

# **Installation Guide**



# **Xtend Voice Logger**





# **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.

© 2013 Xtend Technologies. All Rights Reserved.

# **Table of Contents**

1.	Welcome4
2.	Introduction5
3.	Features6
4.	Unpacking7
5.	Minimum System Requirements8
6.	Getting Started9
	6.1. Connection Diagram10
	6.2. Xtend Voice Logger - Installation11
	6.3. Xtend Voice Logger - Configuration19
7.	Installation Checklist26
8.	Uninstallation
	8.1. Uninstallation of WinPcap27
	8.2. Uninstallation of Xtend Voice Logger
9.	Contact us

# 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 market in India. The series of innovative products developed by Xtend includes Voice Loggers, Interactive Voice Response System and Outbound Dialers. Xtend Voice Logger is used to log all the incoming and outgoing calls in an organisation. With the purchase of this product, now you can have a perfect monitoring on all the ongoing calls to upgrade the performance of the organisation. This user guide familiarises you to install the Xtend Voice Logger for VoIP lines 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, VoIP, 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.

Xtend Voice Logger has the capability of quality voice compression maintaining the voice quality as such. Mostly, this is used as an "agent monitoring" or "call logging" tool in call centers, stock markets, banks etc.



# 3. Features

#### Features of Xtend Voice Logger include:

- Logs complete call details including caller/called id, date, time, duration, etc.
- Compatible with analog lines, digital trunks/extensions, audio and VoIP lines
- Simplified or advanced search and reporting capability
- Real-time call snoop capability and call alert popups
- Export call reports in HTML/Excel format
- Backup to CD/DVD/hard disk or .zip files for later restoration
- Automatic scheduled backup of recorded files
- Low disk space notification and board failure alerts
- Graphical charts for statistical analysis of calls
- Call record commenting and custom tags creation for quick call record retrieval
- SMDR integration for detailed call record analysis
- Phonebook integration for informative call records
- Audio compression capability to PCM/GSM formats
- ActiveX based advanced audio player with AGC and DTMF mute capability
- Export of audio files to MP3/PCM/GSM formats
- Stereo audio logs for digital trunk, extension and VoIP calls
- User-friendly browser interface with multiple access levels

# 4. Unpacking

The package for Xtend Voice Logger consists of the following items:

- Installation CD
- HASP HL key
- Patch Panel for Scenario 2 (refer page no. 10)

# 5. 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
- Mirrored port for Scenario 1
- Headphone/Speaker
- LAN connection



# 6. Getting Started

Xtend Voice Logger for VoIP lines is a multi-line voice recording solution that can be used to record H.323/SIP VoIP calls. The product captures the audio and presents the logged information through a secure user-friendly interface with full-fledged features for call monitoring and evaluations. Real-time calls can be accessed from any desktop for policy compliance verifications and reports can be generated for appraisals to improve efficiency and performance.

#### Installation of Xtend Voice Logger for VoIP lines is briefly mentioned below:

- Install Xtend Voice Logger software 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 software.
- Click "Live Calls" in the browser interface and check that all incoming and outgoing calls are logged in Xtend Voice Logger.

### 6.1. Connection Diagram

#### Scenario 1:

All transmitted or received data from the IP Phone is forwarded to Xtend Voice Logger installed PC using Mirror Port, where the data is further logged for future references.



#### Scenario 2:

All transmitted or received data from the Switch to Gateway (IP PBX/Router) is forwarded to Xtend Voice Logger installed PC using TAP, where the data is further logged for future references.



### 6.2. Xtend Voice Logger - Installation

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

Step 1: Run the setup named "XtendLogger"



**Step 2:** The Welcome window appears on the monitor as the first step in the process of installation, click **Next**.



**Step 3:** The license agreement screen appears. Read the terms and click "I accept the agreement". Then, click **Next**.

😼 Setup - Xtend Voice Logger	- 🗆 🛛
License Agreement Please read the following important information before continuing.	
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.	
<b>Xtend Voice Logger License Agreement</b> PLEASE READ THE TERMS OF THIS AGREEMENT CAREFULLY BEFORE OPENING OR USING THIS SOFTWARE	
<ul> <li>I accept the agreement</li> <li>I go not accept the agreement</li> </ul>	<b>&gt;</b>
< Back Next >	Cancel

Step 4: Setup installs Xtend Voice Logger in default location "C:\XtendLogger", click Next.

🕼 Setup - Xtend Voice Logger	
Select Destination Location Where should Xtend Voice Logger be installed?	
Setup will install Xtend Voice Logger into the following folder.	
To continue, click Next. If you would like to select a different folder, click B	rowse.
	Browse
At least 120.4 MB of free disk space is required.	
< <u>B</u> ack <u>N</u> ext >	Cancel

CONTENTS

**Step 5:** The program shortcut in the Start menu appears as Xtend Voice Logger 3.0. Click **Next** to proceed.

🕼 Setup - Xtend Voice Logger	. 🗆 🛛
Select Start Menu Folder Where should Setup place the program's shortcuts?	
Setup will create the program's shortcuts in the following Start Menu folder. To continue, click Next. If you would like to select a different folder, click Browse.	
Xtend Voice Logger 3.0 Browse.	
< <u>B</u> ack <u>N</u> ext >	Cancel

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

🕼 Setup - Xtend Voice Logger	
<b>Ready to Install</b> Setup is now ready to begin installing Xtend Voice Logger on your computer.	
Click Install to continue with the installation, or click Back if you want to review or change any settings.	
Destination location: C: \XtendLogger Start Menu folder: Xtend Voice Logger 3.0	
< <u>B</u> ack Install	Cancel

**Step 7:** The installation process proceeds by copying all the related files and programs into the specified location. It will take a few seconds for the process to get completed, as the time taken will vary from system to system.

