Installation Guide

Xtend Voice Logger

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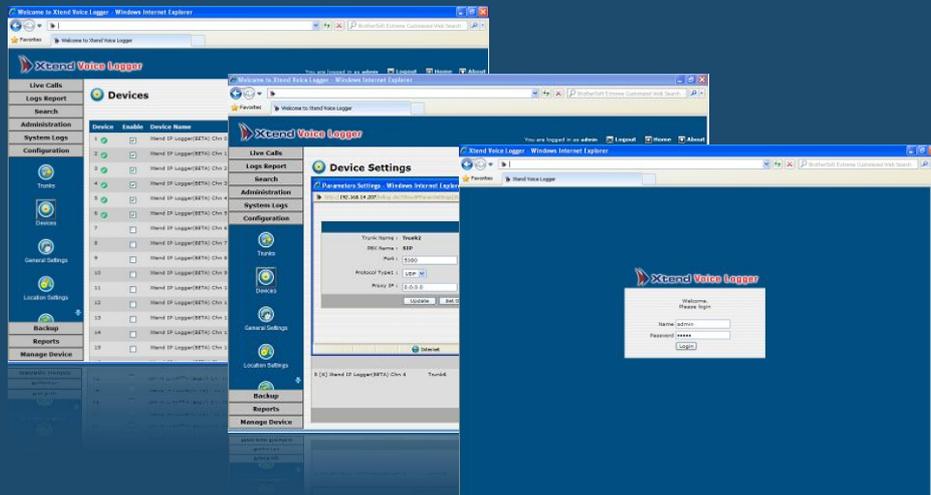
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Congratulations on becoming an owner of Xtend Voice Logger. You made an excellent choice and we hope you will enjoy all its capabilities.

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.

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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

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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.
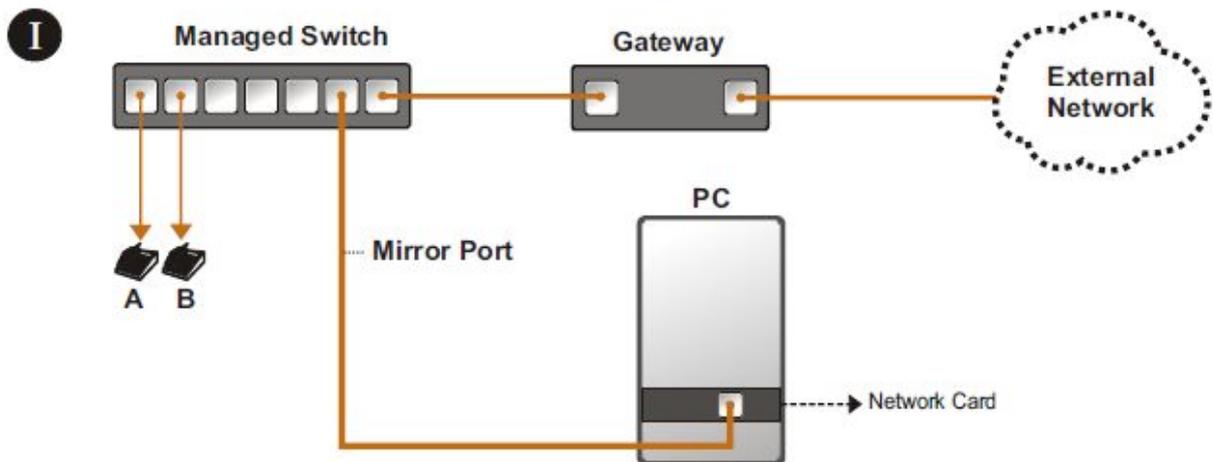
Scenario 2:

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.
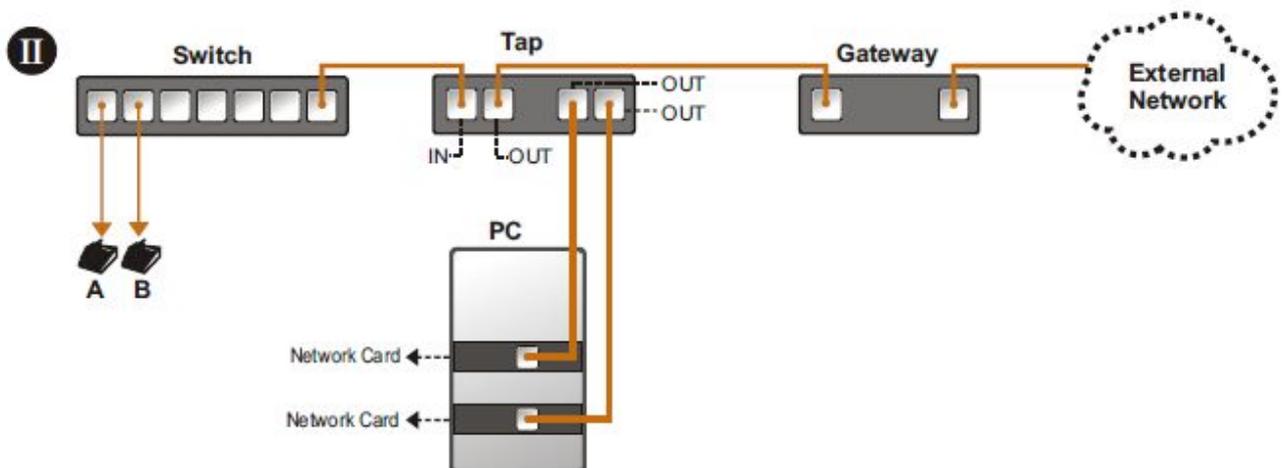
6.2. Xtend Voice Logger - Installation

