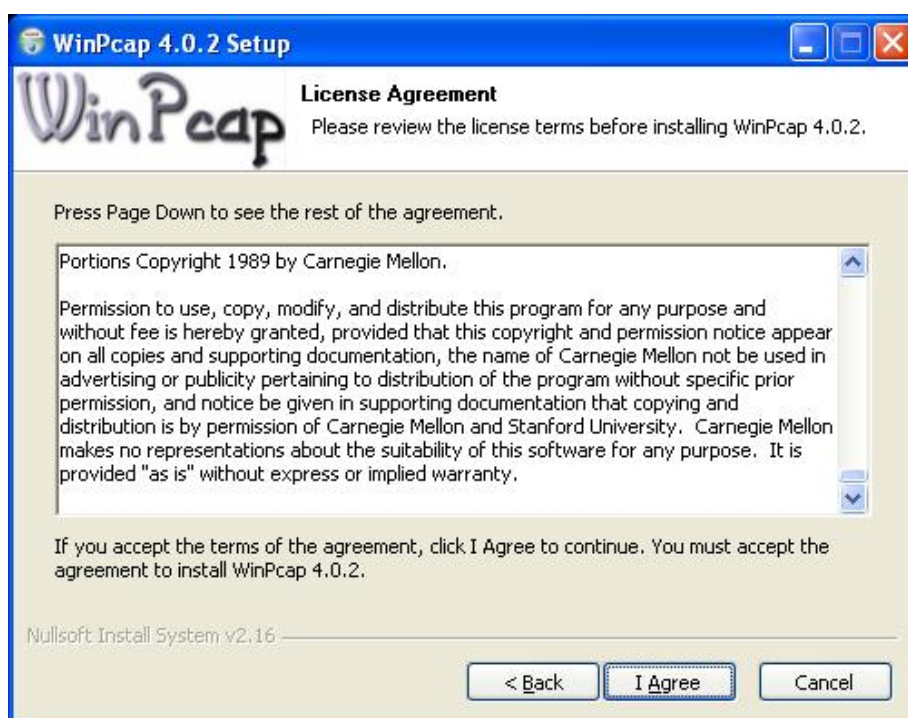
Step 10

It will take a few seconds to complete the installation of WinPcap 4.0.2. Please wait while WinPcap 4.0.2 is being installed.
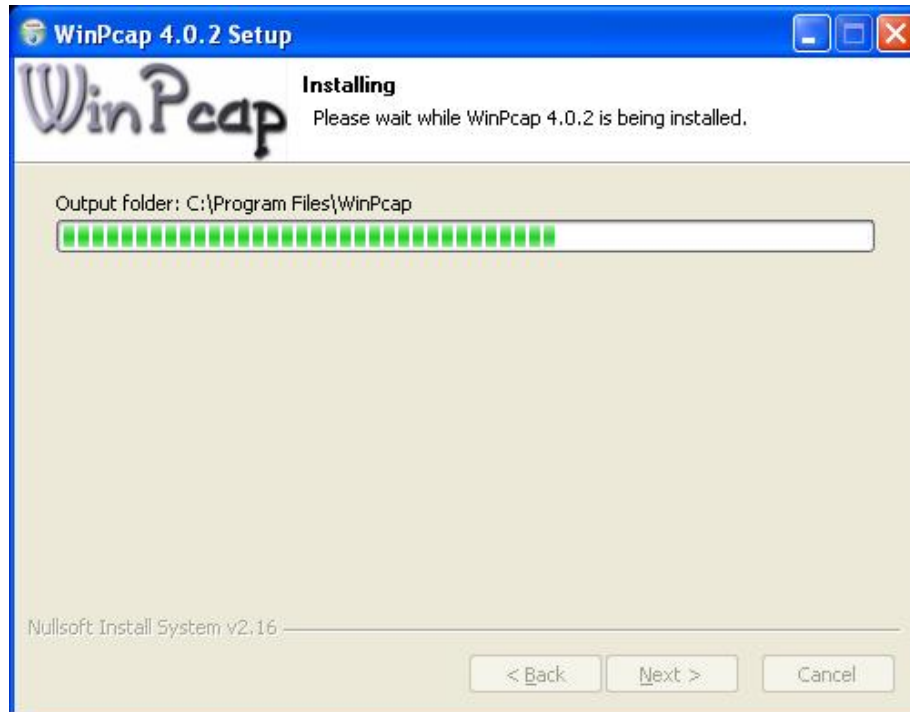
Step 11

The **SmartWF[Unattended** mode] screen appears. The status of installation process is shown.
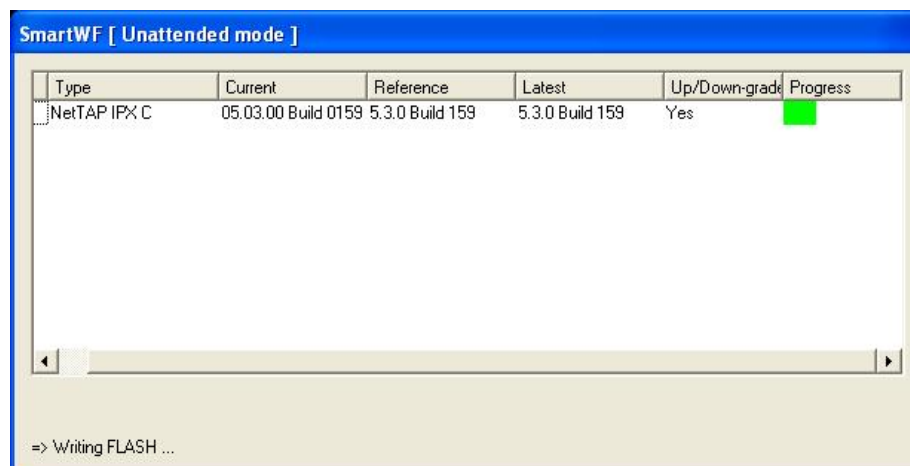
Step 12

An exe file **C:\Program Files\Ai-Logix\SmartWORKS\pnptool.exe** displays.
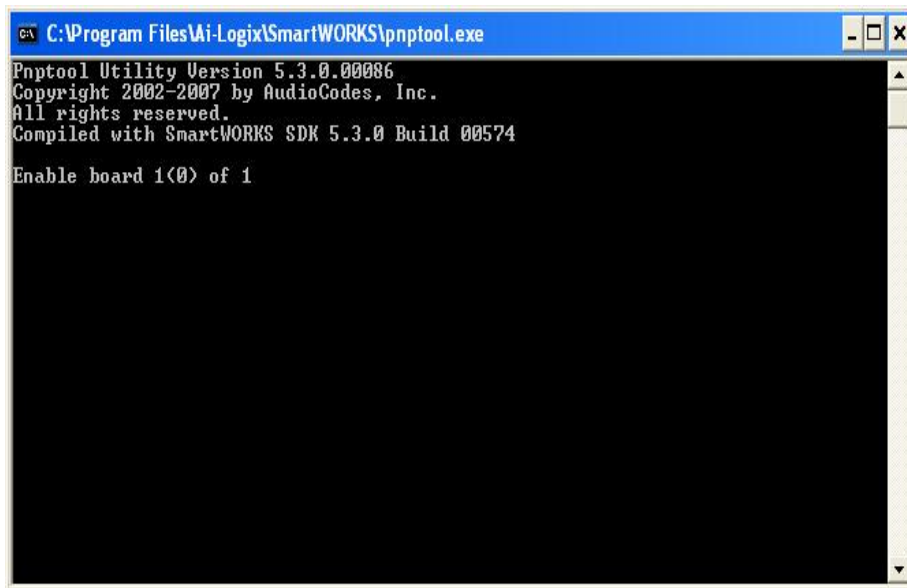
Step 13

After the WinPcap 4.0.2 setup has been installed on your computer, the **"Completing the WinPcap4.0.2 Setup Wizard"** screen appears. Click *Finish* to close this wizard.
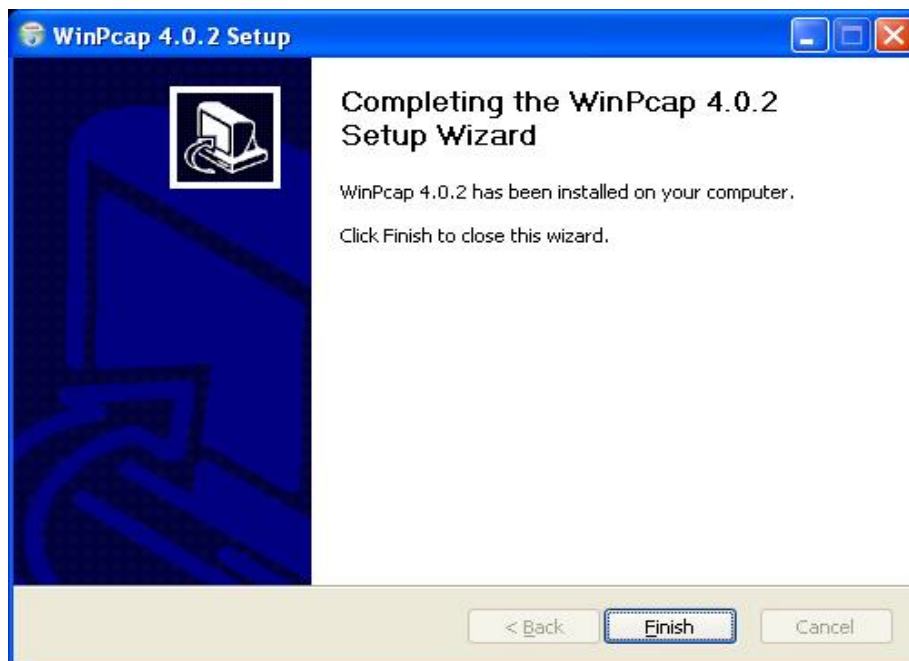
Note: *After completing the installation of Windows Installer Package "AudioCodes Inc. SmartWORKS", restart the computer to proceed further.*

6.3 Soft Recorder Installation

Step 1

From the installation disc, navigate to the folder IPX. Open the Folder **IPX** and install the setup **"Soft Recorder"**.

Soft Recorder
Windows Installer Package
7,522 KB

After you run the setup, the **"Welcome to the InstallShield Wizard for Soft Recorder"** appears as shown below. To continue, click **_Next_**.

Step 2

The License Agreement screen displays as below. Please read the License Agreement carefully. Press the page down to read the rest of the agreement. If you accept the terms of the agreement, click **"I accept the terms in the license agreement"**.