🕼 Setup - Xtend Voice Logger	
Installing Please wait while Setup installs Xtend Voice Logger on your computer.	
Extracting files C:\XtendLogger\8406\Scripts\multitrack.xp	
	Cancel

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

15 Setup - Xtend Voice Logger
Installing Please wait while Setup installs Xtend Voice Logger on your computer.
Installing HASP Device Driver
Aladdin HASP SRM Run-time Environment Installer v 🔯
Operation successfully completed.
ОК
Cancel



**Step 9:** Once the installation of Xtend Voice Logger completes, a screen "**Completing the Xtend Voice Logger Setup Wizard**" appears. Select the option "**Support VoIP Logging**" and click **Finish**.

🕼 Setup - Xtend Voice Logger			
Xtend Voice Logger Setup	Completing the Xtend Voice Logger Setup Wizard Setup has finished installing Xtend Voice Logger on your computer. The application may be launched by selecting the installed icons. Click Finish to exit Setup. Support VOIP Logging Login		
	<u> </u>		

**Note:** If WinPcap Application is already installed in the System, a prompt appears as given below. Click OK if you want to reinstall the application or click Cancel if you want to stop the installation.



CONTENTS

Step 10: Else, the WinPcap Setup screen appears. Click Next to go to the installation Wizard.

😽 WinPcap 4.1.2 Setup	
WinPcap 4.1.2 Installer Welcome to the WinPcap 4.1.2 Installation Wizard	
This product is brought to you by	*
Packet Capturing and Network Analysis Solution	s
Nullcoft Tostall Sustam v2:46	<b>V</b>
Next >	Cancel

Step 11: The welcome window appears, click Next to proceed.



Step 12: The license agreement screen appears. Read the terms and click I Agree.

😽 WinPcap 4.1.2 Setup	
License Agreement Please review the license terms before installing WinPcap 4.	1.2.
Press Page Down to see the rest of the agreement.	
Copyright (c) 1999 - 2005 NetGroup, Politecnico di Torino (Italy). Copyright (c) 2005 - 2010 CACE Technologies, Davis (California). All rights reserved. Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met: 1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer. 2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials	
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install WinPcap 4.1.2.          Nullsoft Install System v2:46 <a href="mailto:emerge">Back</a>	cel

Step 13: Click Install to start installation.

😽 WinPcap 4.1.2 Setup	
Installing Please wait while WinPcap 4.1.2 is being ins	talled.
Output folder: C:\Program Files\WinPcap	
Nullsoft Install System v2.46	
< <u>B</u> ack <u>N</u> ext :	> Cancel



**Step 14:** It will take a few seconds for the installation process to get completed, as the time taken will vary from system to system.

😽 WinPcap 4.1.2 Setup	
WinPcap	Installation options Please review the following options before installing WinPcap 4.1.2
▼ Automatically start th	e WinPcap driver at boot time
Nullsoft Install System v2,46 –	< <u>B</u> ack Install Cancel

**Step 15:** Once the installation of Xtend Voice Logger completes, a screen "**Completing the WinPcap 4.1.2 Setup Wizard**" appears. Click **Finish**.



### 6.3. Xtend Voice Logger - Configuration

This section deals with the configuration of Xtend Voice Logger. The device configuration is carried out from the browser interface.

Step 1: Goto Start > Programs > Xtend Voice Logger 3.0 > Login. Default "Name" and "Password" is "admin". Click Login.



**Step 2:** A warning message "Warning: Voice Logger not configured" appears. You will be prompted whether to configure device, click **Ok** to continue with the configuration.

C Welcome to )	Ktend Voice Logger - Windows Intern	et Explorer				
() () () () () () () () () () () () () (	1		🖌 😽 🗙 🔎 BrotherSo	t Extremè Custo	nized Web Sea	rch P -
🚖 Favorites	Welcome to Xtend Voice Logger					
))) XGG	and Voice Logger		You are logged in as <b>admin</b>	🐱 Logout	🙆 Home	About
Live Ca	lls					
Logs Rep	port					
Search	h					
Administra	ation					
System L	ogs					
Configura	ition	Warning: Voice Logger pet o	onfigured			
Trunks Devices General Set	ings	O Config	ure Device ? Ok			
Location Set	tings P       Image: sign of the second					
Manage De	evice					



**Step 3:** The Configure Devices window appears as shown below. Here, the user can specify the IP address or extension name or agent name in the option "Trunk/Extension Name". Select the "Trunk Type" as "**IP**" and "Log Type" as "**Handset Up to Down**". Click **Next**.

avorites Welcome	to Xtend Voice	Logger		<b>×</b>	Brothers	oft Extreme Customized Web Search
Xtend	oice Lo	ogger		You are	e logged in as <b>admin</b>	🛡 Logout 🛛 Home 💽
Live Calls						
Logs Report	<b>O</b>	evices	3			
Search					📕 🔶 Add Tru	nk 🔀 Device Settings
dministration	Device	Enable	Device Name	Trunk/Extension Name	Trunk Type	Log Type
System Logs	1 🥥		Xtend IP Logger(BETA) Chn 0	Trunk1 💌	IP 💌	Handset Up to Down 💌
Configuration	2 🥥		Xtend IP Logger(BETA) Chn 1	Trunk2 💌	IP 💌	Handset Up to Down 💌
	3 🥥		Xtend IP Logger(BETA) Chn 2	Trunk3 💌	IP 💌	Handset Up to Down 💌
Trunks	4 🥥		Xtend IP Logger(BETA) Chn 3	Trunk4 💌	IP 💌	Handset Up to Down
	5 🥥		Xtend IP Logger(BETA) Chn 4	Trunk5 💌	IP 💌	Handset Up to Down
	6 🥥		Xtend IP Logger(BETA) Chn 5	Trunk6	IP 💌	Handset Up to Down
Devices	7		Xtend IP Logger(BETA) Chn 6	Select 💌	IP 💌	Handset Up to Down
	8		Xtend IP Logger(BETA) Chn 7	Select 💌	IP 💌	Handset Up to Down
General Settings	9		Xtend IP Logger(BETA) Chn 8	Select 💌	IP 💌	Handset Up to Down
	10		Xtend IP Logger(BETA) Chn 9	Select	IP 💌	Handset Up to Down
<u>.</u>	11		Xtend IP Logger(BETA) Chn 10	Select	IP 💌	Handset Up to Down
ocation Settings	12		Xtend IP Logger(BETA) Chn 11	Select	IP 💌	Handset Up to Down
	13		Xtend IP Logger(BETA) Chn 12	Select 💌	IP 💌	Handset Up to Down 💌
Backup	14		Xtend IP Logger(BETA) Chn 13	Select 💌	IP 💌	Handset Up to Down 💌
	1					

Step 4: A window as shown below will get displayed.