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**.
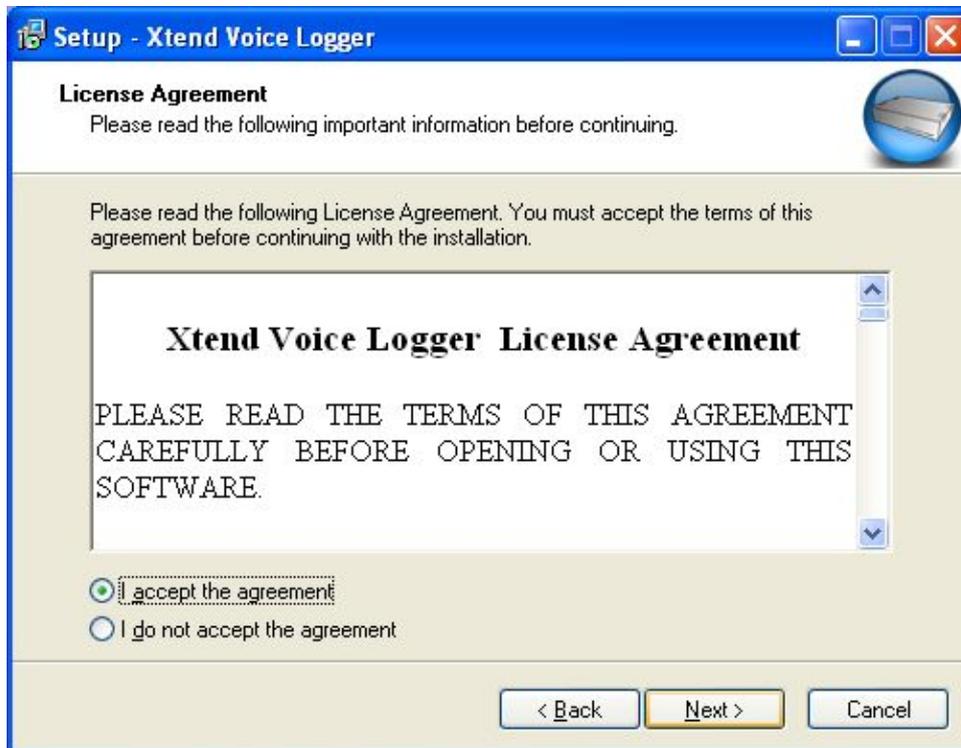
Step 4: Setup installs Xtend Voice Logger in default location "**C:\XtendLogger**", click **Next**.
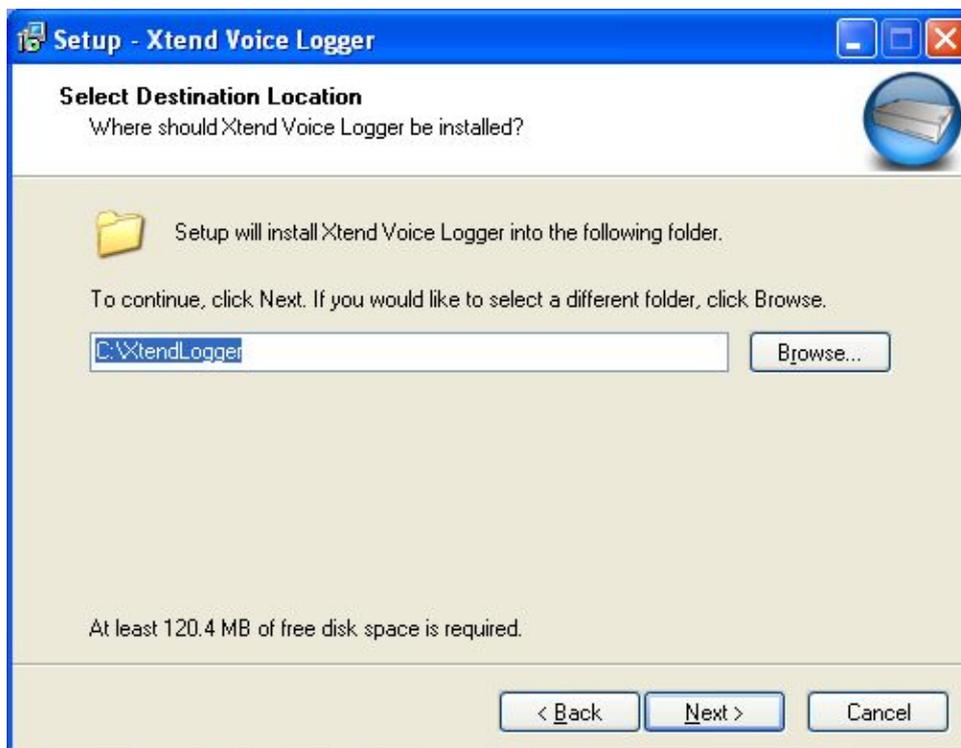
Step 5: The program shortcut in the Start menu appears as Xtend Voice Logger 3.0. Click **Next** to proceed.
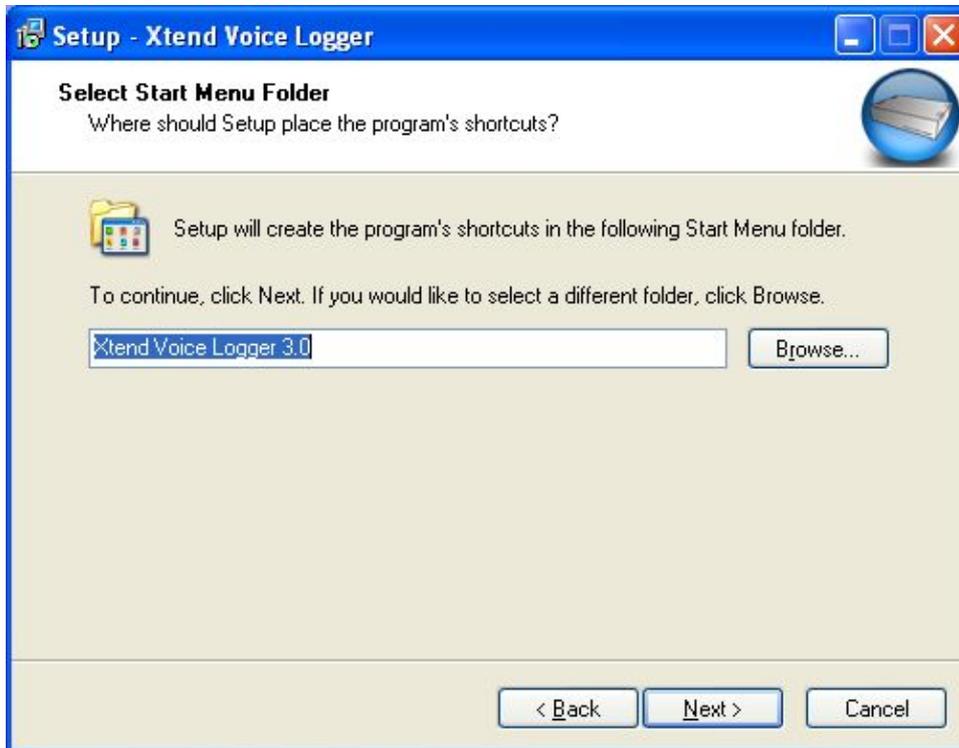
Step 6: The user-selected options appear, verify the destination location and the program shortcut in the start menu. Click **Install** to continue.
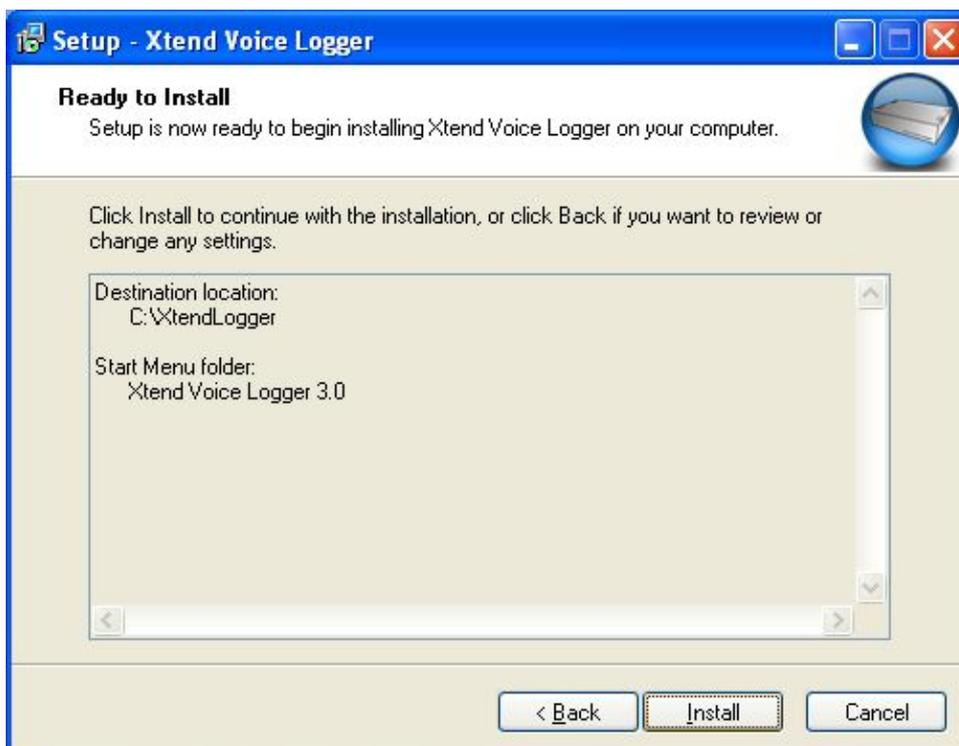
Step 7: The installation process proceeds by copying all the related files and programs into the specified location. It will take a few seconds for the process to get completed, as the time taken will vary from system to system.
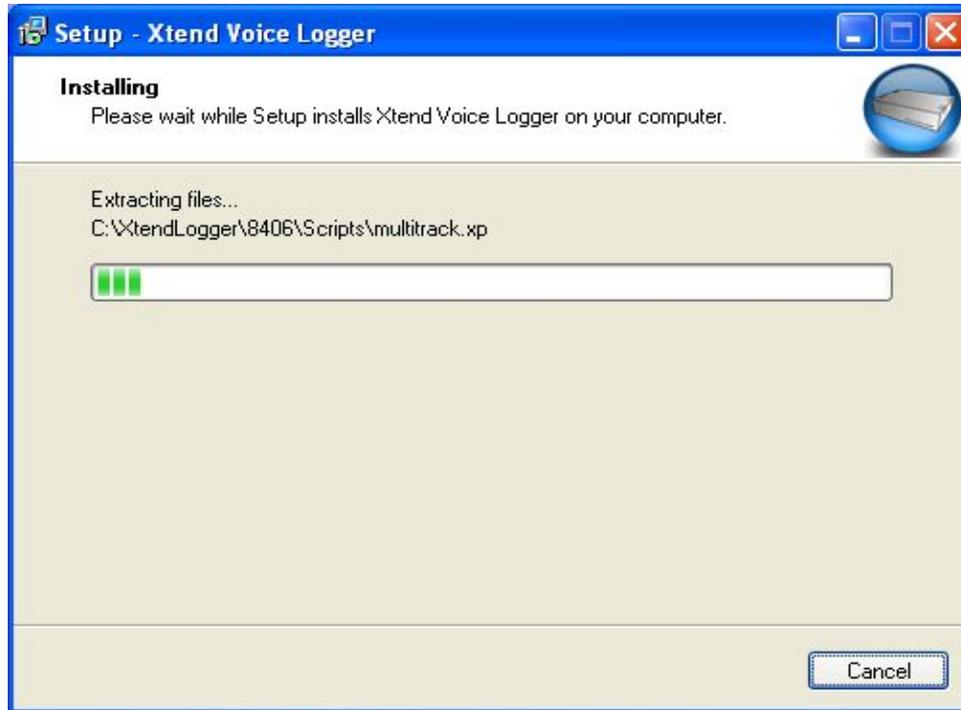
Step 8: You will be prompted about the installation of HASP device driver. Please wait to complete the installation and click **OK** to continue.
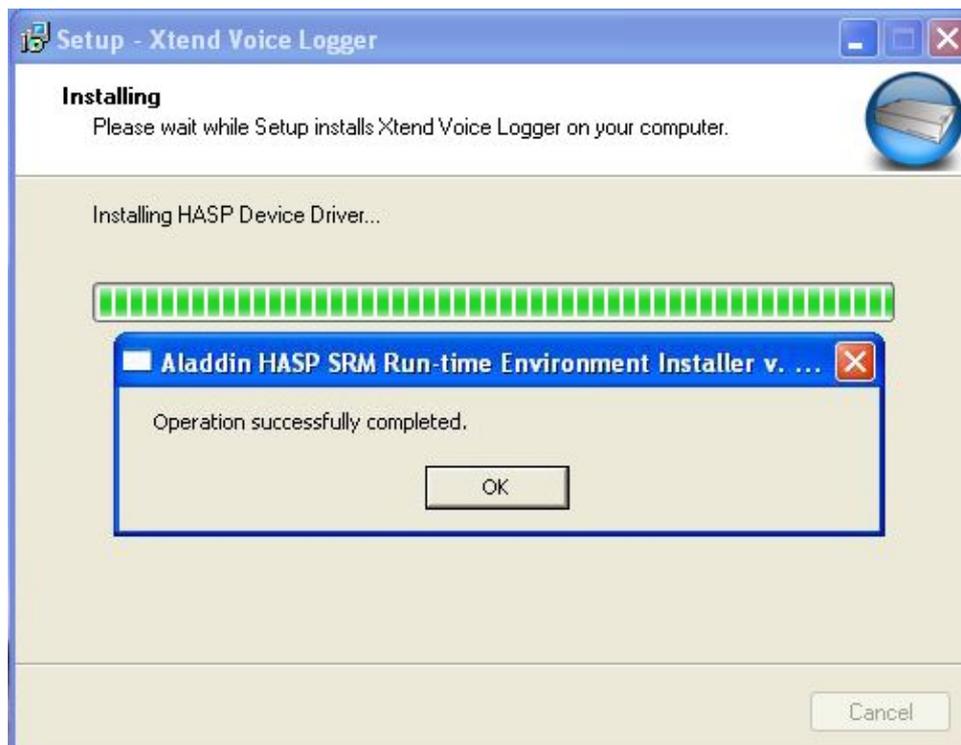
Step 9: Once the installation of Xtend Voice Logger completes, a screen "**Completing the Xtend Voice Logger Setup Wizard**" appears. Select the option "**Support VoIP Logging**" and click **Finish**.

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.*
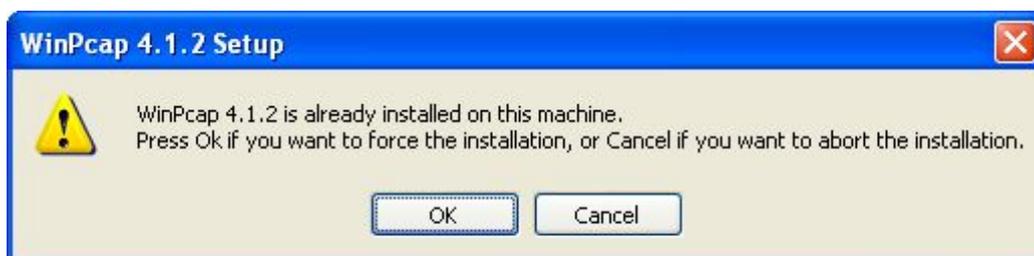
Step 10: Else, the WinPcap Setup screen appears. Click **Next** to go to the installation Wizard.
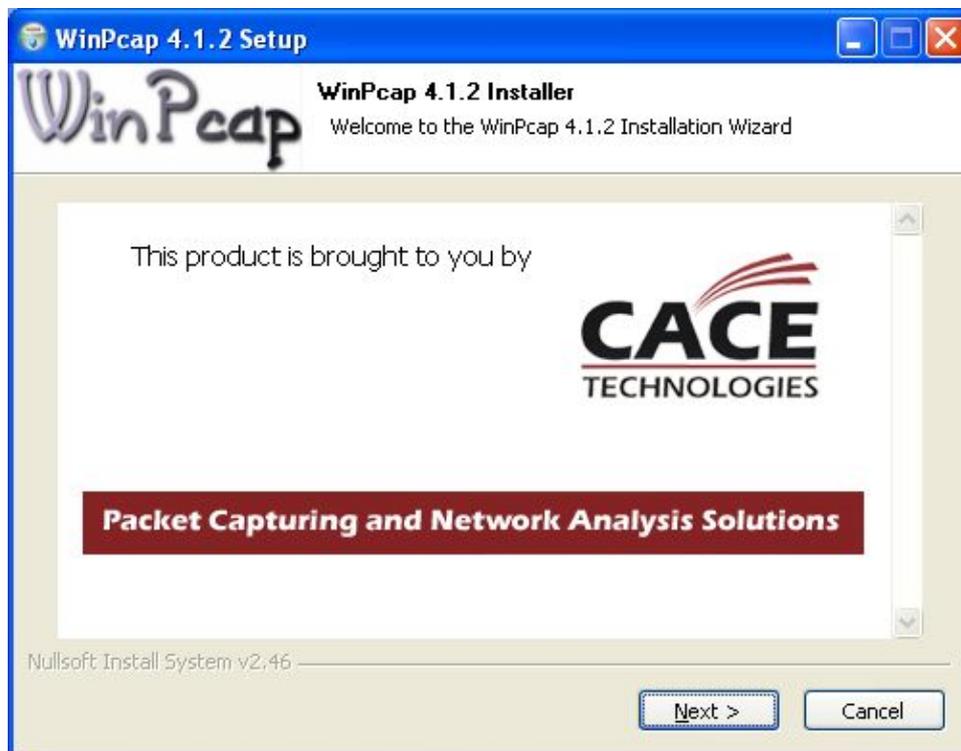
Step 11: The welcome window appears, click **Next** to proceed.