Step 3
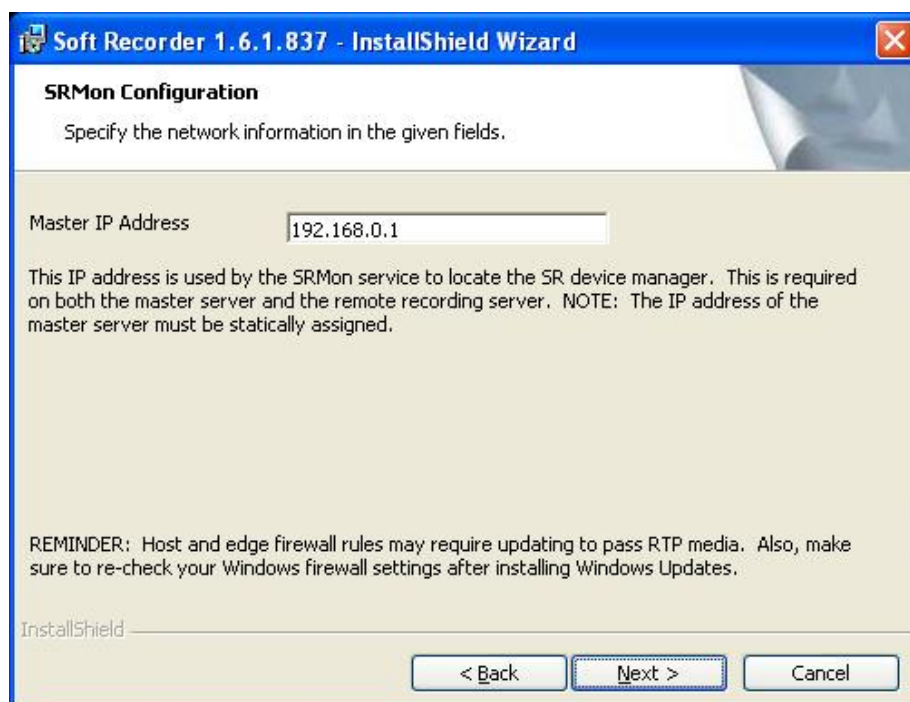
In the **Soft Recorder 1.6.1.837– InstallShield Wizard** window, you need to specify the customer information. Please enter the **User Name** and **Organisation**. Click *Next* to proceed.
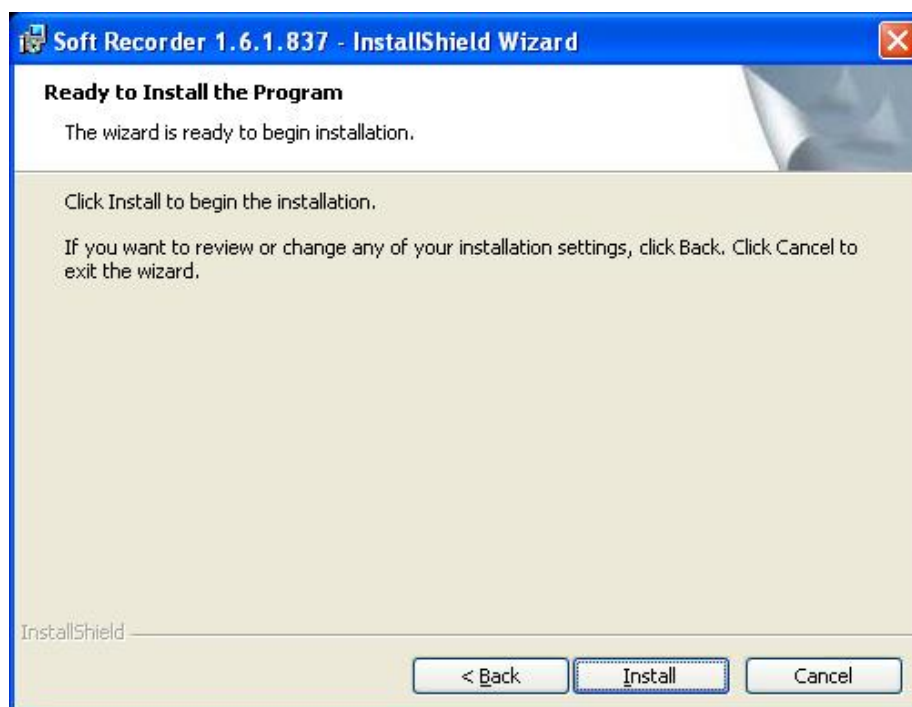

Step 4

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

Step 5

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


Step 6

The program features are being installed. The status of installation process is shown in the below window. Please wait while the InstallShield Wizard installs Soft Recorder. This may take few minutes to install.

Step 7

The **"InstallShield Wizard Completed"** screen displays. The InstallShield Wizard has successfully installed Soft Recorder. Click **Finish** to exit the wizard.
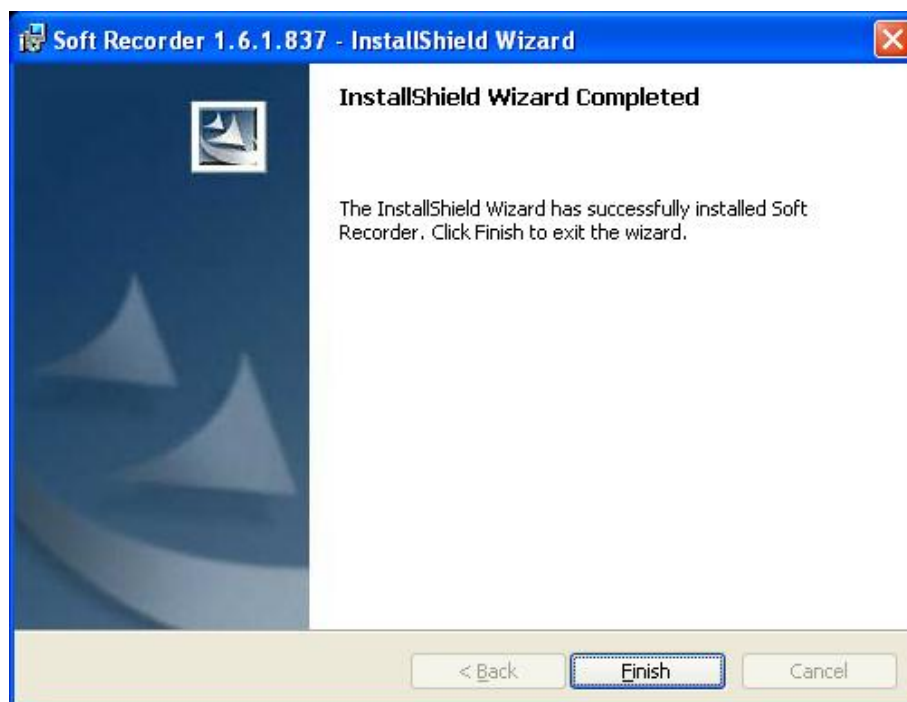
Note: *After completing the installation of Windows Installer Package "Soft Recorder 2.6.1.837", you need to restart the computer to proceed further. After you restart the computer, open the folder IPX from the installation disc, copy the license AIL08513000010.lic and paste it to the location C:\Program Files\AudioCodes USA\Soft Recorder.*
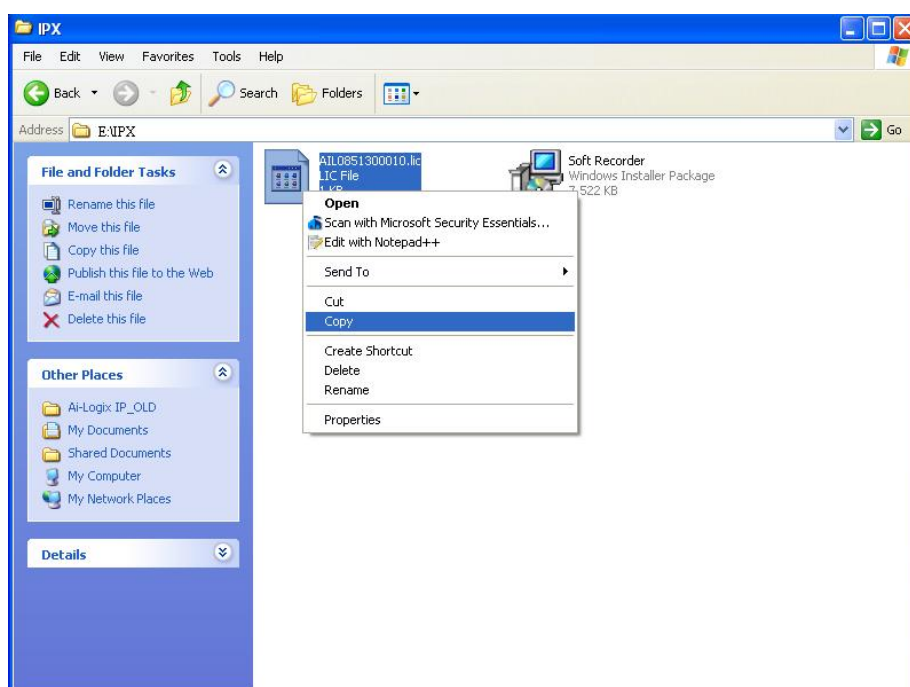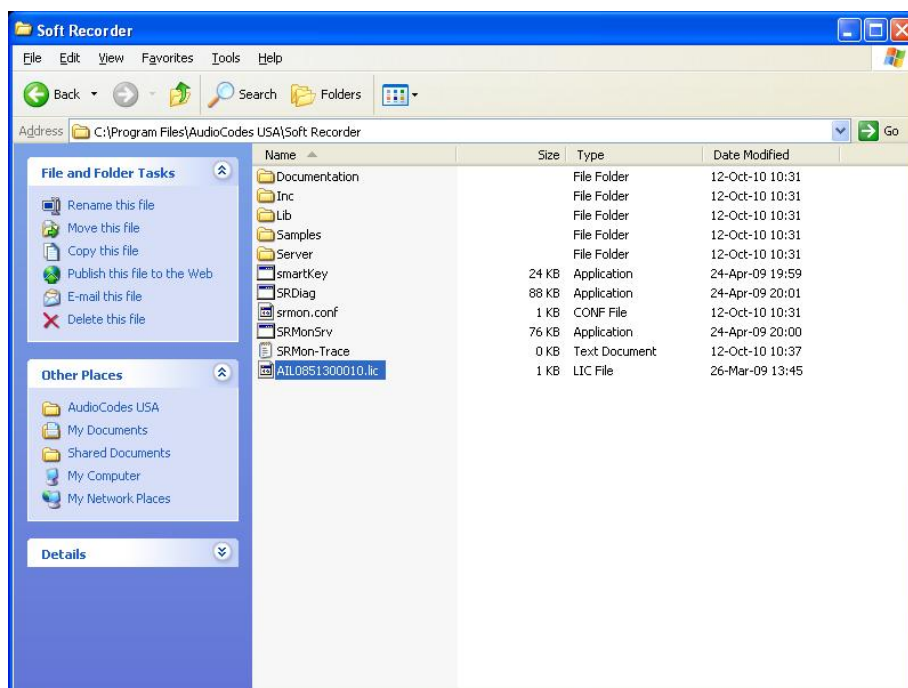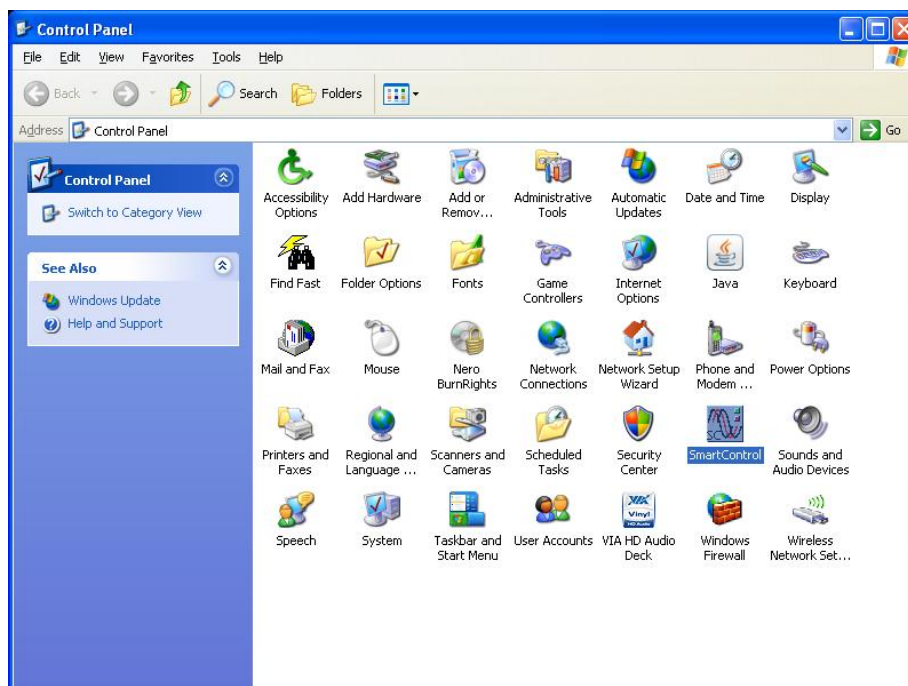
Voice Card Configuration

Step 1

From Windows, click **Start** in the lower left corner of the screen, select "**Control Panel**". From the Control Panel screen, double-click the "**SmartControl**".