C Welcome to Xtend Vo	ice Logger - Windows Internet Explorer				
<b>3</b> 0 • <b>&gt;</b>				و+) 💌	BrotherSoft Extreme Customized Web Search
Velcome	Voice Logger			You are le	ogged in as admin 🕐 Logout 💿 Home 💽 About
Live Calls Logs Report	Oevice Settings				Ê
Search Administration	Device [Channel]	Trunk/Extension Name	Trunk Type	Log Type	Ketwork Interfaces
System Logs Configuration	1 [0] Xtend IP Logger(BETA) Chn 0	Trunk2	IP	Handset Up to Down	Select PBX SIP Apply settings for all
Trunks	2 [1] Xtend IP Logger(BETA) Chn 1	Trunk3	IP	Handset Up	Select Phone Generic V O IP O Mac 192.168.14.8 Select DBV Stn V 1/2
Devices				to Down	Select Phone Generic V O IP O Mac 192.168.14.8
Ceneral Settings	3 [2] Xtend IP Logger(BETA) Chn 2	Trunk4	IP	Handset Up to Down	Select PBX SIP VV Select Phone Generic V O IP O Mac 192.168.14.8
Location Settings	4 [3] Xtend IP Logger(BETA) Chn 3	Trunk5	IP	Handset Up to Down	Select PBX SIP V Select Phone Generic V O IP O Mac 192.168.14.8
Backup	5 [4] Xtend IP Logger(BETA) Chn 4	Trunk6	IP	Handset Up to Down	Select PBX         SIP         Select Pbone           Select Phone         Generic         Image: Select Phone         Image: Select Phone<
Reports Manage Device	-				Default Settings Start Voice Logger
Hundge Device					×

Step 5: Click the option "Network Interfaces" to select the interface for communication.

Velcome to Xtend Voice	Logger - Win	dows Internet Explorer			¥ (*;	× P BrotherSo	ft Extreme Custon	nized Web Search
Xtend Va	nice Log	ger			You are lo	gged in as admin	🖸 Logout	🖻 Home 💽 🗗
Live Calls								
Logs Report	🙆 Dev	ice Settings						
Search Administration	C Paramet	ers Settings - Windows	Internet Explore	i	251 4300 0057 5		<b>I</b> <sup>©</sup> Netv	work Interfaces
System Logs	M Hech://19	2.166.14.207) (ellog.xbc/5ho/	rtimus coeccings (Joroses	200100={0363220-00	9-1-4MDA-000/C-L	35/93149/1D}		
Configuration	SI. No.	Network Interface		IP Addre	255		IP	settings
	1	VirtNet Virtual Loopbac	k Adapter.	0.0.0.0			ieneric 💙	
<b>(</b>	2	VirtNet Virtual Loopbac	k Adapter.	0.0.0.0			92.168.14.8	
Trunks	3	Realtek PCIe GBE Fam	ily Controller	192.168.1	4.207		SIP	- 10
		VirtNet Virtual Leephac	k Adapter	0.0.0.0			Generic 💌	
		vinter vintual coopoac	C Auapter	0.0.0.0	_		192.168.14.8	
Devices					L	Update	SIP	- B
							Generic ⊻	
General Settings	Done		(	Internet		€ 100% · .:	192.168.14.8	
	4 [3] Xtend 1	IP Logger(BETA) Chn 3	Trunk5	IP	Handset Up to Down	Select PBX	SIP	~ 2
						Select Phone	Generic 💌	
Location Settings						⊙ IP ○ Mac	192.168.14.8	
-	5 [4] Xtend 1	IP Logger(BETA) Chn 4	Trunk6	IP	Handset Up to Down	Select PBX	SIP	- 12
Rackup						Select Phone	Generic 💌	
Banarta						⊙ IP ○ Mac	192.168.14.8	
Reports						Default Setting	s Start	Voice Logger

Step 6: Select the PBX from the dropdown list.

🖉 Welcome to Xtend Void	e Logger - Windows Internet Explorer				
<b>GO</b> • <b>&gt;</b>				• +,	X P BrotherSoft Extreme Customized Web Search
Favorites Welcome	to Xtend Voice Logger				
Xtend V	oice Logger			You are k	ogged in as admin 🕑 Logout 📧 Home 💽 About
Live Calls					^
Logs Report	Device Settings				
Search	Device [Channel]	Trunk/Extension Name	Trunk Type	Log Type	Ketwork Interfaces
System Logs Configuration	1 [0] Xtend IP Logger(BETA) Chn 0	Trunk2	IP	Handset Up to Down	Select PBX SIP
					Select Phone Generic V IP O Mac 192.168.14.8
	2 [1] Xtend IP Logger(BETA) Chn 1	Trunk3	IP	Handset Up to Down	Select PEX SIP V S Select Phone Generic V O IP O Mac 192:168.14.8
	3 [2] Xtend IP Logger(BETA) Chn 2	Trunk4	IP	Handset Up to Down	Select PBX         SIP         Image: Select Phone         Generic Image: Select Phone         Generic Image: Select Phone         Image: Select Phone         Select Pho
Location Settings	4 [3] Xtend IP Logger(BETA) Chn 3	Trunk5	IP	Handset Up to Down	Select PBX SIP V Select Phone Generic V O IP O Mac 192.168.14.8
Backup	5 [4] Xtend IP Logger(BETA) Chn 4	Trunk6	IP	Handset Up to Down	Select PBX SIP V Select Phone Generic V IP O Mac 192:168.14.8
Reports Manage Device					Default Settings Start Voice Logger