Step 12: The license agreement screen appears. Read the terms and click **I Agree**.
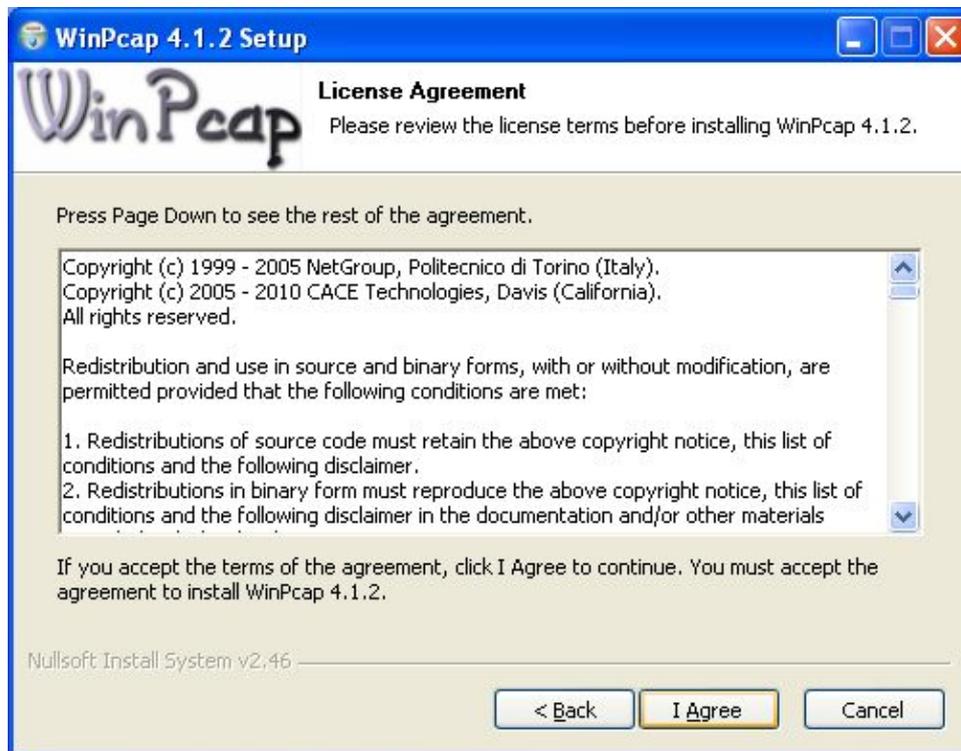
Step 13: Click **Install** to start installation.
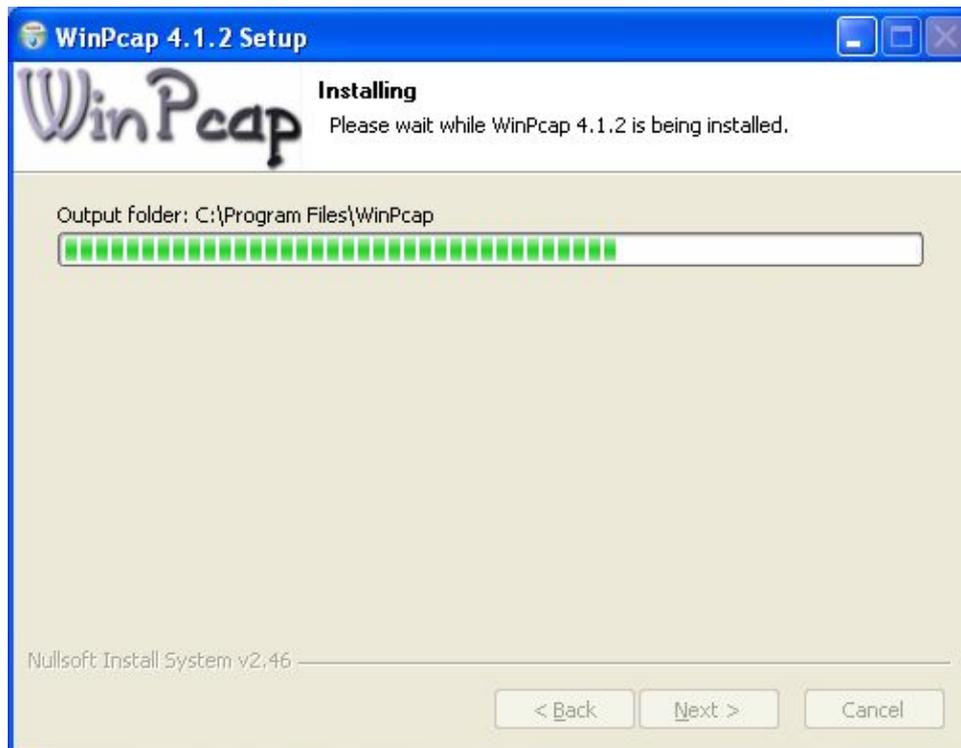
Step 14: It will take a few seconds for the installation process to get completed, as the time taken will vary from system to system.
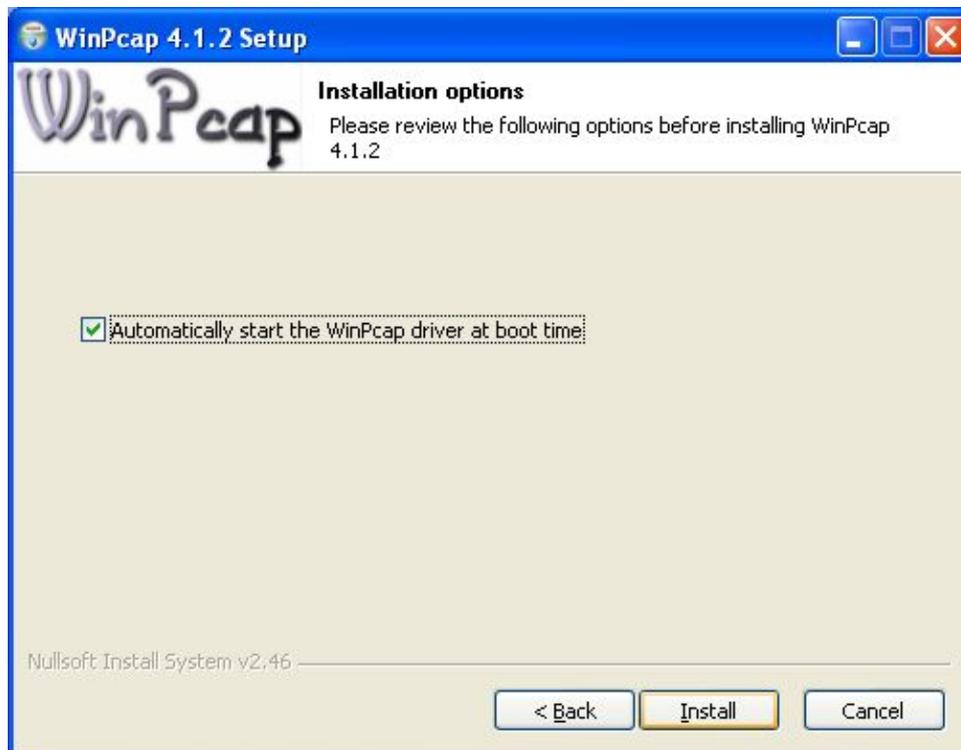
Step 15: Once the installation of Xtend Voice Logger completes, a screen "**Completing the WinPcap 4.1.2 Setup Wizard**" appears. Click **Finish**.