Step 2

The "**AudioCodes USA Inc. SmartWorks**" window displays. On the top there are several options like System, Board, CPM, etc. Click Board. You can specify the **Board** information here. Click **Apply** and then click **OK** to continue.

Step 3

You will be prompted that the changes to board configurations may require a restart of physical board using Device Manager. Click **OK**.

6.4 Connection Diagram
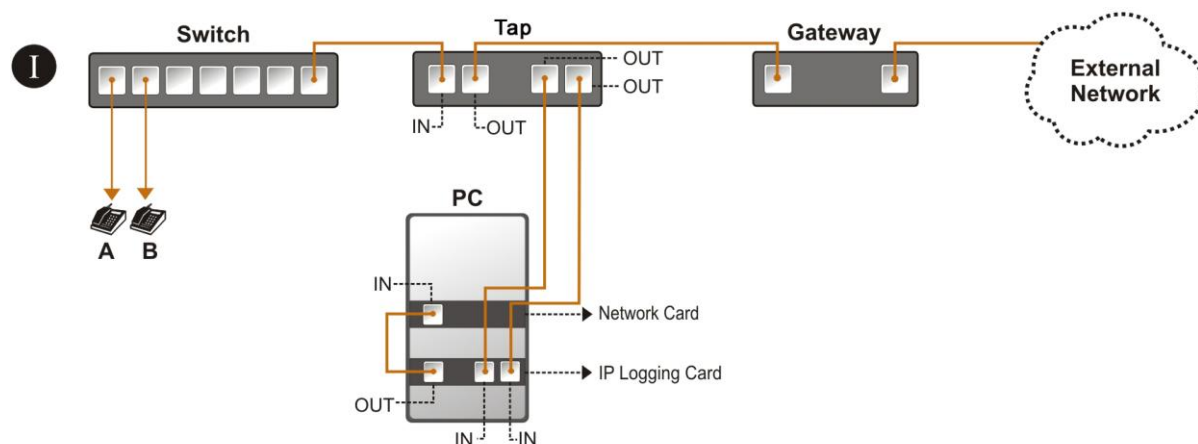
Scenario 1: All transmitted or received data from the Switch to Gateway (IP PBX/Router) is forwarded to Xtend Voice Logger PC using TAP, where the data is further logged for future references.
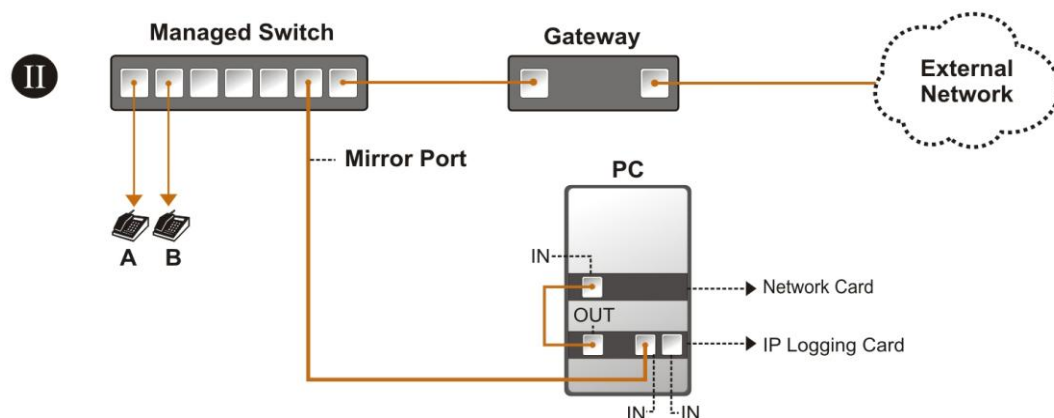
Scenario 2: All transmitted or received data from the IP Phone is forwarded to Xtend Voice Logger PC using Mirror Port, where the data is further logged for future references.

6.5   Xtend Voice Logger Installation

This section will help you to install the Xtend Voice Logger in the system. Software installation is done from the CD provided in the kit. You can follow these steps to install the Voice Logging system: -

Step 1

Insert the installation CD into the CD-ROM drive and locate the setup file "**XtendLogger.exe**".
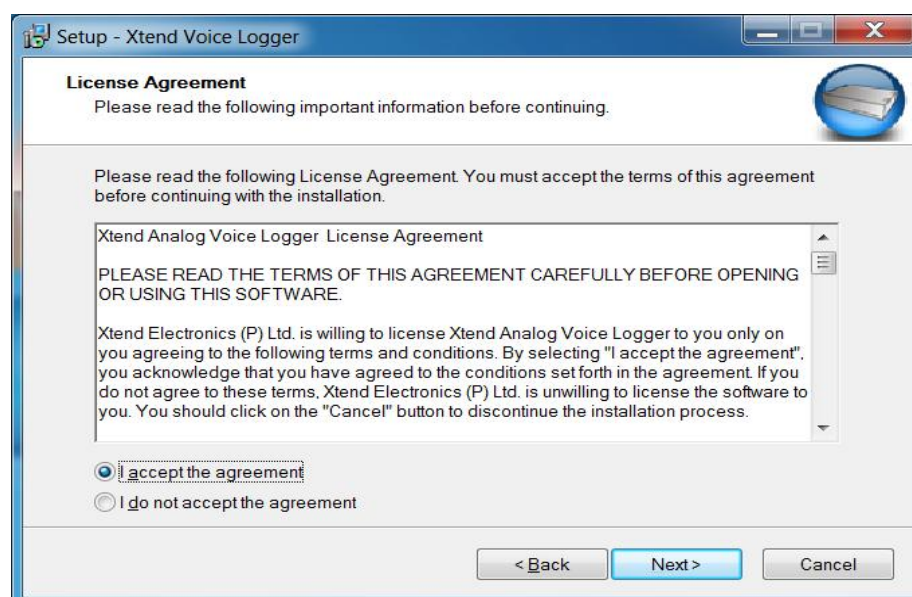
Step 2

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

Step 3

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

Step 4

Setup installs Xtend Voice Logger in default location C:\XtendLogger; also the program shortcut in the start menu, click **Next** to proceed.
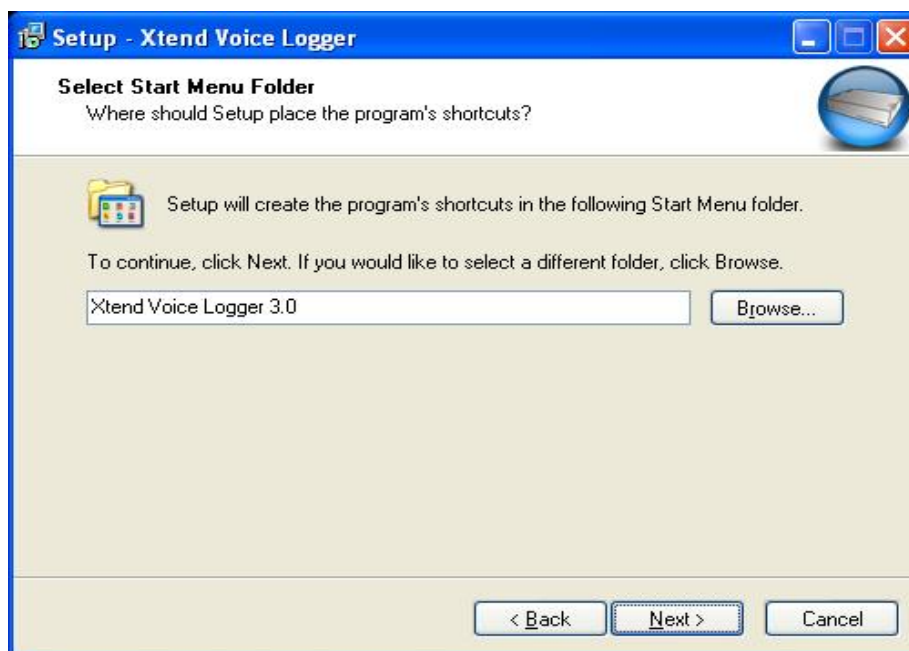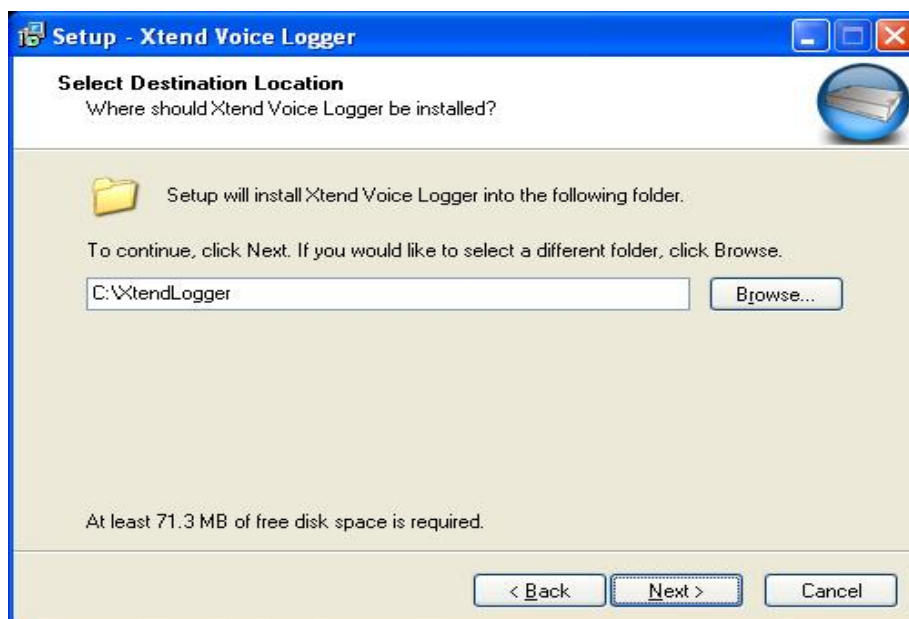
Step 5