**Step 7:** To get more details about the selected PBX, click the icon (highlighted with red) next to the drop-down list of "Select PBX". Click **Update** to save the changes, if any.

inverter in Wakone to	thand Noon Logger	(4) (4) (X) (P tools Set Come Colorad Ad Sech-
Neenel W	iteo Gazzer	You are logged in as admin 🖉 Legend 🖉 Monte 🐨
Uve Calls		
Logs Report	Operation Settings	
Search	C Decementers Settings - Windows Internet Funktore	(III)
Administration	107. MIL 14 207	
System Logs		
Configuration		Select DEI 510 M D anting
-		Select Prone Ceneric M
<b>(19)</b>	Trunk forme i Truekz	32 O Mar 192 199 14 8
Trunks	Participante and	Andread Differ Lana and Mal
	And the second distance of the second distanc	Select Phone Generic W
<b>O</b>	Hanna Hanna Loga M	0 10 C Mac 1782 169 14.8
Devices	Mary 171 0.000	
~	Update Set Default	Select PER III MID
General Settings		OF ONE DEPENDENT
-	and the second second second	Select PBE E20 V 10
())	Galacted Volume	CODA · Delet Phone Deners M
Location Sellings		O BR C Max 182.148.14.8
	8 (6) Numb ID Legger(BBTA) Chr. 6 Trunkel 20	Nanufast Up Balast PEX 510
<u>a</u> :		Salad Plane Garana M
Backup		() pr () Max [192.148.14.8
Permarks.		

Step 8: Select the "Phone" from the dropdown list.

C Welcome to Xtend Void	e Logger - Windows Internet Explorer				
<b>G</b> • •				¥ +4	🗙 👂 BrotherSoft Extreme Customized Web Search 🛛 👂 🔹
🚖 Favorites 🛛 🕻 Welcome	to Xtend Voice Logger				
Xtend V	loice Logger			You are k	ogged in as admin 🔟 Logout 💿 Home 💶 About
Live Calls					•
Logs Report	Device Settings				
Search	Device [Channel]	Trunk/Extension	Trunk	Los Tuno	
Administration	Device [Channel]	Name	Туре	Log Type	Network Interfaces
System Logs	1 [0] Xtend IP Logger(BETA) Chn 0	Trunk2	IP	Handset Up to Down	
Configuration					Select PBX SIP Apply settings for all
					Select Phone Generic V O IP O Mac 192.168.14.8
Trunks	2 [1] Xtend IP Logger(BETA) Chn 1	Trunk3	IÞ	Handset Up to Down	Select PBX         SIP         Image: Select Pbone           Select Pbone         Generic Image: Select Pbone         Generic Image: Select Pbone           Image: Pbone         Image: Select Pbone         Generic Image: Select Pbone           Image: Pbone         Image: Select Pbone         Image: Select Pbone           Image: Pbone         Image: Select Pbone
	3 [2] Xtend IP Logger(BETA) Chn 2	Trunk4	IP	Handset Up to Down	Select PBX SIP V V Select Phone Generic V () IP O Mac 192.168.14.8
Location Settings	4 [3] Xtend IP Logger(BETA) Chn 3	Trunk5	IP	Handset Up to Down	Select PBX SIP V Select Phone Generic V IP O Mac 192.168.14.8
Backup	5 [4] Xtend IP Logger(BETA) Chn 4	Trunk6	IP	Handset Up to Down	Select PBX SIP V Select Phone Generic V O IP O Mac 192.168.14.8
Reports					Default Settings Start Voice Logger
Manage Device					×



**Step 9:** The user can either enter the IP or Mac address. If the phone is configured in the DHCP mode for obtaining the IP, then the user can use the phone Mac Id.

⊙ - ▶	er soggen annikerner skyloner			v +7	BrotherSoft Extreme Customized Web Search
avorites 🛛 🕻 Welcome	to Xtend Voice Logger				
Live Calls	loice Logger			You are k	ogged in as admin 🕑 Logout 🛛 Home 💽 i
Logs Report	O Device Settings				
Search	Device [Channel]	Trunk/Extension Name	Trunk Type	Log Type	Ketwork Interfaces
System Logs Configuration	1 [0] Xtend IP Logger(BETA) Chn 0	Trunk2	IP	Handset Up to Down	Select PBX SIP Select PBX SIP Select PBX SIP
Trunks	2 [1] Xtend IP Logger(BETA) Chn 1	Trunk3	IÞ	Handset Up to Down	Select Phone Generic V TP O Mac 192,165,14.8 Select PBX SIP V
Devices	3 [2] Xtend IP Logger(BETA) Chn 2	Trunk4	IP	Handset Up	Select Phone Generic V O IP O Mac 192.168.14.8 Select PBX SIP V
General Settings	4 [3] Xtend IP Logger(BETA) Chn 3	Trunk5	IP	Handset Up	Select Phone Generic V IP Mac 192.168.14.8
Location Settings				to Down	Select Phone Generic V O IP O Mac 192.168.14.8
Backup	5 [4] Xtend IP Logger(BETA) Chn 4	Trunk6	IP	Handset Up to Down	Select PBX SIP Select Phone Generic Select Phone Generic Select Phone 192.168.14.8
Reports					

**Step 10:** After selecting the PBX, Phone and IP/Mac, the user can assign the same settings to all the channels by clicking the option "Apply settings for all".