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**.
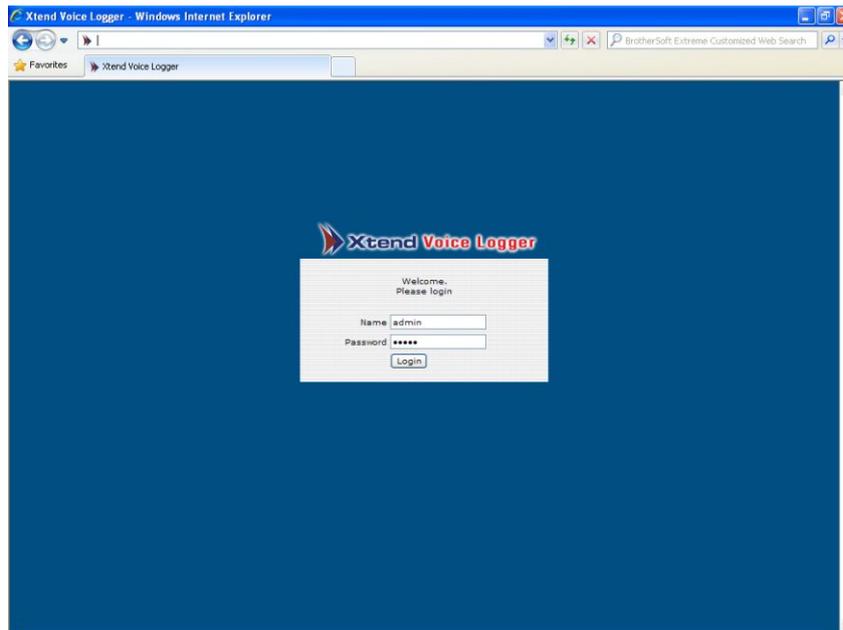
Step 2: A warning message "Warning: Voice Logger not configured" appears. You will be prompted whether to configure device, click **Ok** to continue with the configuration.
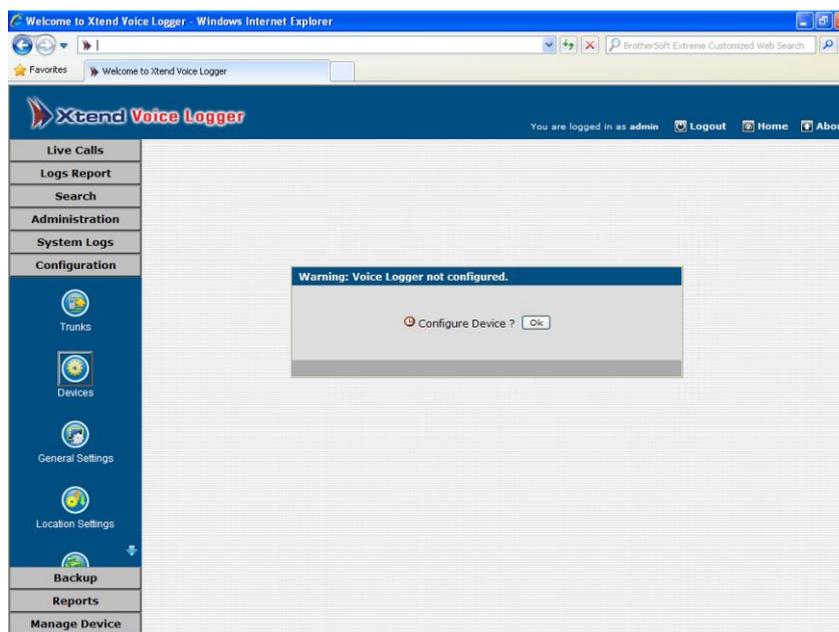
Step 3: The Configure Devices window appears as shown below. Here, the user can specify the IP address or extension name or agent name in the option "Trunk/Extension Name". Select the "Trunk Type" as "**IP**" and "Log Type" as "**Handset Up to Down**". Click **Next**.
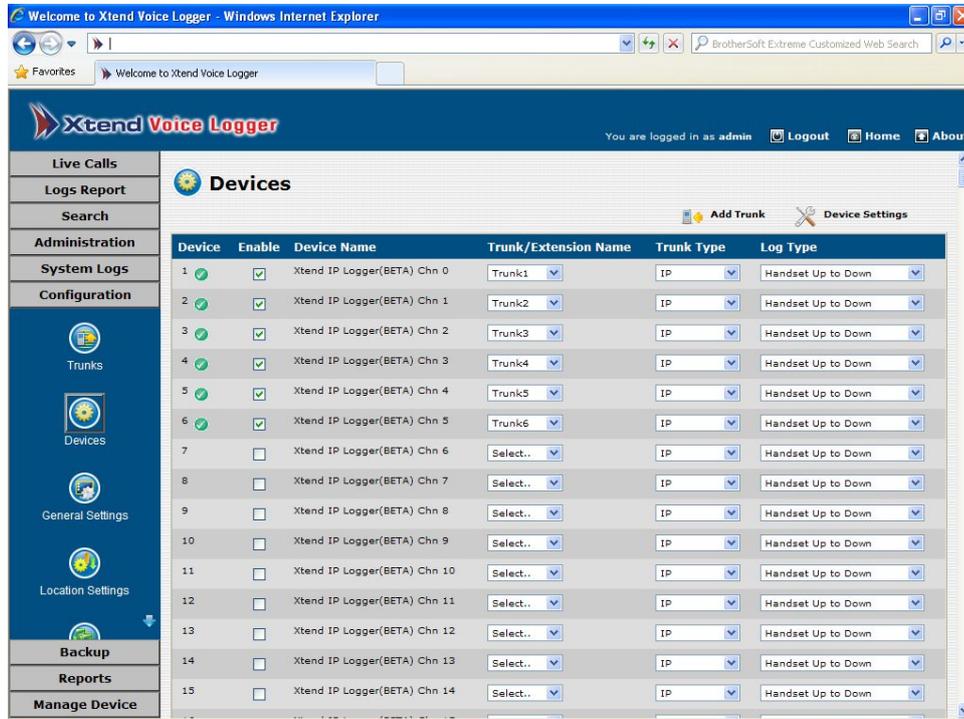
Step 4: A window as shown below will get displayed.
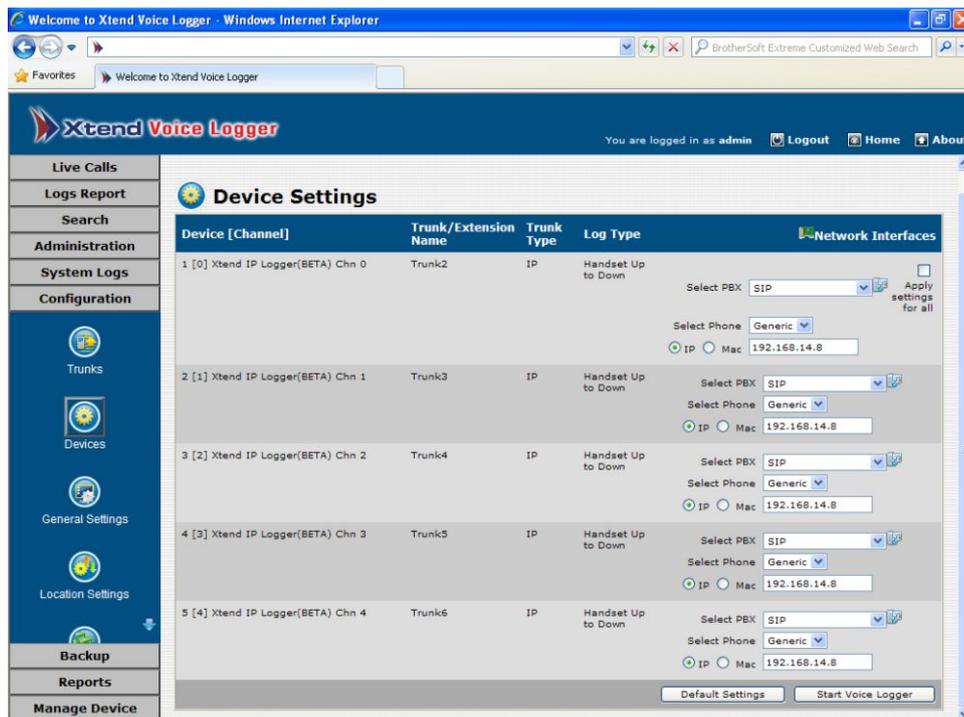
Step 5: Click the option "Network Interfaces" to select the interface for communication.
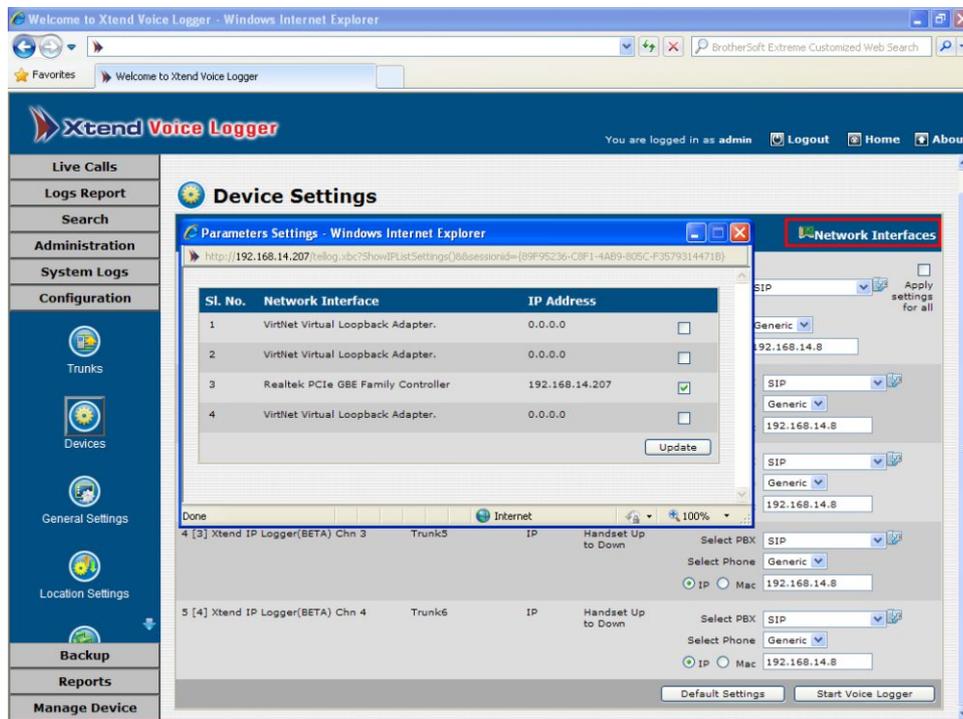
Step 6: Select the PBX from the dropdown list.

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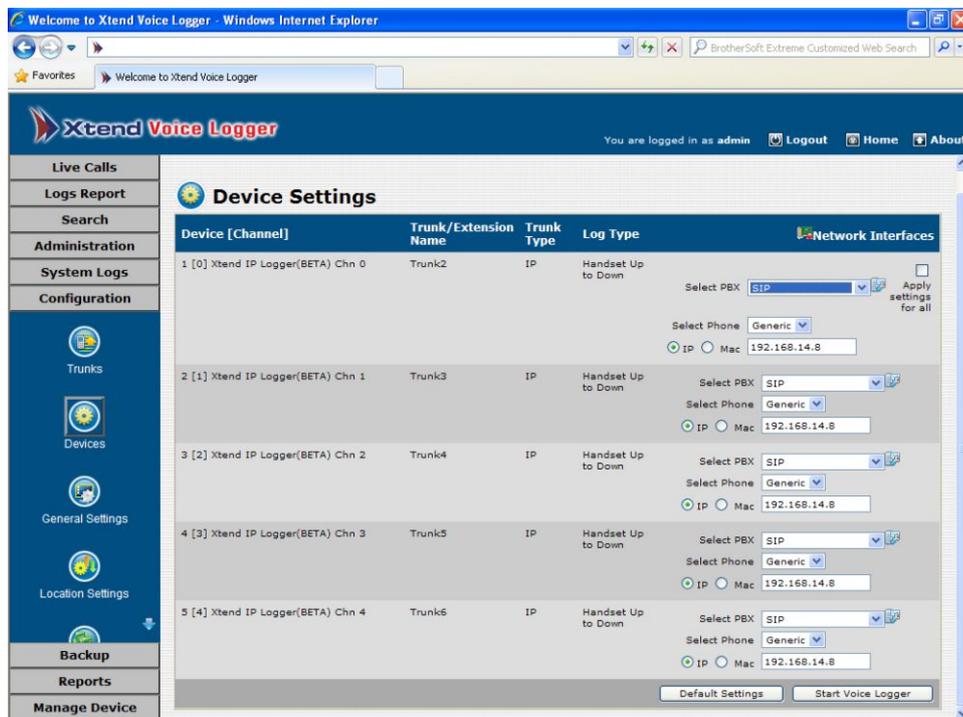
Step 7: To get more details about the selected PBX, click the icon (highlighted with red) next to the drop-down list of "Select PBX". Click **Update** to save the changes, if any.
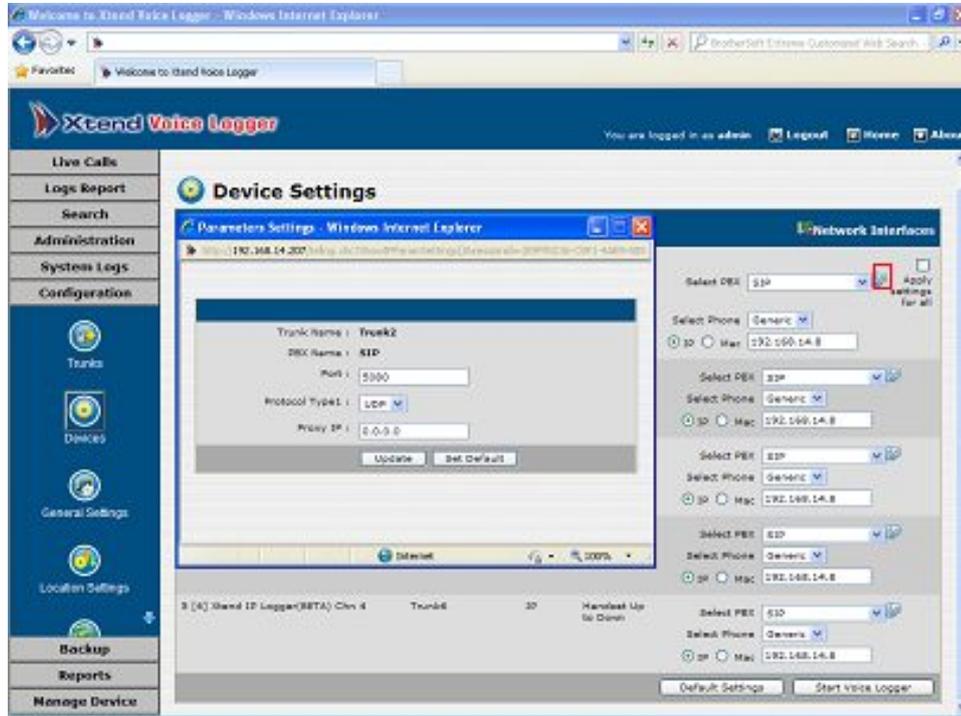
Step 8: Select the "Phone" from the dropdown list.