The user-selected options appear, verify the destination location and the program shortcut in the start menu. Click *Install* to continue.
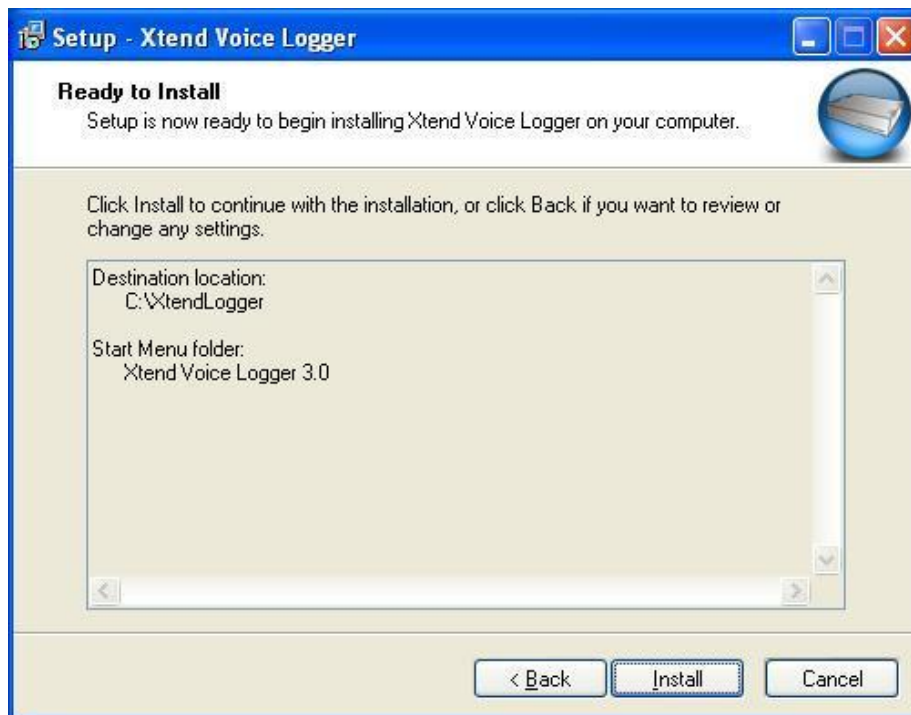
Step 6

The installation process proceeds by copying all the related files and programs into the specified location. It will take few seconds for the process to get over, as the time taken will vary from system to system. An illustration is shown below.
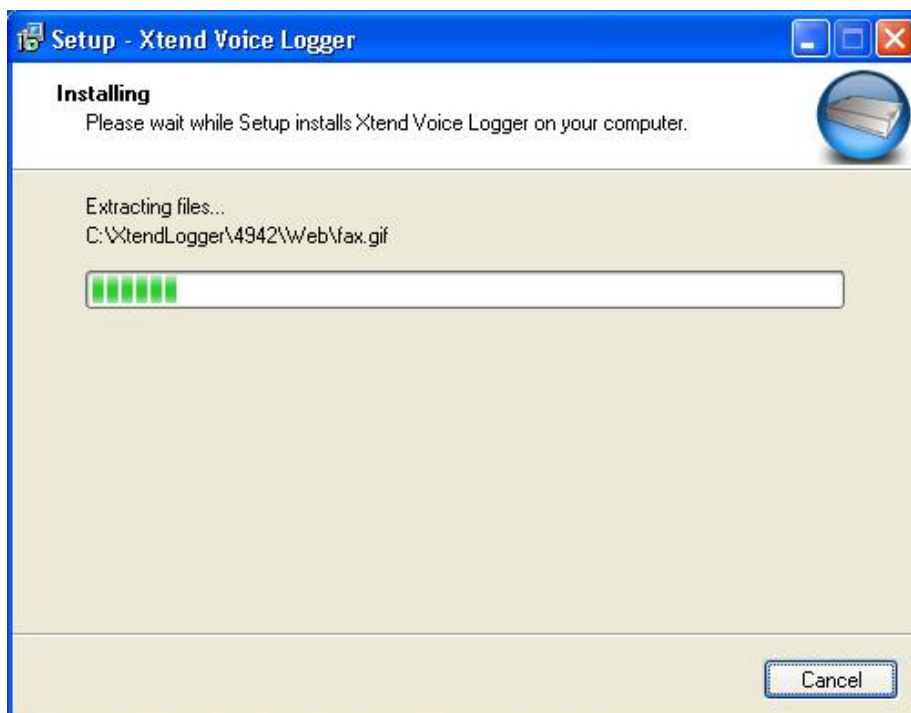
Step 7

You will be prompted about the installation of HASP Device driver. Please wait to complete the installation and click **OK** to continue.
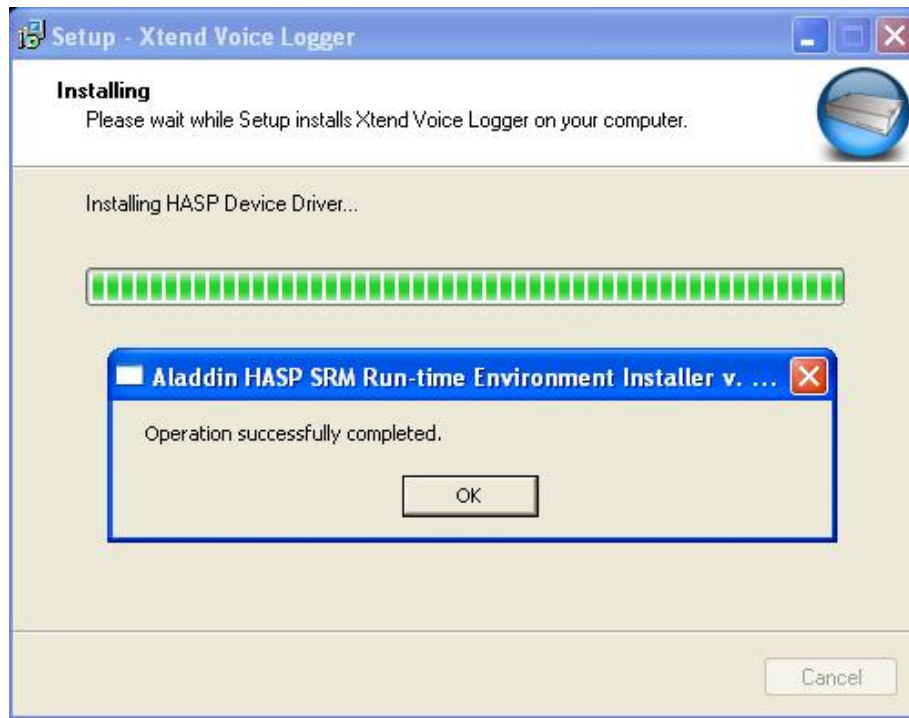
Step 8

Once the installation of Xtend Voice Logger completes, the "**Completing the Xtend Voice Logger Setup Wizard**" screen displays. Click **Finish**.
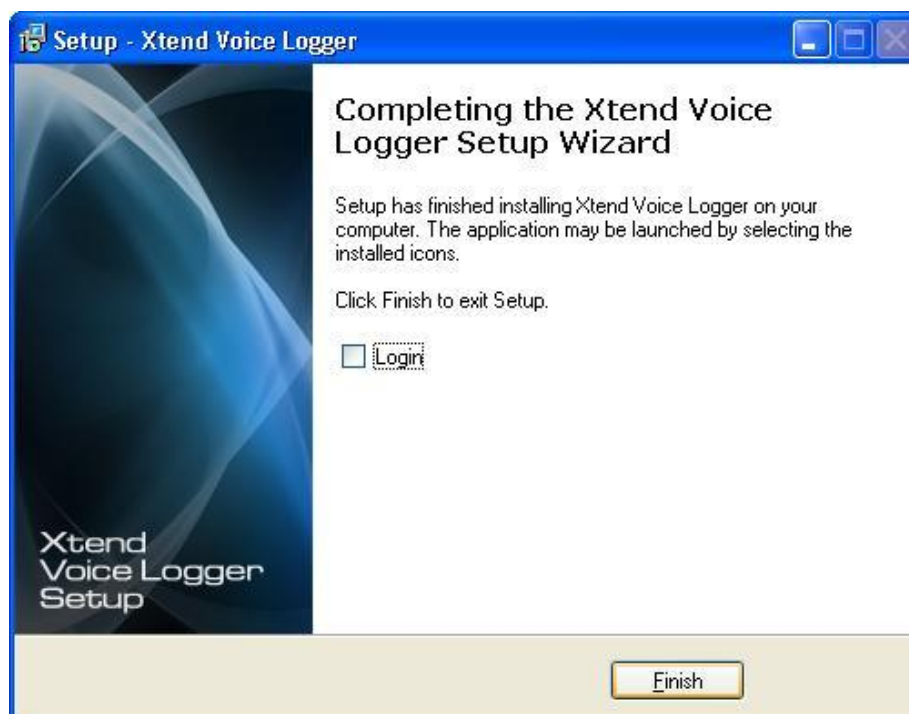
Connecting HASP to USB port

The Xtend Voice Logger S/W license is bundled with a Hardware known as HASP. The HASP key should be connected to the USB port only after the installation of the Voice Logger is complete.

When the HASP is connected, a popup will appear as "Found New Hardware".

When the new hardware is installed and ready to use, you will see a Red Light glowing inside the HASP.

6.6 Configure Xtend Voice Logger Software with Hardware

Step 1

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

Go to **Start Menu >Programs>Xtend Voice Logger 3.0> Login**.

Default **Name** and **Password** is **"admin"**. Click **Login**.
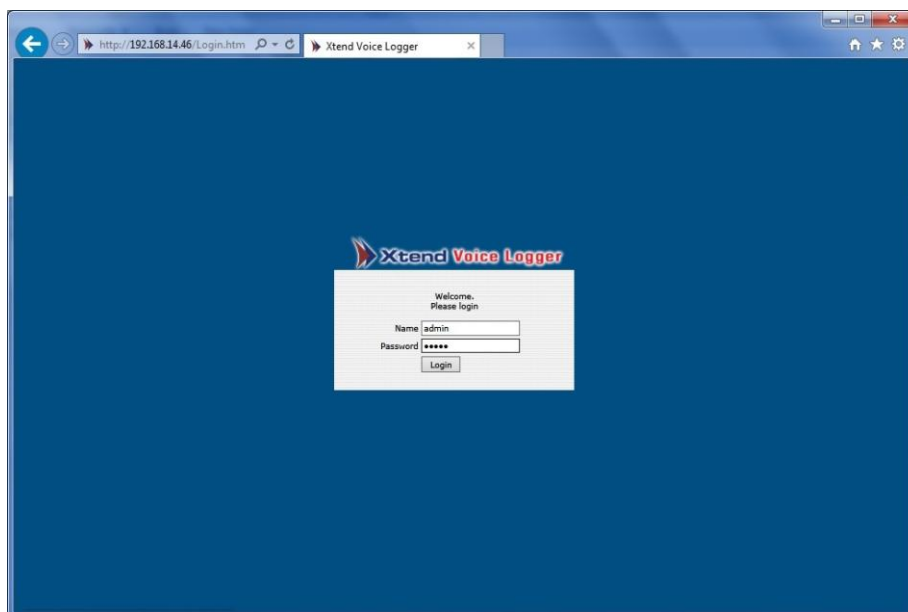
Step 2

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

Step 3

The **Configure Devices** screen displays. Xtend Voice Logger automatically detects the Ai-logix voice device. In the **Trunk/Extension Name** field, specify the IP address of the connected line. For example 192.168.11.20. The **Trunk Type** appears as IP Trunk. Call logging begins on the basis of the event specified in the Log Type. By default, **'Handset Up To down'** appears as selected in this box. If you want to change this option then select the related option from the drop-down list. The selected protocol appears as **ISDN PRI**. Press **Next** to save the device settings.