C Welcome to Xtend Voic	e Logger - Windows Internet Explorer				
<b>G</b> • <b>•</b>				🗸 🛃	RotherSoft Extreme Customized Web Search
🚖 Favorites 🛛 🕻 Welcome t	to Xtend Voice Logger				
Xtend V	oice Logger			You are lo	ogged in as admin 🕑 Logout 💿 Home 🚺 About
Live Calls					<u>^</u>
Logs Report	Device Settings				
Search	Device [Channel]	Trunk/Extension	Trunk		Entertained Teterform
Administration	Device [Channel]	Name	Туре	Log Type	-Network Interfaces
System Logs	1 [0] Xtend IP Logger(BETA) Chn 0	Trunk2	IP	Handset Up to Down	
Configuration					select PBX SIP settings for all
					Select Phone Generic V IP O Mac 192.168.14.8
Trunks	2 [1] Xtend IP Logger(BETA) Chn 1	Trunk3	IP	Handset Up to Down	Select PBX SIP
					Select Phone Generic V
Devices					() IP () Mac 192.100.14.0
	3 [2] Xtend IP Logger(BETA) Chn 2	Trunk4	IP	Handset Up to Down	Select PBX SIP
					Select Phone Generic V
General Settings					© IP O Mac 192.168.14.8
~	4 [3] Xtend IP Logger(BETA) Chn 3	Trunk5	IP	Handset Up to Down	Select PBX SIP
<b>I</b>					Select Phone Generic V
Location Settings					© IP O Mac 192.168.14.8
<b>•</b>	5 [4] Xtend IP Logger(BETA) Chn 4	Trunk6	IP	Handset Up to Down	Select PBX SIP
Backup					Select Phone Generic
Reports					(*) IP () Mac 192.168.14.8
Manage Device					Default Settings Start Voice Logger
					×

Step 11: To reset the settings click the option **Default Settings** on the bottom of the window.

avorites	to Xtend Voice Logger			•	BrotherSoft Extreme Customized Web Search
Xtend	loice Logger			You are l	ogged in as admin 🔘 Logout 💿 Home 🗈 A
Live Calls					
Logs Report	Device Settings				
Search	Device [Channel]	Trunk/Extension	Trunk	Log Type	Ketwork Interfaces
System Logs	1 [0] Xtend IP Logger(BETA) Chn 0	Trunk2	IP	Handset Up to Down	
Configuration					Select PBX SIP Settings for all
					Select Phone Generic V IP O Mac 192.168.14.8
Trunks	2 [1] Xtend IP Logger(BETA) Chn 1	Trunk3	IP	Handset Up to Down	Select PBX SIP
					Select Phone Generic V TP O Mac 192.168.14.8
Devices	3 [2] Xtend IP Logger(BETA) Chn 2	Trunk4	IP	Handset Up	Select PBX SIP
					Select Phone Generic V
General Settings	4 [3] Xtend IP Logger(BETA) Chn 3	Trunk5	IP	Handset Up	Select PBX SIP
0					Select Phone Generic V
Location Settings	5 [4] Xtend IP Logger(BETA) Chn 4	Trunk6	IP	Handset Up	Salart DBY CTD
Backup				to Down	Select Phone Generic
васкир					● IP ○ Mac 192.168.14.8

Step 12: Click Start Voice Logger present at the bottom of the page.

C Welcome to Xtend Void	e Logger - Windows Internet Explorer						BX
(C) • () • (				✓ + ×	P BrotherSoft Extra	eme Customized Web Search	9-
👷 Favorites 🌒 🕻 Welcome	to Xtend Voice Logger						
Xtend V	loice Logger			You are logged in	n as admin 💟	Logout 🗃 Home 💽	About
Live Calls							
Logs Report	Device Settings						_
Search	Device [Channel]	Trunk/Extension Name	Trunk Type	Log Type		Ketwork Interface	s
Administration System Logs Configuration	1 [0] Xtend IP Logger(BETA) Chn 0	Trunk1	IP	Handset Up to Down	Select PBX Select Phone ④ IP O Mac	SIP V Generic V 192.168.14.8	
Trunks	2 [1] Xtend IP Logger(BETA) Chn 1	Trunk2	IP	Handset Up to Down	Select PBX Select Phone	SIP V Generic V 192.168.14.8	2
Devices	49 [48] Xtend IP Logger(BETA) Chn 48	Trunk49	IP	Handset Up to Down	Select PBX Select Phone ③ IP 〇 Mac	SIP V Generic V 192.168.14.2	3
General Settings	50 [49] Xtend IP Logger(BETA) Chn 49	Trunk50	IP	Handset Up to Down	Select PBX Select Phone ④ IP O Mac	SIP SIP Seneric SIP	3
Location Settings					[	Start Voice Logger	]
Backup							
Reports							
Manage Device							



Step 13: The Live Calls window shows the assigned trunks for live call monitoring.

) 🖓 🔹 🕨				v 49	Brothers	oft Extreme Custo	mized Web Sea	rch P-
Favorites Welcome	to Xtend Voice Logger							
Xtend V	loice Logger	Ę.		You are lo	igged in as <b>admin</b>	🕑 Logout	🗃 Home	🖸 Abou
Live Calls								
Logs Report	] 🔛 All							
Search	Total Number of Act	tive Calls : 0						
Administration	Trunk Name	Call Time	Caller No.	Called No.	Туре	Status		
System Logs	[1] 🖉 Trunk2					Ξ		
Configuration	[2] 🔏 Trunk3					E		
	[3] 🝊 Trunk4					Ξ		
<b>e</b>	[4] 🕌 Trunk5					E		
Trunks	[5] 省 Trunk6					Ξ		
	1							
Davisoo								
Devices								
General Settings								
Location Settings								
Backup								
Reports								



# 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

- Do you have network cards on your computer?
- 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 Xtend Voice Logger?
- Have you verified the live call status from the Live Calls menu?
- Have you checked that all live calls are being recorded to Xtend Voice Logger?

# 8. Uninstallation

To uninstall the WinPcap application, follow the steps below.

## 8.1. Uninstallation of WinPcap

Step 1: From the "Add or Remove Programs" select the "WinPcap 4.1.2" and click Change/Remove.