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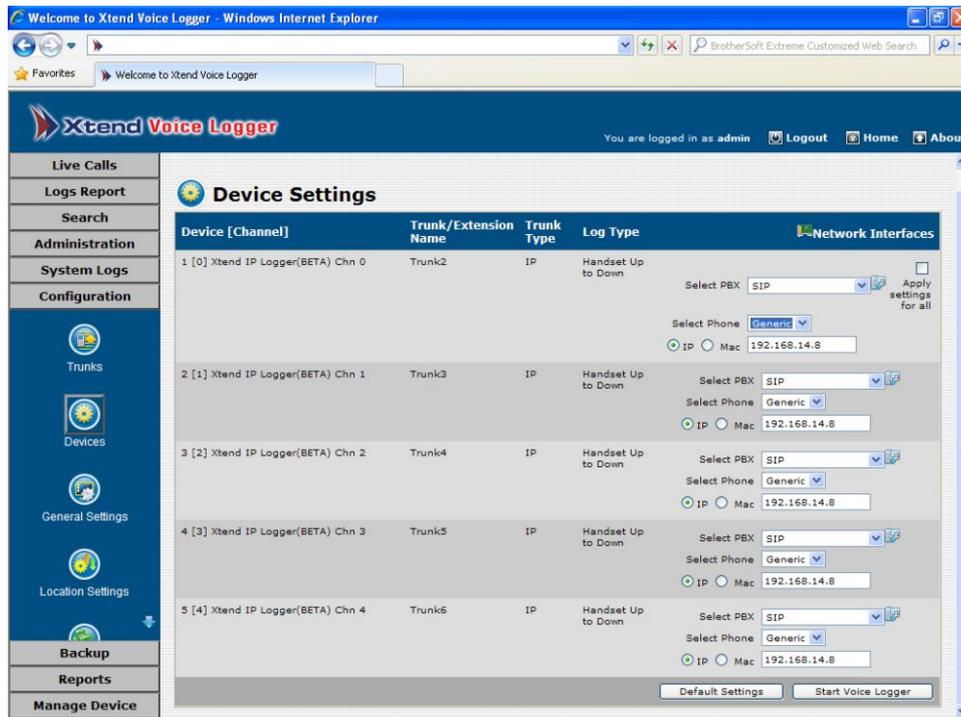
Step 9: The user can either enter the IP or Mac address. If the phone is configured in the DHCP mode for obtaining the IP, then the user can use the phone Mac Id.
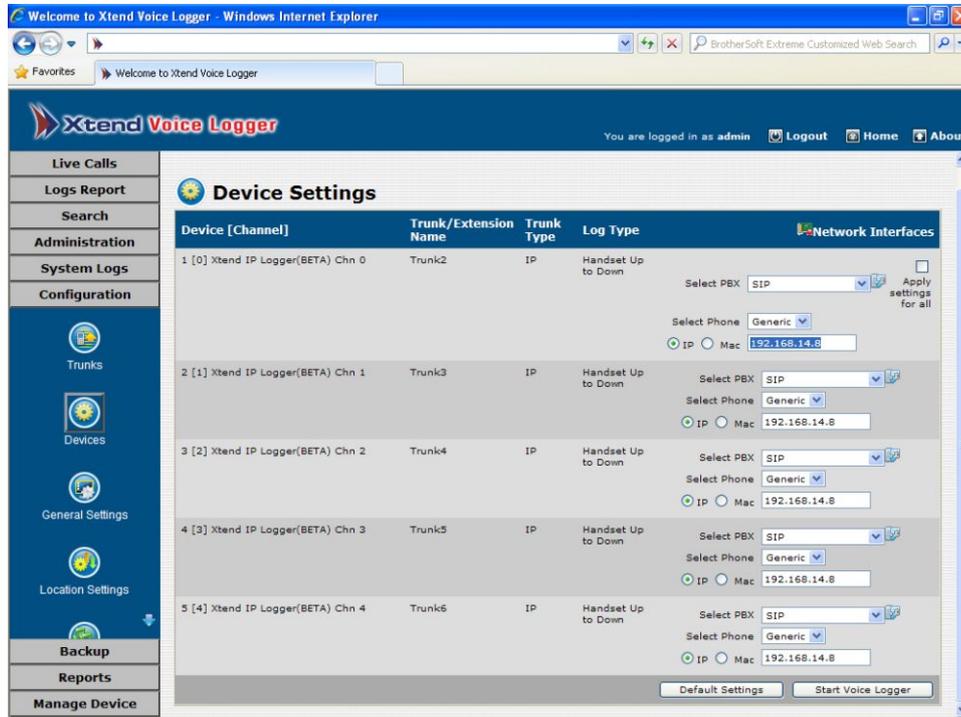
Step 10: After selecting the PBX, Phone and IP/Mac, the user can assign the same settings to all the channels by clicking the option "Apply settings for all".
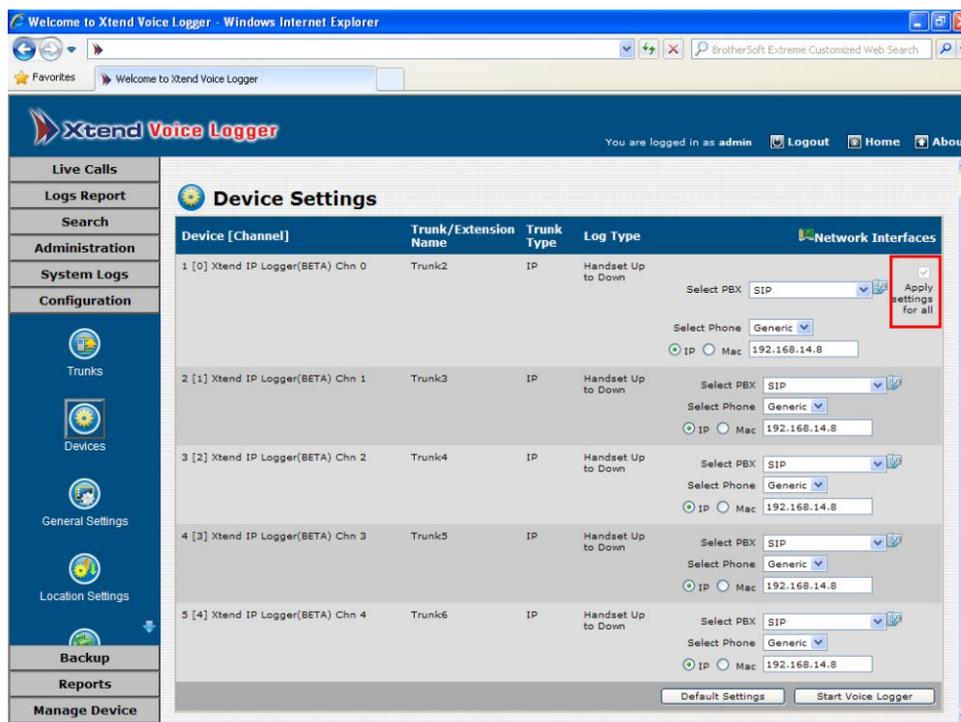
Step 11: To reset the settings click the option **Default Settings** on the bottom of the window.
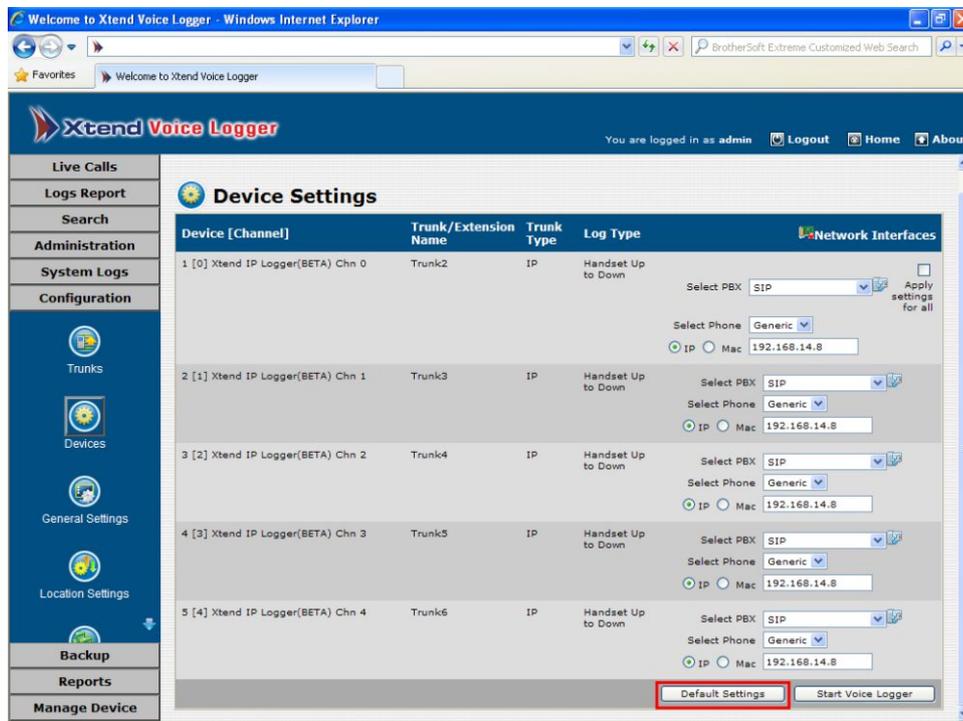
Step 12: Click **Start Voice Logger** present at the bottom of the page.