Device	Enable	Device Name	Trunk/Extension Name	Trunk Type	Log Type
1	☑	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 1	192.168.11.20	IP Trunk	Handset Up to Down
2	☑	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 2	192.168.11.21	IP Trunk	Handset Up to Down
3	☑	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 3	192.168.11.22	IP Trunk	Handset Up to Down
4	☑	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 4	192.168.11.23	IP Trunk	Handset Up to Down
5	☑	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 5	192.168.11.24	IP Trunk	Handset Up to Down
6	☑	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 6	192.168.11.25	IP Trunk	Handset Up to Down
7	☑	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 7	192.168.11.26	IP Trunk	Handset Up to Down
8	☑	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 8	192.168.11.27	IP Trunk	Handset Up to Down
9	☑	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 9	192.168.11.28	IP Trunk	Handset Up to Down
10	☑	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 10	192.168.11.29	IP Trunk	Handset Up to Down
11	☑	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 11	192.168.11.30	IP Trunk	Handset Up to Down
12	☑	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 12	192.168.11.31	IP Trunk	Handset Up to Down

Step 4

The Live Calls window is shown below. The Trunk Name is the IP address that you have provided before. When a call is active the status will be shown in green color.

Trunk Name	Call Time	Caller No	Called No	Type	Status
[1] 192.168.11.20					●
[2] 192.168.11.21					●
[3] 192.168.11.22					●
[4] 192.168.11.23					●
[5] 192.168.11.24					●
[6] 192.168.11.25					●
[7] 192.168.11.26					●
[8] 192.168.11.27					●

Step 5

In the below window a call is active. The Trunk Name, Call Time, Caller No, Called No, Type, Status can be seen. The Type is Outgoing and the Status is connected.

▶ All

Total Number of Active Calls : 1   Download

Trunk Name	Call Time	Caller No.	Called No.	Type	Status	
[1] Trunk1	13/12/2013 12:52:16 PM [00:00:17]		004843066099	Outgoing	🔒	🌐🌐🔴

CONTENTS

7. Installation Checklist

Please read the points mentioned below and verify that all the points are carried out for an error-free installation of Xtend Voice Logger.

CHECKS TO BE DONE

- Have you inserted the Ai-Logix board on the PCI slot of the computer?

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

- Have you installed the Soft Recorder from the installation CD?

- Have you copied the License key to C:\Program Files\AudioCodes USA\Soft Recorder?

- Have you installed the Xtend Voice Logger from the installation CD?

- Have you inserted the HASP HL key into the USB port of the computer?

- Have you made the connection as specified in the Diagram?

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

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

- Have you checked that all live calls are being recorded to Xtend Voice Logger?
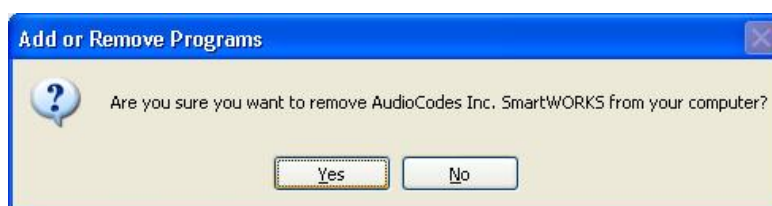
8. Uninstallation

8.1 Uninstallation of Smartworks:

Step 1.

From Windows, click **"Start"** button in the lower left corner of the screen, select **"Control Panel"** then double-click **"Add or Remove Programs"** icon. Select the **"AudioCodes Inc. SmartWORKS"**, click *Remove*.
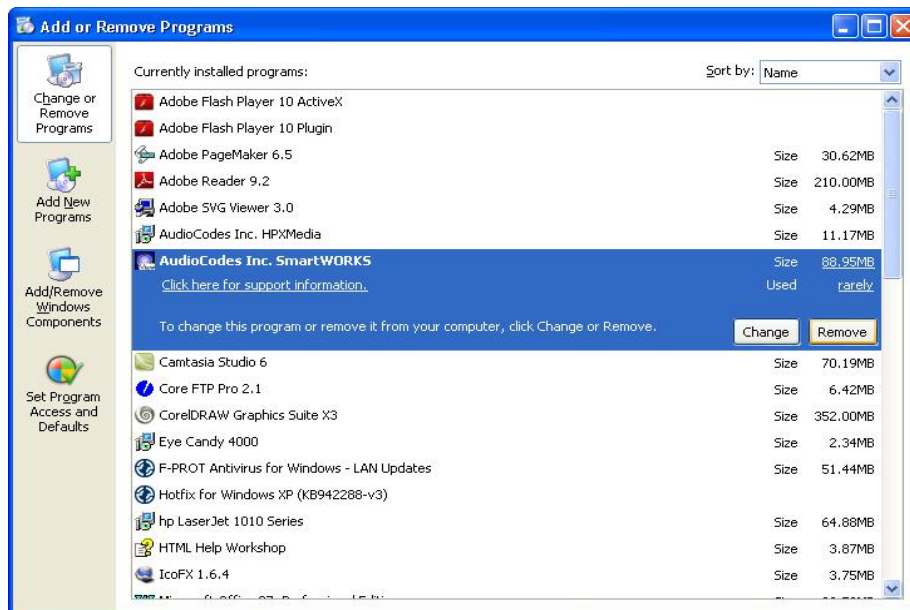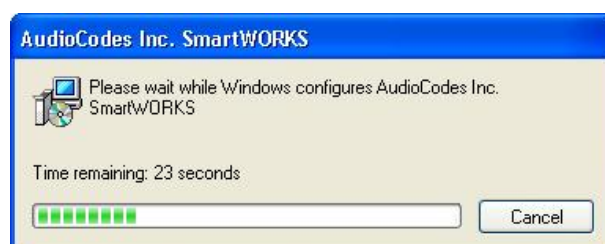

Step 2

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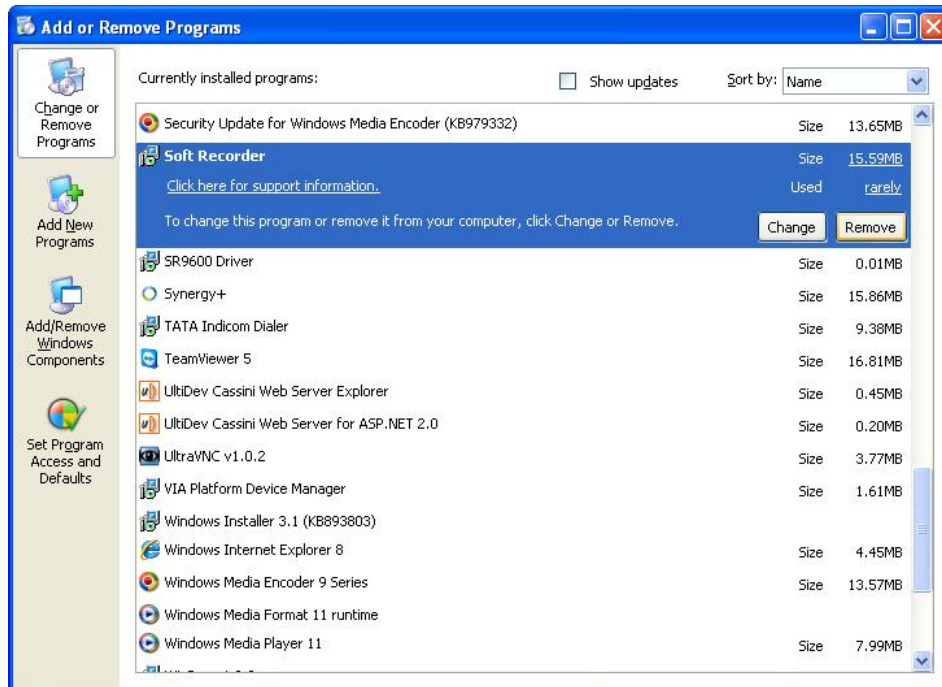

Step 3

The **AudioCodes Inc. SmartWORKS** screen displays. Please wait while Windows configures **AudioCodes Inc. SmartWORKS**. It will take only a few seconds to complete.
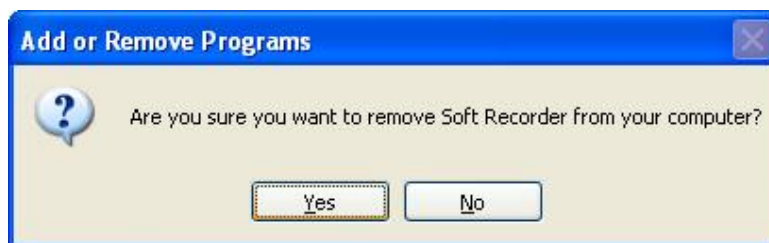
Uninstallation of Soft Recorder:

Step 1

From the **"Add or Remove Programs"** select the **"Soft Recorder"**, click Remove.