🐱 Add or Rei	nove Programs			
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	~
C <u>h</u> ange or Remove Programs	長  53 53Info2  長  53 53Overlay			~
1	SJphone 1.65		Size	9.54MB
Add New	SoundMAX		Size	12.60MB
Programs	B System Progressive Protection			
4	🞯 Tata Photon+		Size	24.31MB
	UltraVNC 1.0.5		Size	5.57MB
Add/Remove Windows	🔛 UniChrome IGP Driver and Utilities		Size	0.11MB
Components	🔀 Windows Installer 3.1 (KB893803)			
	🔀 Windows XP Service Pack 2			
Set Program	🎯 WinPcap 4.1.2		Size	0.23MB
Access and	Click here for support information.		Used	rarely
Derauits			Last Used On	1/31/2013
	To change this program or remove it from your computer, click Ch	nange/Remove.	Chang	e/Remove
	WordWeb		Size	13.16MB
	Xtend IVR Developer Edition 3.0.404:5910		Size	70.90MB
	Atend IVR Standard Edition 3.0.453:6871		Size	100.00MB
	🔁 Xtend Voice Logger 3.0		Size	126.00MB 🥃

**Step 2:** The "**WinPcap Uninstall**" window appears as shown here. Click **Uninstall** to start the uninstallation.

🞯 WinPcap 4.1.2	Uninstall
WinPc	Uninstall WinPcap 4.1.2 Remove WinPcap 4.1.2 from your computer.
WinPcap 4.1.2 will t uninstallation.	be uninstalled from the following folder. Click Uninstall to start the
Uninstalling from:	C:\Program Files\WinPcap\
Nullsoft Install System	v2:46

Step 3: Once the uninstallation process is over "Completing the WinPcap 4.1.2 Uninstall Wizard" window is displayed. Click Finish to close this wizard.



### 8.2. Uninstallation of Xtend Voice Logger

To uninstall the Xtend Voice Logger application, follow the steps below:

**Step 1:** To shutdown the Xtend Voice Logger, click "**Manage Devices**" link and select "**Shutdown**". A screen "**Shutdown Voice Logger**" appears. Click **Ok** to continue.

Welcome t	o Xtend Voic	e Logger - Windows Inte	ernet Explorer						
<b>70</b> - [	*					BrotherSc	ft Extreme Custo	mized Web Sea	rch 👂
Favorites	🐌 Welcome t	o Xtend Voice Logger							
<b>))</b> >xx	iend V	oice Logger			Y	rou are logged in as admin	🖶 Logout	🛐 Home	🖸 Abou
Live (	Calls								
Logs R	eport								
Sea	rch		Ch Ch	hutdown					
Adminis	tration		0 31	lacaowii			_		
System	Logs								
Contigu	ration		Shutde	lown Voice Logge	r				
Rend	orts			0.		-			
Manage	Device			Are you	sure ? Ok	J			
Sta	<b>)</b>								
Shutd	own								



Step 2: A dialog box asking the confirmation to shutdown the Xtend Voice Logger appears. Click OK.

Welcome to Xtend Voice Logger - Windows Inte	rnet Explorer
Xcend Voice Logger	You are logged in as admin 🕑 Logout 💿 Home 💽 About
Live Calls Logs Report Search Administration	Shutdown
System Logs Configuration Backup Reports	Shutdown Voice Logger
Manage Device	Are you sure you want to Shut down Voice Logger ?
() Shutdown	

Step 3: The Xtend Voice Logger is shutdown successfully.

C Welcome to Xtend Voic	e Logger - Windows Internet Explo	rer				
<b>G</b> • <b>•</b>			BrotherSo	ft Extreme Custo	mized Web Sear	ch P -
🚖 Favorites 🛛 🕻 Welcome	to Xtend Voice Logger					
Xtend V	loice Logger		You are logged in as <b>admin</b>	🕑 Logout	🙆 Home	About
Live Calls						
Logs Report						
Search		<b>A -</b> .				
Administration		Heport Report				
System Logs						
Configuration		Voice Logger has Shutdov	n successfully.			
Backup						
Reports		<u>Go back</u>				
Manage Device						
() Start						
Shutdown						



**Step 4:** Right click Xtend Web Server icon from the taskbar, a popup with two options "**About**" and "**Shutdown**" will appear. Click "**Shutdown**".

About Shutde 🛃 start 🛎 ڬ 🙆 📀 🔇 🔊 🐺 👿 🍇 11:57 AM

**Step 5:** You will be prompted that, whether you want to stop Xtend Web Server from the computer. Click **Yes**.



Step 6: From the "Add or Remove Programs" select the "Firebird 2.5.1.26351 (Win32)" and click Remove.

	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name		~
: <u>h</u> ange or Remove	Acrobat.com		Size	1.67MB	-
Programs	a Adobe AIR				
Th	💋 Adobe Flash Player 10 ActiveX				
<u>.</u>	💋 Adobe Flash Player 11 Plugin				
Add <u>N</u> ew Programs	😕 Adobe Reader 9.2		Size	142.00MB	
-	💭 Apple Software Update		Size	2.41MB	
	🕞 Asus Probe V2.64.03		Size	1.68MB	
dd/Remove Windows	B2 Express-C - DB2COPY1		Size	503.00MB	
omponents	Firebird 2.5.1.26351 (Win32)		Size	20.32MB	
	Click here for support information.		Used	<u>rarely</u>	
			Last Used On	1/31/2013	
et Program access and	To remove this program from your computer, click Remove.			Remove	j
Defaults	Firebird/InterBase(r) ODBC driver 2.0.0.151		Size	20.32MB	
	💕 hp LaserJet 1010 Series		Size	71.09MB	
	MP LaserJet Professional P1100-P1560-P1600 Series		Size	8.32MB	
	🗁 HPSSupply		Size	0.96MB	
	🛃 Java(TM) 6 Update 18		Size	97.15MB	
	13 Logger Client 3.0.343:4467		Size	1.29MB	

**Step 7:** A prompt will appear "Are you sure you want to completely remove Firebird and all of its components?" click **Yes**.