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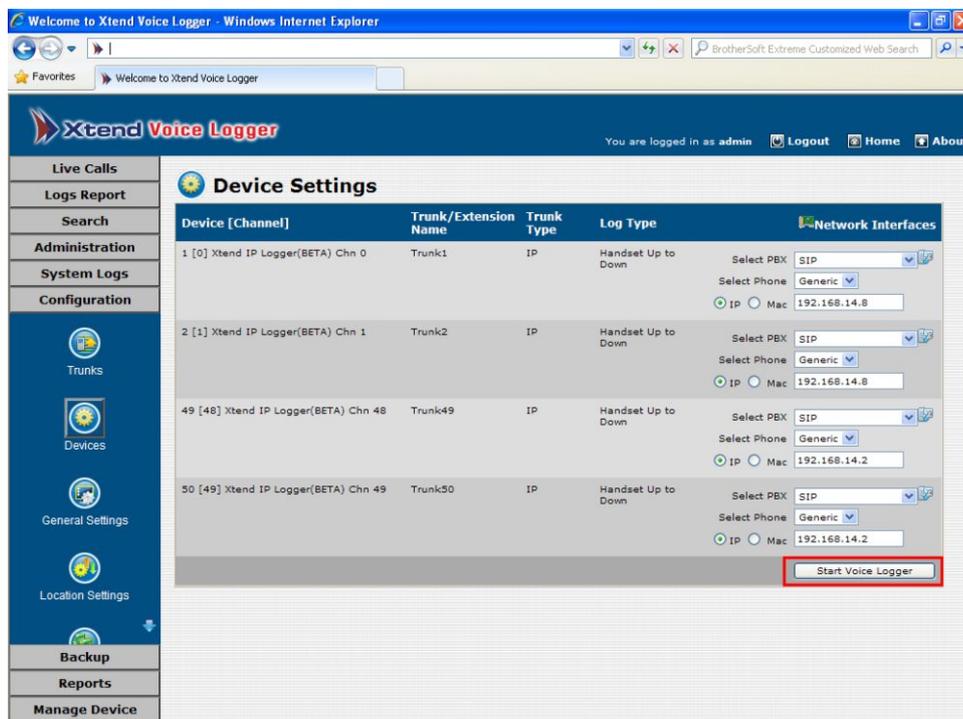
Step 13: The Live Calls window shows the assigned trunks for live call monitoring.
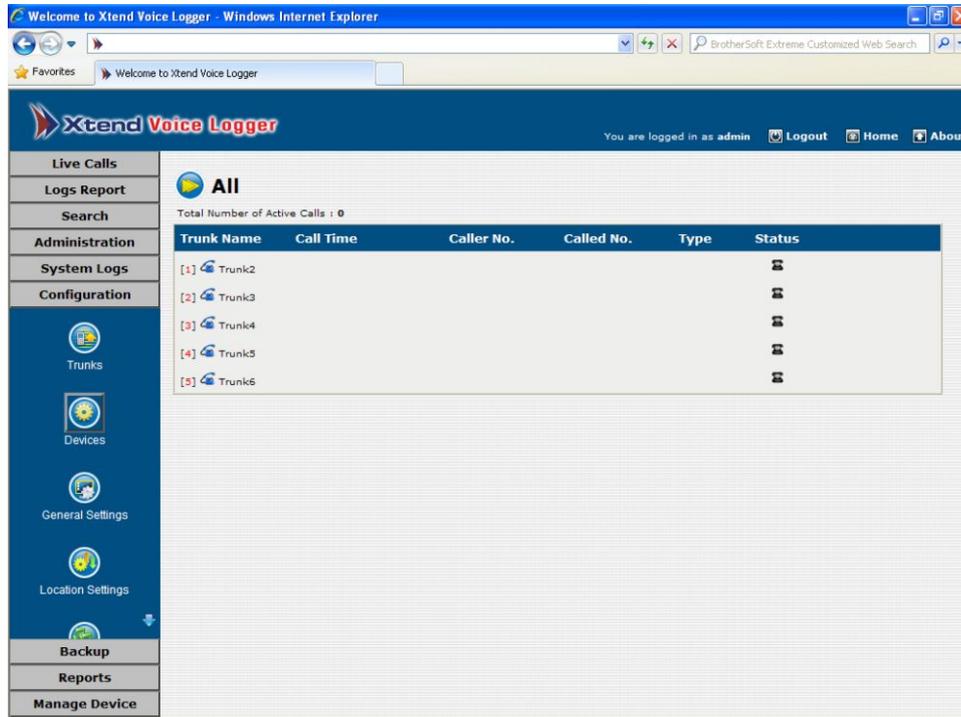
7. Installation Checklist

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**.
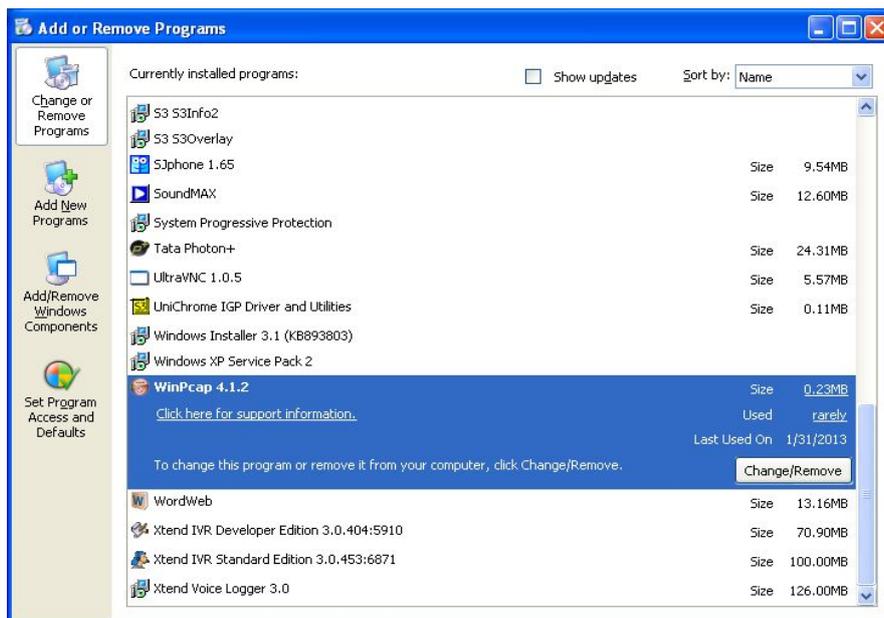
Step 2: The "**WinPcap Uninstall**" window appears as shown here. Click **Uninstall** to start the uninstallation.
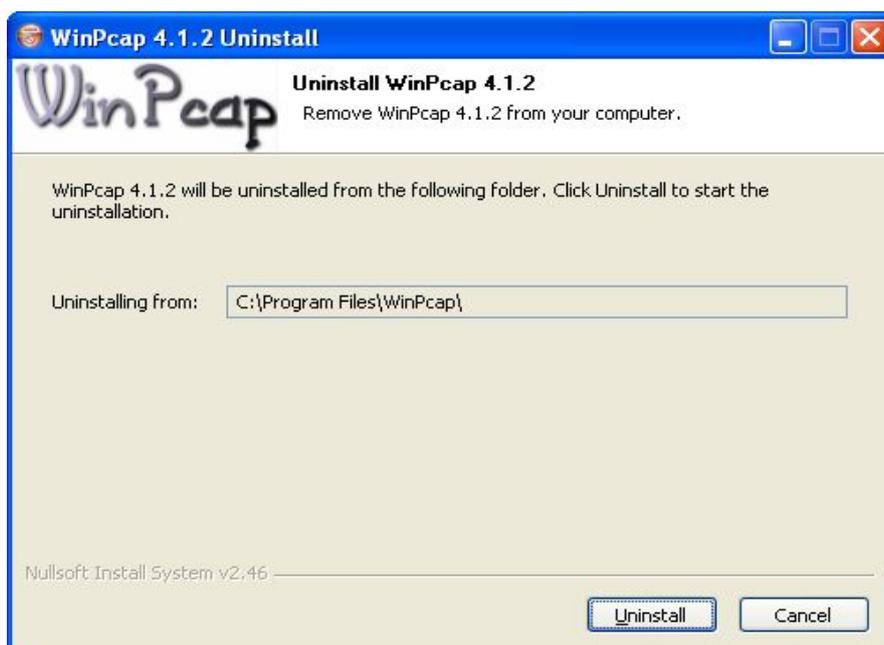
Step 3: Once the uninstallation process is over "**Completing the WinPcap 4.1.2 Uninstall Wizard**" window is displayed. Click **Finish** to close this wizard.

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.
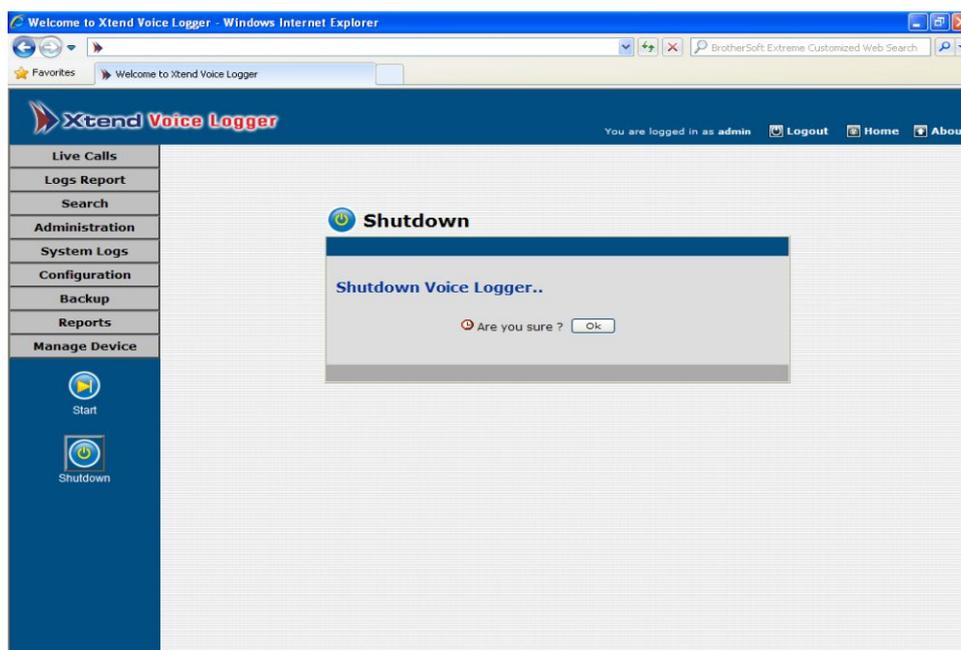
Step 2: A dialog box asking the confirmation to shutdown the Xtend Voice Logger appears. Click **OK**.
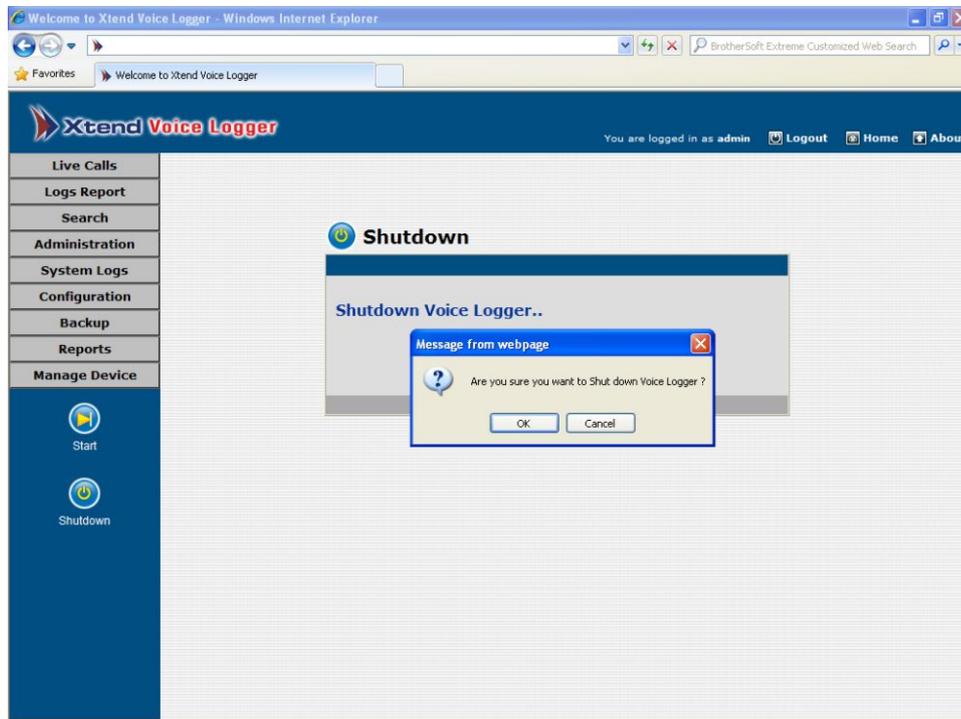
Step 3: The Xtend Voice Logger is shutdown successfully.
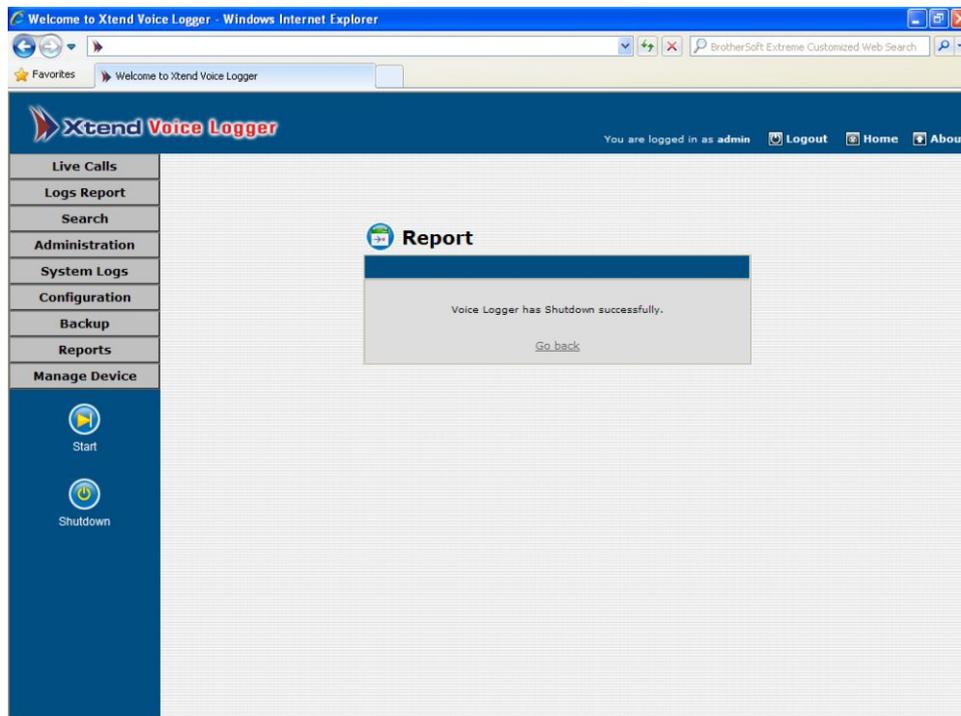
Step 4: Right click Xtend Web Server icon from the taskbar, a popup with two options **"About"** and **"Shutdown"** will appear. Click **"Shutdown"**.