Step 2

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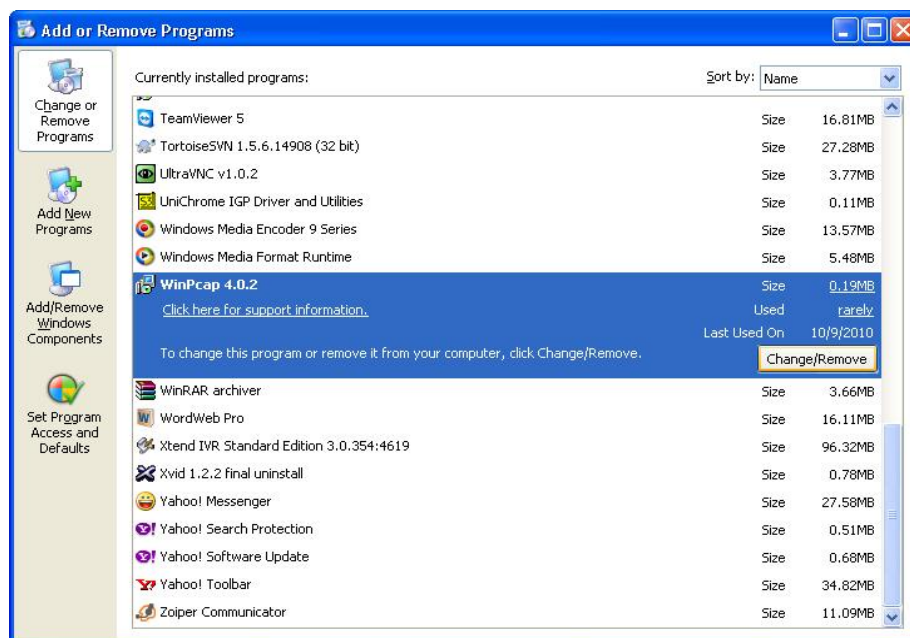

Step 3

The **AudioCodes Inc.** PHXMedia screen displays. Please wait while Windows configures Soft Recorder. It will take only a few seconds to complete.
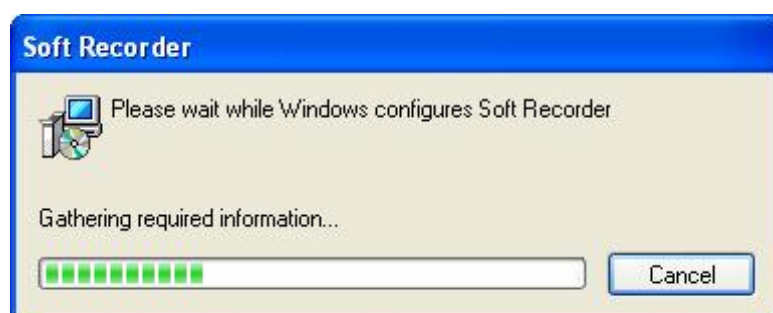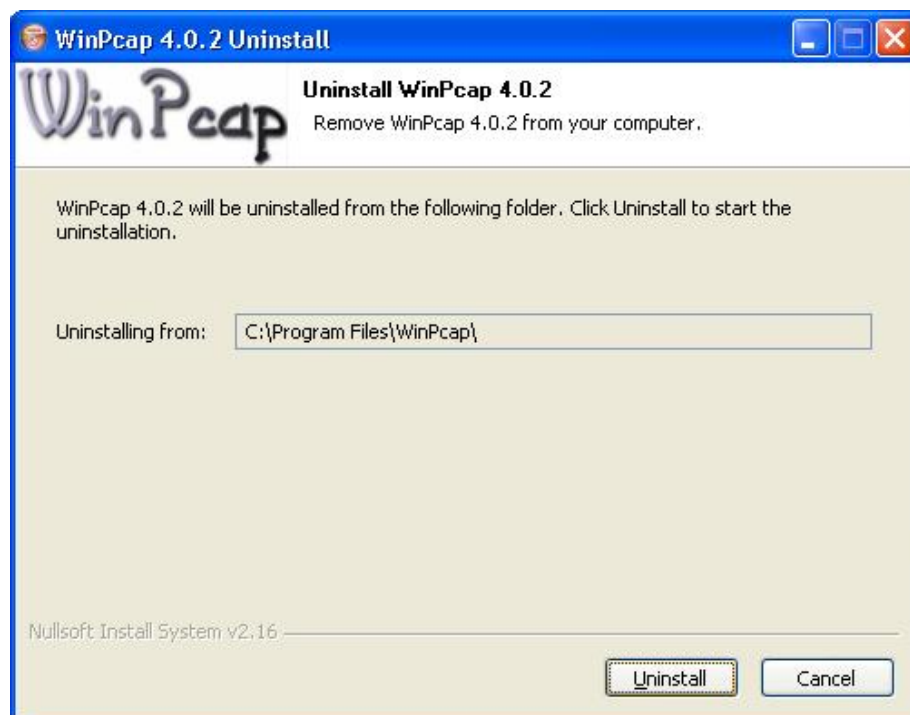
Uninstallation of WinPcap

Step 1

From the "**Add or Remove Programs**" select the "**WinPcap 4.0.2**", click *Change/Remove*.

Step 2

The "**WinPcap Uninstall**" window appears as below. Click *Uninstall* to start the uninstallation.

Step 3

Once the uninstallation process is over the "**Completing the WinPcap 4.0.4 Uninstall Wizard**" displays. Click *Finish* to close this wizard.
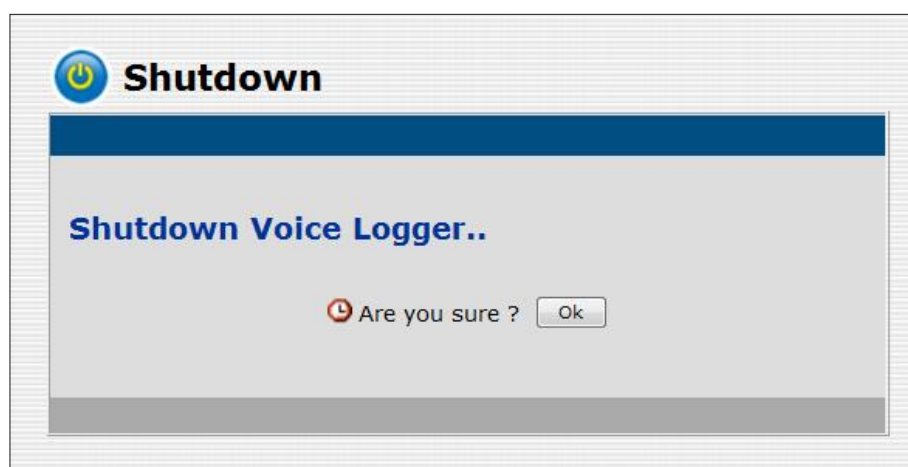

8.2 Uninstalling Xtend Voice Logger

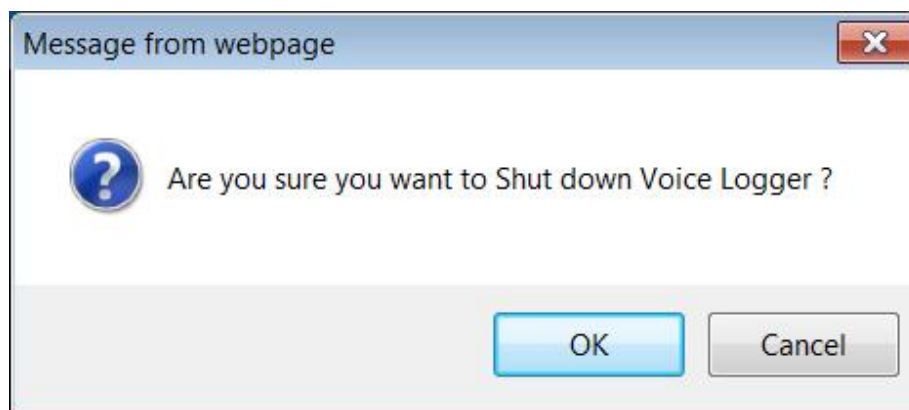To uninstall the Xtend Voice Logger application follow the steps below.

Step 1

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

Step 2

A dialog box appears asking the confirmation to shutdown the Xtend Voice Logger. Click
OK.

Step 3

The Voice Logger is shutdown successfully and the below screen displays.

Step 4

Right click Xtend Web Server icon from the task bar, a popup with two options **"About"** and **"Shutdown"** will appear. Click **"Shutdown"**.
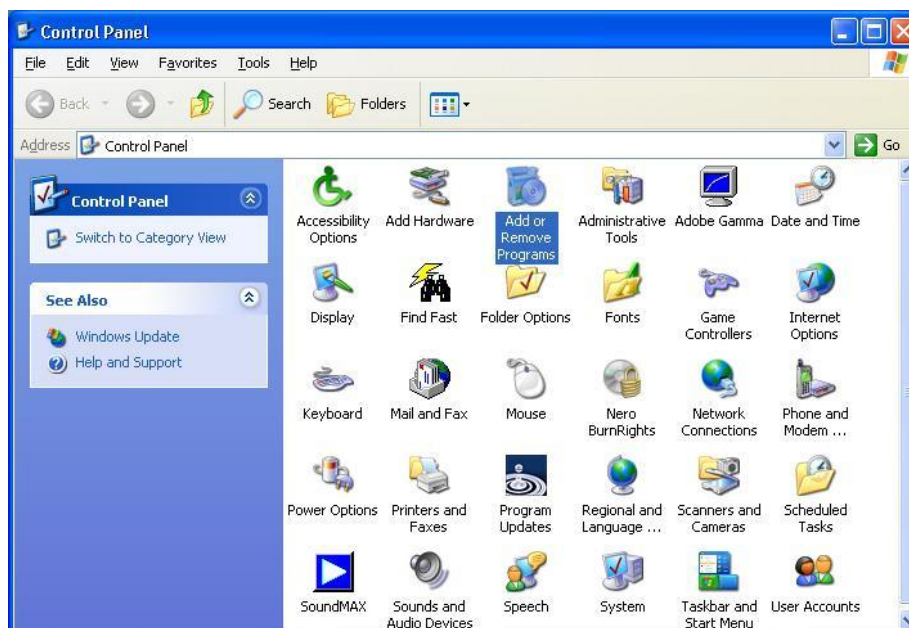
Step 5

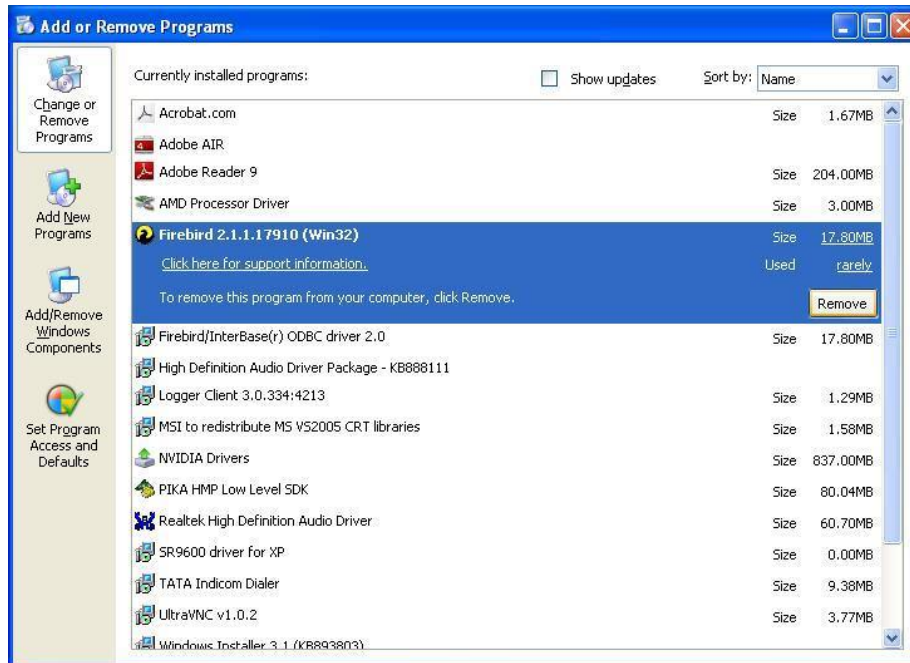Click **Yes** to stop Xtend Web Server on the computer.