🐱 Add or Rer	nove Programs				X
	Currently installed programs: Show upg	lates <u>S</u> ort by:	Name		*
C <u>h</u> ange or Remove Programs	Acrobat.com		Size	1.67MB	^
<b>*</b>	Adobe Flash Player 10 ActiveX     Adobe Flash Player 11 Plugin				
Add <u>N</u> ew Programs	📐 Adobe Reader 9.2		Size	142.00MB	=
-	🛃 Apple Software Update		Size	2.41MB	
9	1 Asus Probe V2.64.03		Size	1.68MB	
Add/Remove <u>W</u> indows	間 DB2 Firebird Uninstall	$\leq$	Size	503.00MB	
Components	Fire     Clic     Are you sure you want to completely remove Firebird and all     Yes No	of its components?	Size Used ed On	20.32MB rarely 1/31/2013	
Access and Defaults	Tor			Remove	
	Firebird/InterBase(r) ODBC driver 2.0.0.151		Size	20.32MB	
	的 hp LaserJet 1010 Series		Size	71.09MB	
	MP LaserJet Professional P1100-P1560-P1600 Series		Size	8.32MB	
	🗁 HPSSupply		Size	0.96MB	
	🕌 Java(TM) 6 Update 18		Size	97.15MB	
	授 Logger Client 3.0.343:4467		Size	1.29MB	~

**Step 8:** A window "**Remove Shared File?**" appears as given below. Click **Yes to All** to remove the shared file from the location "C:\XtendLogger\Firebird\UDF".

🔯 Add or Rei	move Programs		
	Currently installed programs: Show updates Sort by:	Name	~
Change or Remove Programs Add New Programs	<ul> <li>Firebird Uninstall</li> <li>Uninstall Status</li> <li>Please wait while Firebird is removed from your computer.</li> <li>Remove Shared File?</li> <li>The system indicates that the following shared file is no longer in use by any programs. Would you like for Uninstall to remove this shared file?</li> <li>If any programs are still using this file and it is removed, those programs may not function property. If you are unsure, choose No. Leaving the file on your system</li> </ul>	ize ize ize	1.67MB
Add/Remove Windows Components Set Program Access and Defaults	Image: Second	ize ize ed Dn ize	503.00MB 20.32MB rarely 1/31/2013 Remove 20.32MB
	15 English Cancel	ize ize ize	71.09MB 8.32MB 0.96MB
	🍰 Java(TM) 6 Update 18 எ청 Logger Client 3.0.343:4467	Size Size	97.15MB 1.29MB 🔽



Step 9: After the uninstallation, a "Firebird Uninstall" screen appears. Click OK.

🐱 Add or Rer	nove Programs		
5	Currently installed programs:	Sort by: Name	~
C <u>h</u> ange or Remove Programs	✓ Acrobat.com adobe AIR	Size	1.67MB 📥
	<ul> <li>Adobe Flash Player 10 ActiveX</li> <li>Adobe Flash Player 11 Plugin</li> </ul>		
Add <u>N</u> ew Programs	📐 Adobe Reader 9.2	Size	142.00MB
4	🔀 Apple Software Update	Size	2.41MB
<b>9</b>	B Asus Probe V2.64.03	Size	1.68MB
Add/Remove Windows	BB2 Express-C - Firebird Uninstall	Size	503.00MB 💻
Components	Firebird 2.5.1.:     Click here for su	Size Used	20.32MB rarely
Set Program Access and	To remove this p	Last Used On	Remove
Defaults	🕞 Firebird/InterBase(r) ODBC driver 2.0.0.151	Size	20.32MB
	📳 hp LaserJet 1010 Series	Size	71.09MB
	IP LaserJet Professional P1100-P1560-P1600 Series	Size	8.32MB
	🗃 HPSSupply	Size	0.96MB
	🛃 Java(TM) 6 Update 18	Size	97.15MB
	13 Logger Client 3.0.343:4467	Size	1.29MB 🔽

Step 10: Next you need to uninstall "Firebird/Interbase(r) ODBC driver 2.0.0.151" from "Add or Remove Programs". Click Remove.

🐱 Add or Rei	move Programs				
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name		*
C <u>h</u> ange or Remove Programs	✓ Acrobat.com Adobe AIR		Size	1.67MB	^
<b>1</b>	Adobe Flash Player 10 ActiveX Adobe Flash Player 11 Plugin				
Add <u>N</u> ew Programs	Adobe Reader 9.2		Size	142.00MB	
-	🕼 Apple Software Update		Size	2.41MB	8
9	🔂 Asus Probe V2.64.03		Size	1.68MB	8
Add/Remove Windows	15 DB2 Express-C - DB2COPY1		Size	503.00MB	
Components	្រ <mark>្</mark> រី Firebird/InterBase(r) ODBC driver 2.0.0.151		Size	20.32MB	
	Click here for support information.		Used	<u>rarely</u>	
Set Program Access and	To remove this program from your computer, click Remove.		Last Used On	1/31/2013 Remove	
Deraults	🚯 hp LaserJet 1010 Series		Size	71.09MB	
	MP LaserJet Professional P1100-P1560-P1600 Series		Size	8.32MB	
	PSSupply		Size	0.96MB	8
	🛃 Java(TM) 6 Update 18		Size	97.15MB	
	🔂 Logger Client 3.0.343:4467		Size	1.29MB	2
	🛃 Microsoft .NET Framework 2.0		Size	88.29MB	~

**Step 11:** A prompt will appear "Are you sure you want to completely remove Firebird ODBC Driver and all of its components?". Click **Yes**.