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**.

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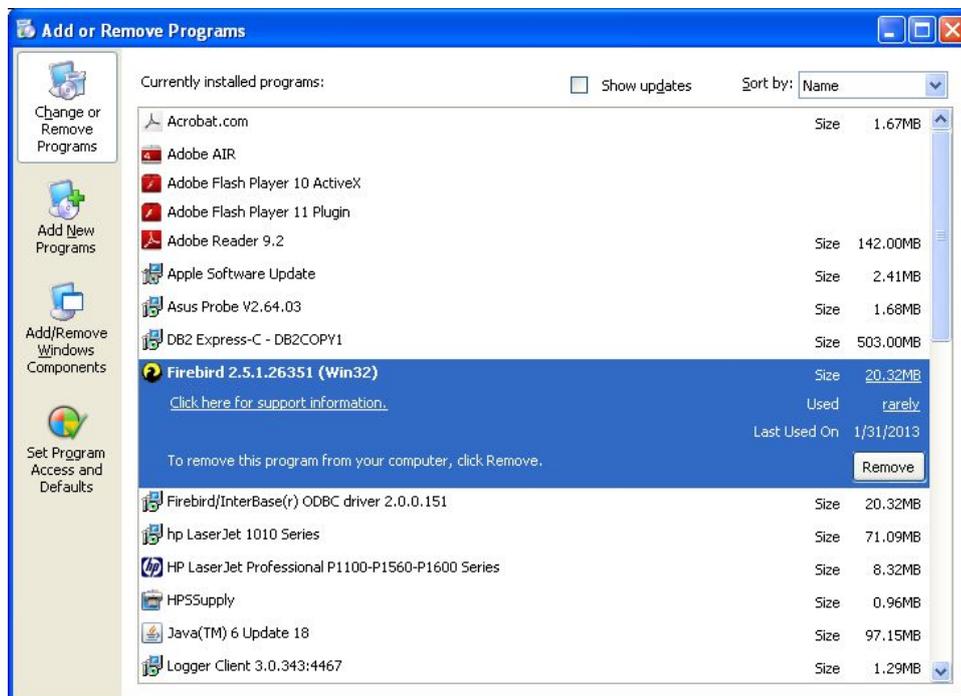
Step 7: A prompt will appear "Are you sure you want to completely remove Firebird and all of its components?" click **Yes**.
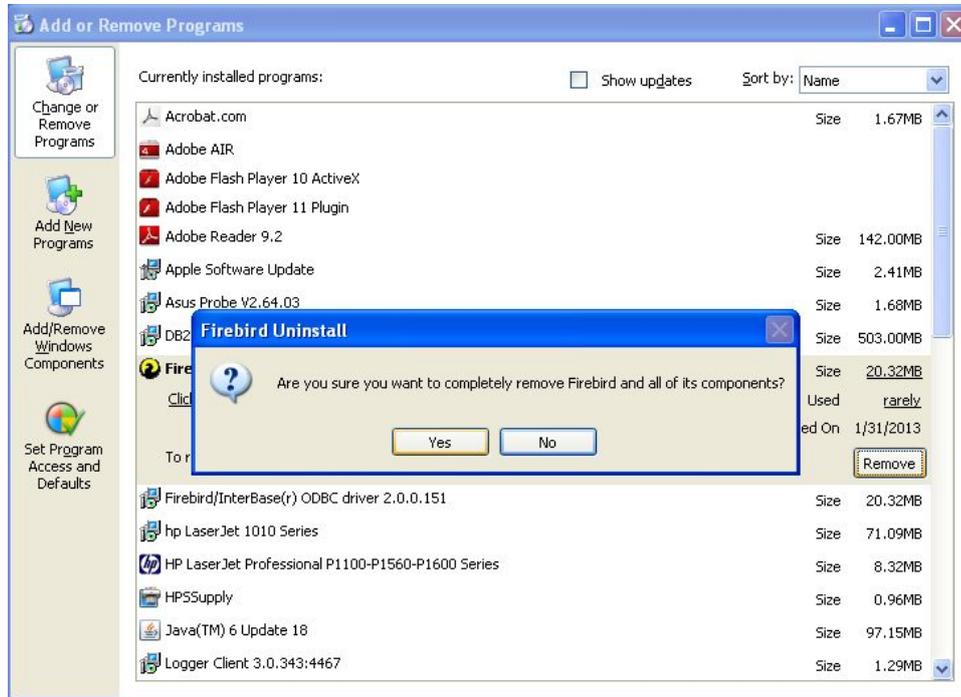
Step 8: A window "**Remove Shared File?**" appears as given below. Click **Yes to All** to remove the shared file from the location "C:\XtendLogger\Firebird\UDF".
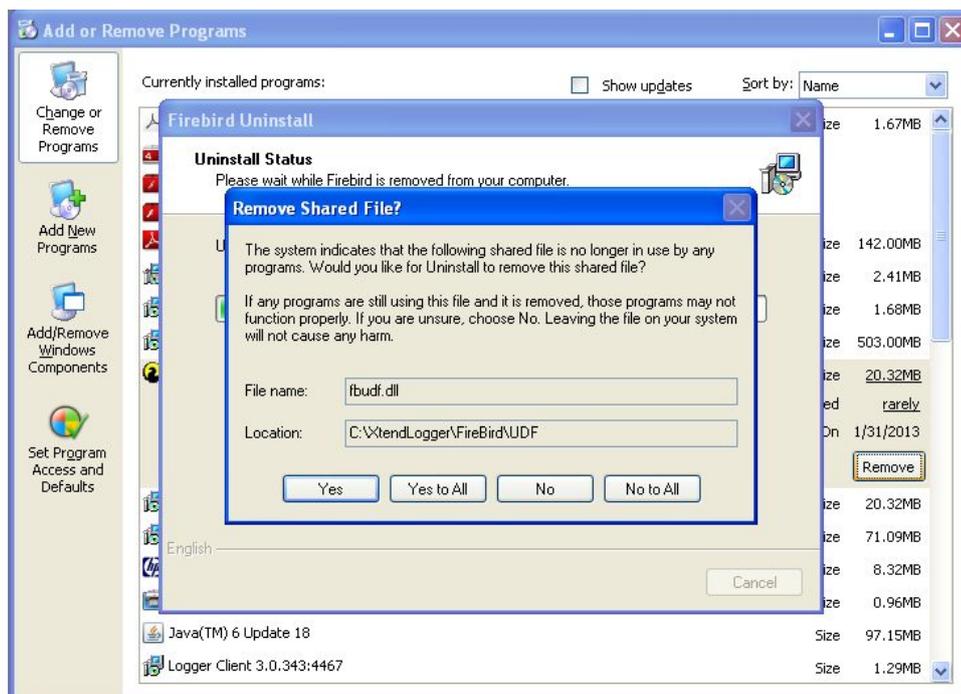
Step 9: After the uninstallation, a "**Firebird Uninstall**" screen appears. Click **OK** .
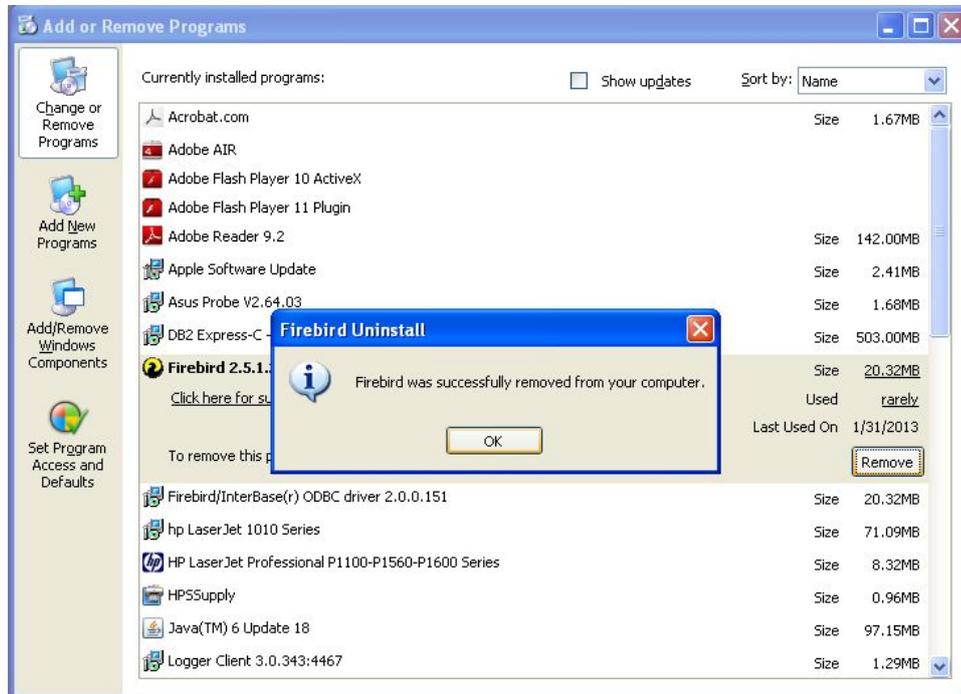
Step 10: Next you need to uninstall "**Firebird/Interbase(r) ODBC driver 2.0.0.151"** from "**Add or Remove Programs**". Click **Remove**.
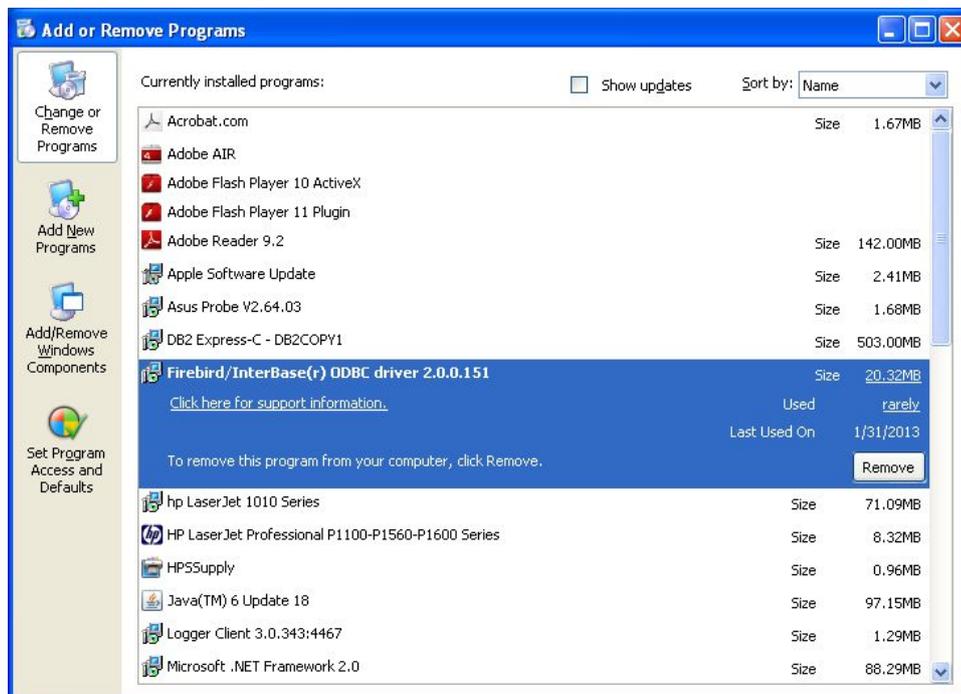