Step 6

From Windows, click **Start** in the lower left corner of the screen, select **"Settings"** then the **"Control Panel"** option. From the Control Panel screen, double-click the icon **"Add or Remove Programs"**.
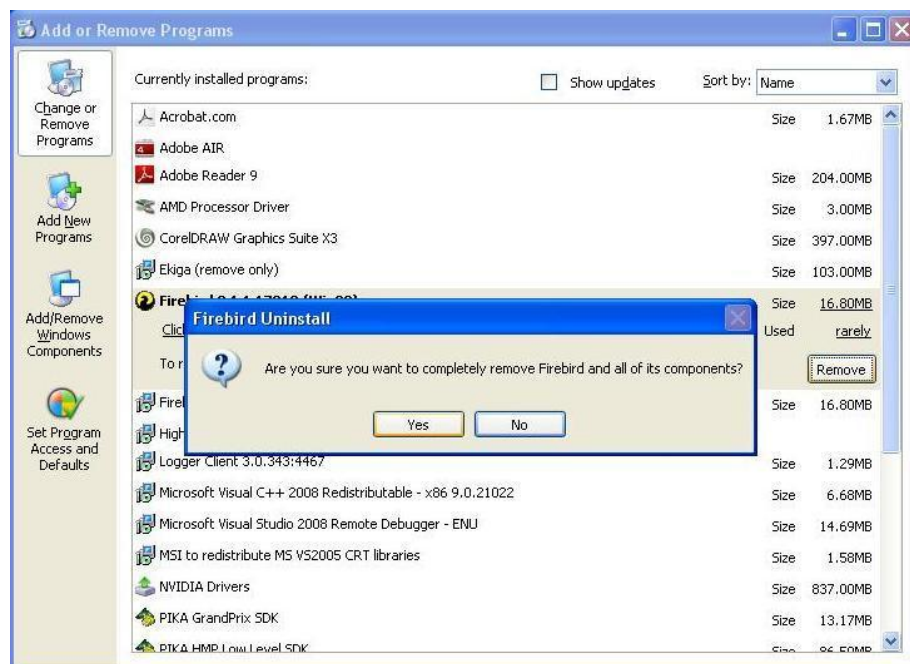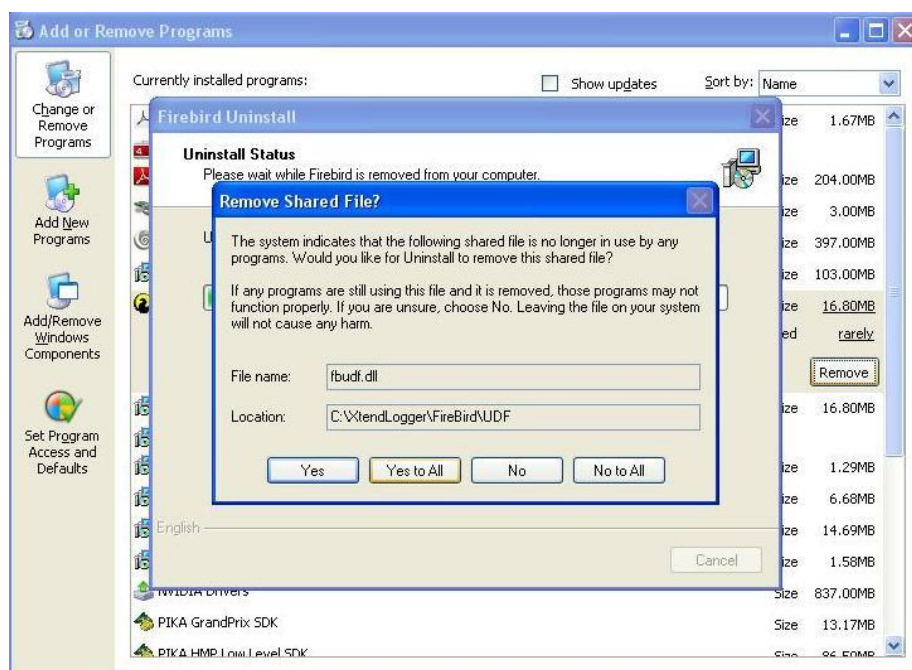
Step 7

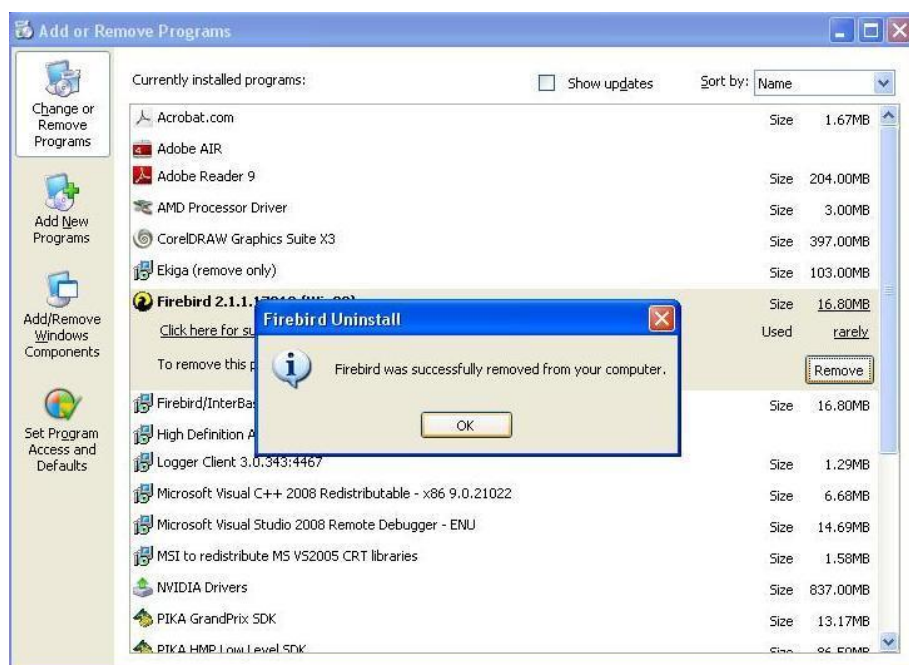First you need to uninstall the **"Firebird 2.1.1.17910(WIN32)"**. Select the same and click **Remove**.

You will be prompted that, whether you want to completely remove Firebird and all of its components. Click **Yes**.

The window **"Remove Shared File?"** displays as below. Click **Yes To All** to remove the shared file from the location **C:\XtendLogger\firebird\UDF**.
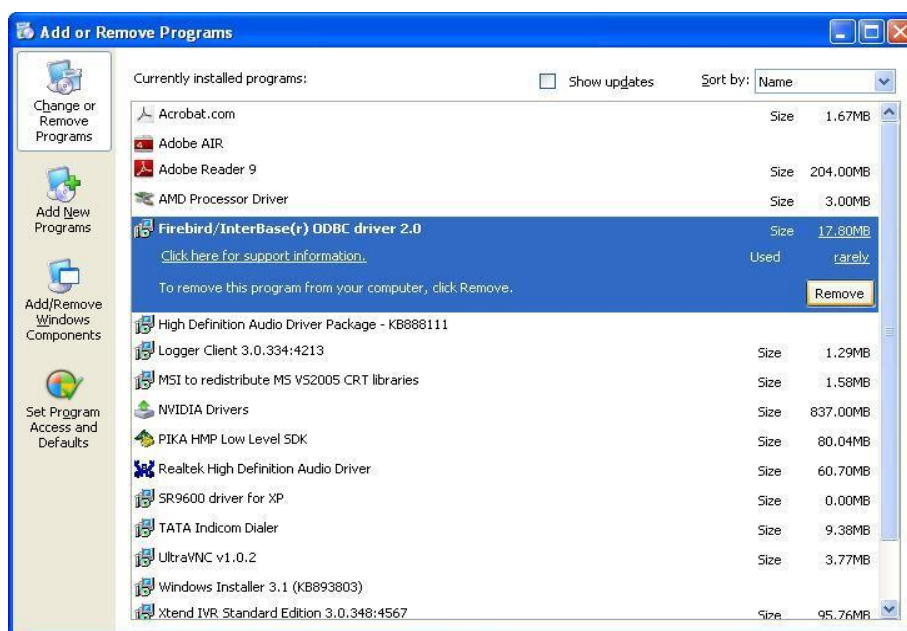

After the Firebird ODBC driver was successfully removed, the **"Firebird Uninstall"** screen displays. Click **OK**.
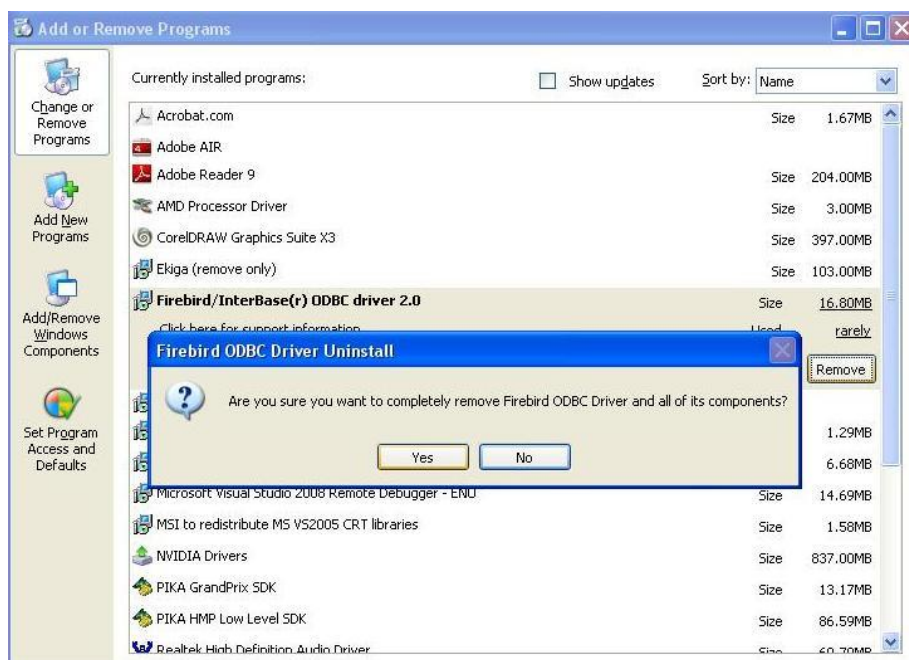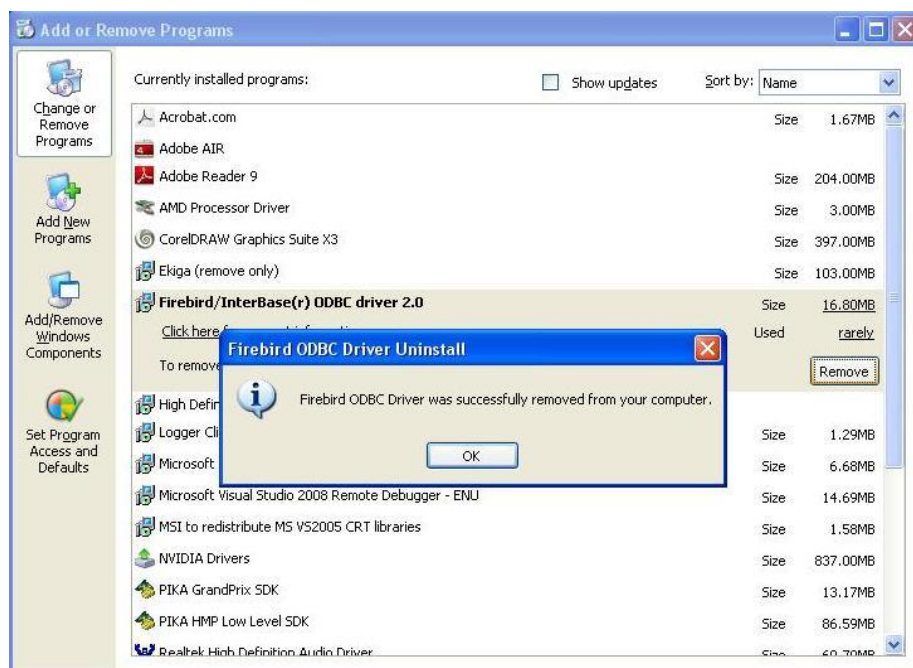
Step 8

Next you need to uninstall **Firebird/Interbase(r) ODBC driver 2.0** from the same list. Click **Remove**.