🐱 Add or Ren	nove Programs				
C <u>h</u> ange or Remove Programs	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name		*
	人 Acrobat.com Acrobat AIR		Size	1.67MB	^
	Adobe Flash Player 10 ActiveX Adobe Flash Player 11 Plugin				
Add <u>N</u> ew Programs	Adobe Reader 9.2		Size	142.00MB	=
-	🛃 Apple Software Update		Size	2.41MB	
9	Asus Probe V2.64.03		Size	1.68MB	
Add/Remove Windows	Firebird ODBC Driver Uninstall			503.00MB	_
Windows Components Set Program Access and	Are you sure you want to completely remove Firet	bird ODBC Driver and all of	its components?	20.32MB rarely 1/31/2013 Remove	
Defaults	👸 hp LaserJet 1010 Series		Size	71.09MB	
	HP LaserJet Professional P1100-P1560-P1600 Series		Size	8.32MB	
	F HPSSupply		Size	0.96MB	
	🅌 Java(TM) 6 Update 18		Size	97.15MB	
	🔀 Logger Client 3.0.343:4467		Size	1.29MB	
	🔀 Microsoft .NET Framework 2.0		Size	88.29MB	~

**Step 12:** A window "**Remove Shared File?**" appears as given below. Click **Yes to All** to remove the shared file from the location "C:\WINDOWS\system32".

🐻 Add or Re	move Programs		_ 🗆 🗙
	Currently installed programs:	by: Name	~
Change or Remove	Firebird ODBC Driver Uninstall	ize	1.67MB
Add New Programs Add Remove Windows Components Components Set Program Access and Defaults	Uninstall Status         Please wait while Firebird ODBC Driver is removed from your computer.         Remove Shared File?         U         The system indicates that the following shared file is no longer in use by any programs. Would you like for Uninstall to remove this shared file?         If         If <td< td=""><td>ize ize ize ize ize</td><td>142.00MB 2.41MB 1.68MB 503.00MB 20.32MB rarely 1/31/2013 Remove 71.09MB 8.32MB</td></td<>	ize ize ize ize ize	142.00MB 2.41MB 1.68MB 503.00MB 20.32MB rarely 1/31/2013 Remove 71.09MB 8.32MB
	Cance	el	0.96MB 97.15MB
	المعالم المعالم المعالم المعالم المعالم المعالم المعالم ا	Size	1.29MB
	闘 Microsoft .NET Framework 2.0	Size	88.29MB 🔽



Step 13: After the uninstallation, a "Firebird ODBC Driver Uninstall" screen appears. Click OK.

🐱 Add or Rei	nove Programs				
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name		*
C <u>h</u> ange or Remove Programs	人 Acrobat.com a Adobe AIR		Size	1.67MB	^
Add Maur	<ul> <li>Adobe Flash Player 10 ActiveX</li> <li>Adobe Flash Player 11 Plugin</li> </ul>				
Programs	Adobe Reader 9.2		Size	142.00MB	
Add/Remove Windows Components Set Program Access and Defaults	🕼 Apple Software Update		Size	2.41MB	
	🔂 Asus Probe V2 64 02		Size	1.68MB	
	B DB2 Exp	Size	503.00MB		
	Firebird ODBC Driver was successfully rem	ioved from your computi	er, Size Used sed On	20.32MB rarely 1/31/2013 Remove	
	🛃 hp LaserJet 1010 Series		Size	71.09MB	
	MP LaserJet Professional P1100-P1560-P1600 Series		Size	8.32MB	
	🗁 HPSSupply		Size	0.96MB	
	🛃 Java(TM) 6 Update 18		Size	97.15MB	
	19 Logger Client 3.0.343:4467		Size	1.29MB	
	😼 Microsoft .NET Framework 2.0		Size	88.29MB	~

**Step 14:** Finally you need to uninstall Xtend Voice Logger 3.0 from the "**Add or Remove Programs**". Select the same and click **Remove**.

🐻 Add or Rei	move Programs			
Change or Remove Programs	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	*
	聞 53 53Info2 聞 53 53Overlay			^
Add New Programs Add/Remove Windows Components Components Set Program Access and Defaults	😜 SJphone 1.65		Size	9.54MB
	SoundMAX		Size	12.60MB
	15 System Progressive Protection			
	🎯 Tata Photon+		Size	24.31MB
	UltraVNC 1.0.5		Size	5.57MB
	🔯 UniChrome IGP Driver and Utilities		Size	0.11MB
	🔀 Windows Installer 3.1 (KB893803)			
	🕼 Windows XP Service Pack 2			
	🕞 WinPcap 4.1.2		Size	0.23MB
	WordWeb		Size	13.16MB
	🐝 Xtend IVR Developer Edition 3.0.404:5910		Size	70.90MB
	💑 Xtend IVR Standard Edition 3.0.453:6871		Size	100.00MB
	🔓 Xtend Voice Logger 3.0		Size	126.00MB
	Click here for support information.		Used	rarely
			Last Used On	1/31/2013
Į.	To remove this program from your computer, click Remove.			Remove



**Step 15:** You will be prompted to completely remove Xtend Voice Logger and all of its components. Click **Yes** to confirm the uninstallation.

🐻 Add or Ren	nove Programs	_ 🗆 🗙
-	Currently installed programs: Show updates Sort by: Name	~
C <u>h</u> ange or Remove Programs	1号 53 531nfo2 1号 53 53Overlay	<u>^</u>
1	SJphone 1.65 Size	9.54MB
Add New	SoundMAX Size	e 12.60MB
Programs	B System Progressive Protection	
4	🞯 Tata Photon+ Size	e 24.31MB
		9 5.57MB
Add/Remove Windows	Xtend Voice Logger Uninstall	e 0.11MB
Components	Are you sure you want to completely remove Xtend Voice Logger and all of its components?	e 0.23MB
Defaults	Xtend IVR Developer Edition 3.0.404:5910     Size	20.90MB
	💑 Xtend IVR Standard Edition 3.0.453:6871 Size	e 100.00MB
	🛃 Xtend Yoice Logger 3.0 Size	126.00MB
	Click here for support information. Used	rarely
	Last Used Or	1/31/2013
	To remove this program from your computer, click Remove.	Remove

**Step 16:** Now browse "C:\" and right click the folder "XtendLogger". Now select **Delete**.





**Step 17:** Click **Yes** to confirm that you want to remove the folder "**XtendLogger**" and move all its contents to the recycle bin.



This concludes the document on installation and 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

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

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