You will be prompted that, whether you want to completely remove Firebird ODBC Driver and all of its components. Click **Yes** to confirm.
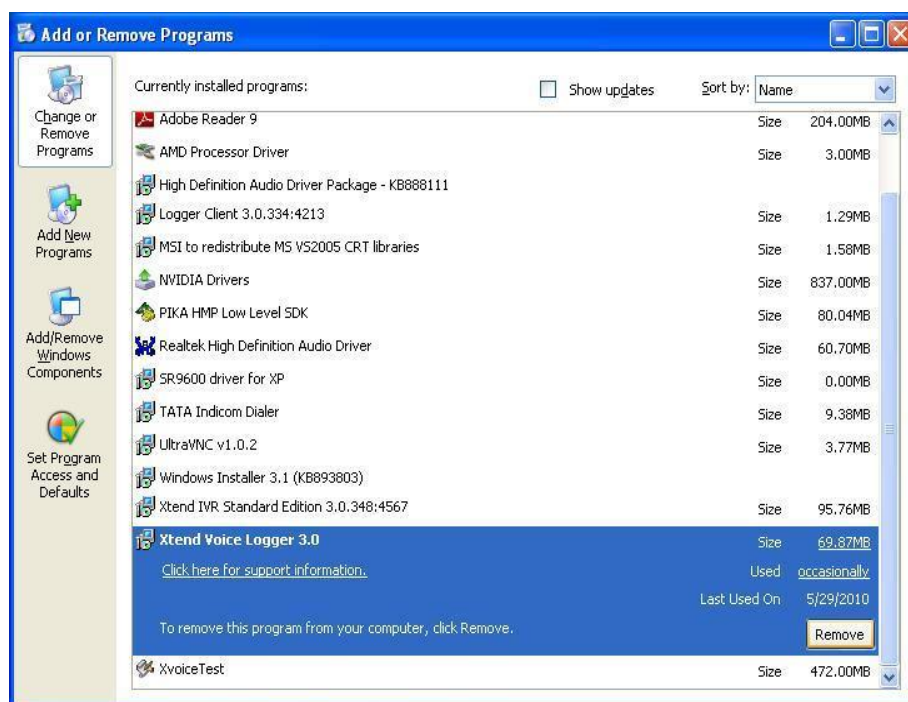
CONTENTS

After the Firebird ODBC driver was successfully removed, the "Firebird ODBC Driver Uninstall" screen displays. Click **OK**.
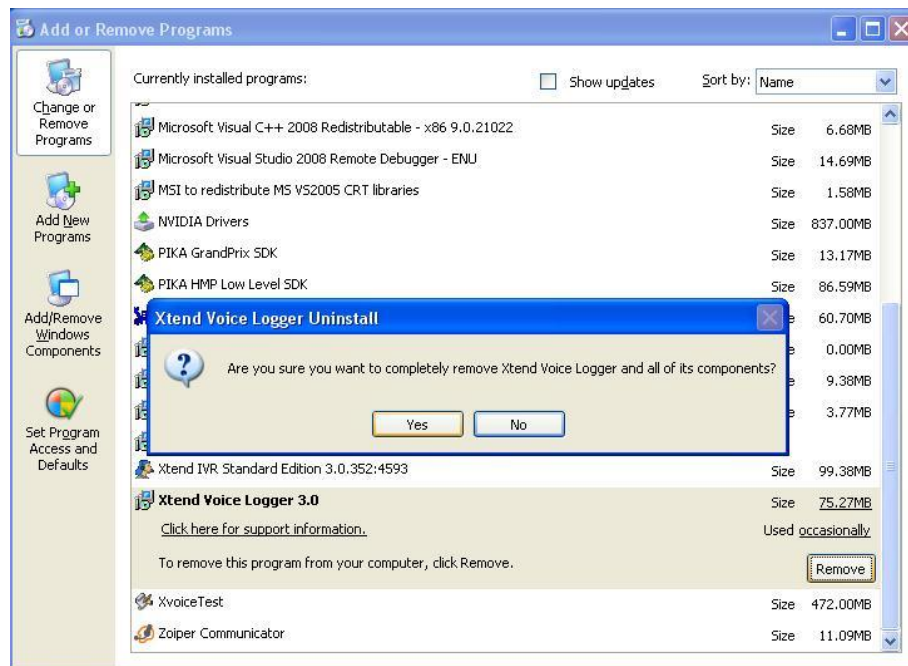

Step 9

Finally you need to uninstall **Xtend Voice Logger 3.0** from the "**Add or Remove Programs**". Select the same and click **Remove**.
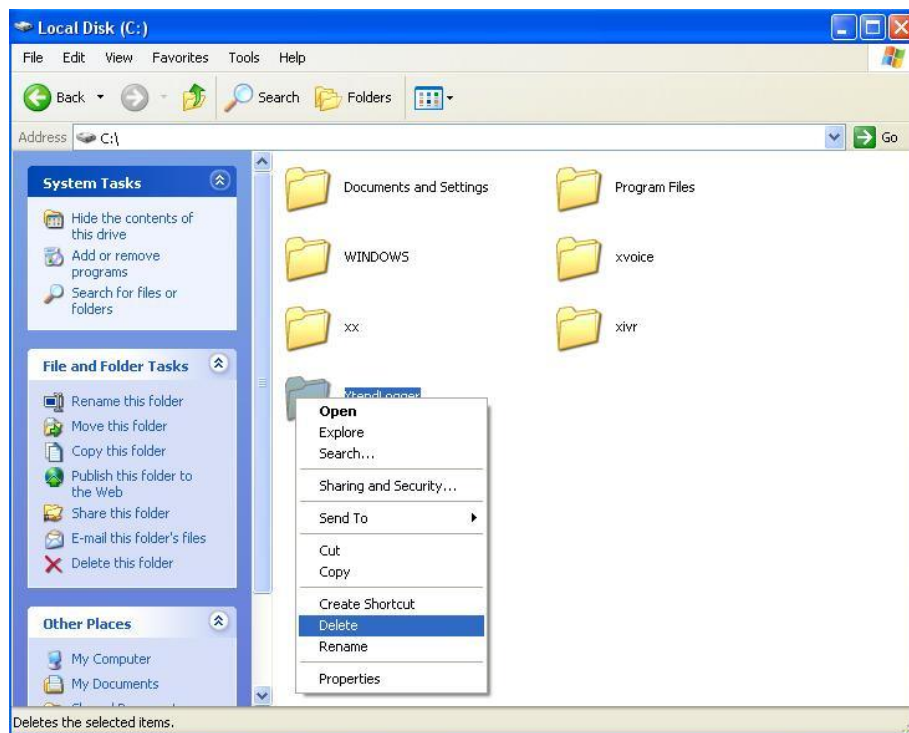
You will be prompted to completely remove Xtend Voice Logger and all of its components. Click **Yes** to confirm the uninstallation.
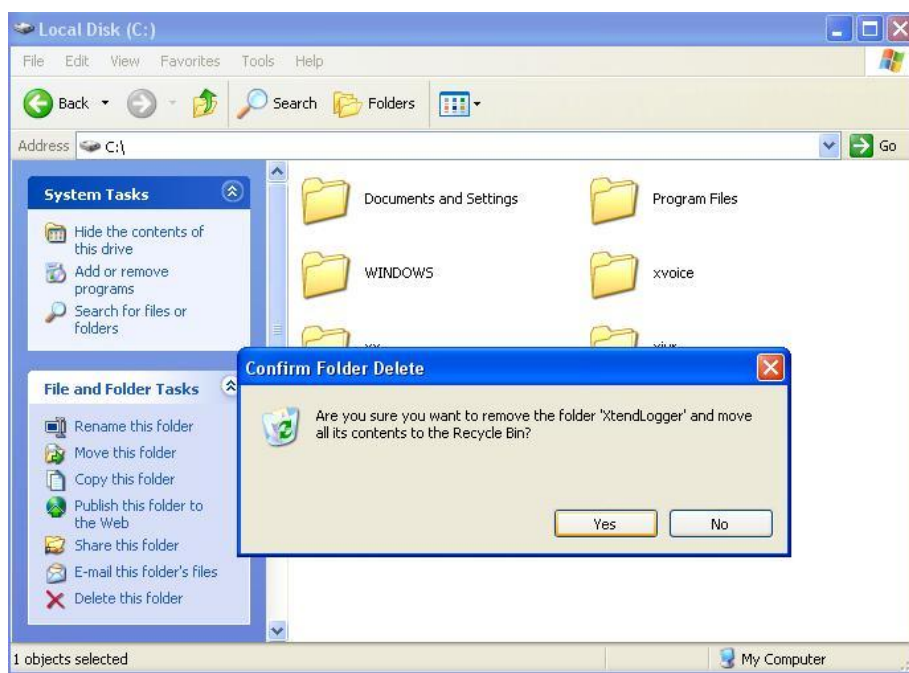

Step 10

Now browse to C:\ and select the folder **XtendLogger**. Right click and select **Delete**.

Click **Yes** to confirm that you want to remove the folder **"XtendLogger"** and move all its contents to the recycle bin.

This concludes the uninstallation of Xtend Voice Logger.

9. Contact Us

Regional Office for South Central Asia:

Xtend Technologies (P) Ltd.,

Blue Hill, Kalathiparambil Cross Road, Ernakulam South, Kochi 682016, Kerala, India,
Phone: +91-484-2378008/3291008, +91-9388686080, E-mail: sales@xtendtech.com, Web: www.xtendtech.com

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Regional Office for South East Asia:

Xtend Technologies Pte Ltd.,

71, Ayer Rajah Crescent, #02-14, Ayer Rajah Industrial Estate, Singapore 139951,
Phone: +65 - 67797972, E-mail: sales@xtendtech.com.sg, Web: www.xtendtech.com.sg

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Regional Office for Middle East:

Xtend Technologies LLC

P.O. Box No. 83939, Suite #124, Hor Al Anz Plaza, Hor Al Anz, Dubai, UAE,
Phone: +971-4-2545081, E-mail: sales@xtendtech.ae, Web: www.xtendtech.ae

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