Step 11: A prompt will appear "Are you sure you want to completely remove Firebird ODBC Driver and all of its components?". Click **Yes**.
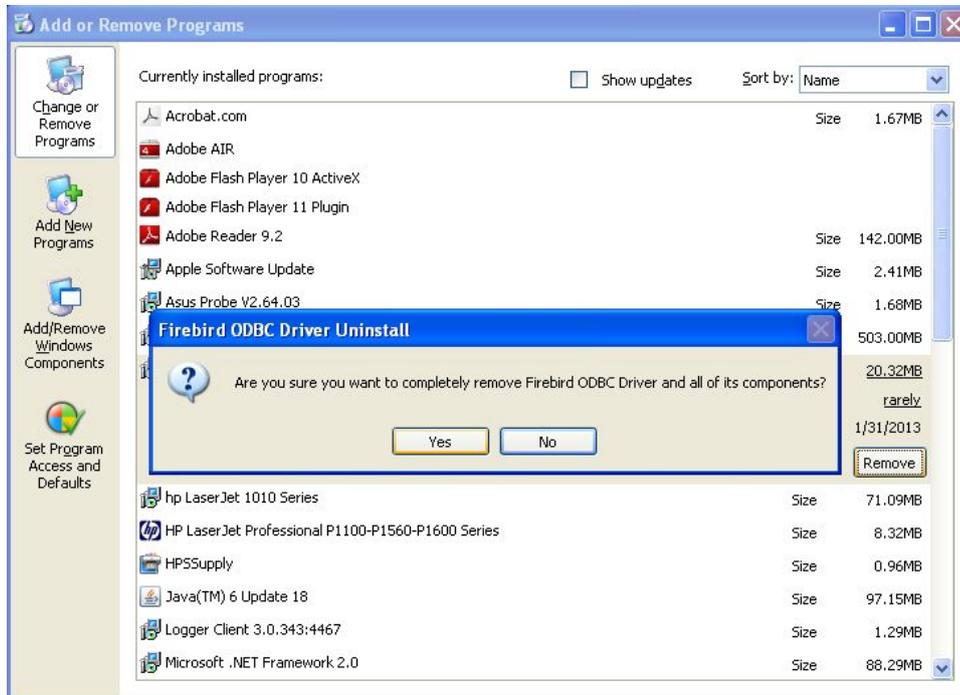
Step 12: A window "**Remove Shared File?**" appears as given below. Click **Yes to All** to remove the shared file from the location "C:\WINDOWS\system32".
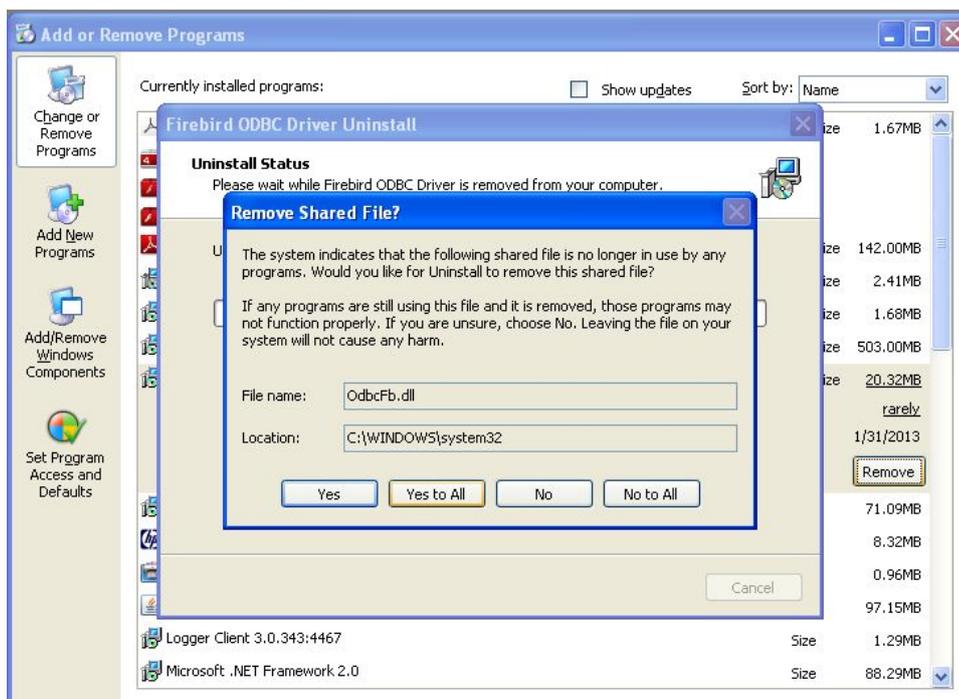
Step 13: After the uninstallation, a "**Firebird ODBC Driver Uninstall**" screen appears. Click **OK**.
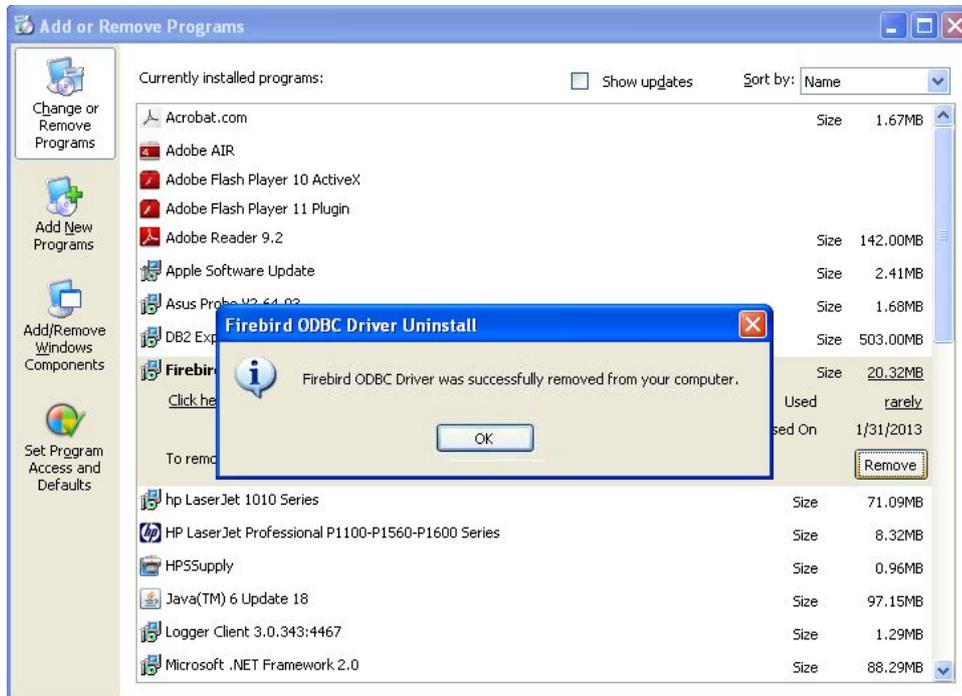
Step 14: Finally you need to uninstall Xtend Voice Logger 3.0 from the "**Add or Remove Programs**". Select the same and click **Remove**.
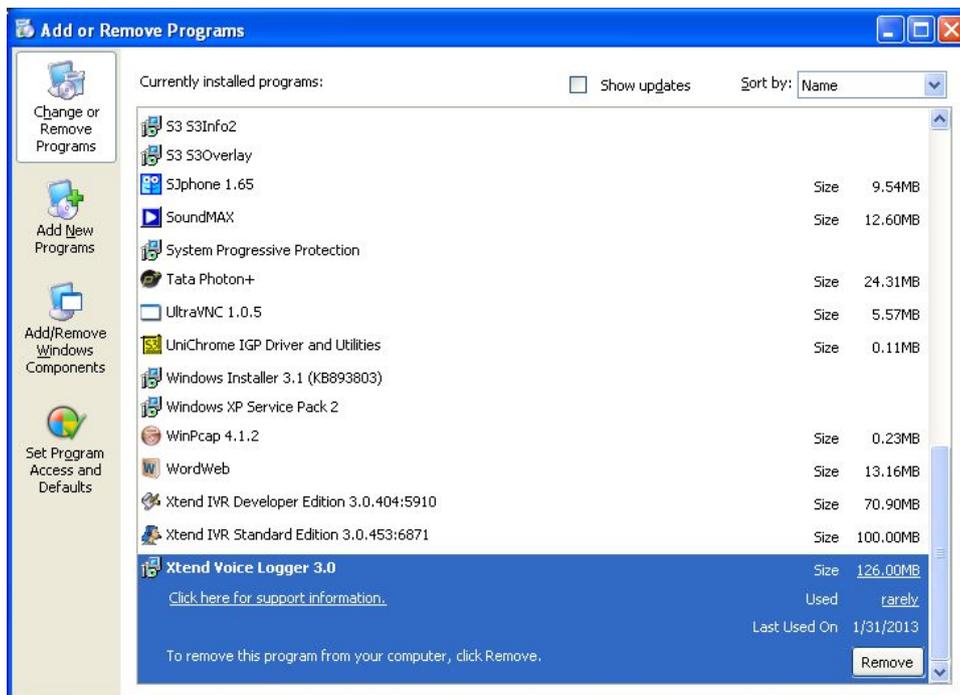
Step 15: You will be prompted to completely remove Xtend Voice Logger and all of its components. Click **Yes** to confirm the uninstallation.
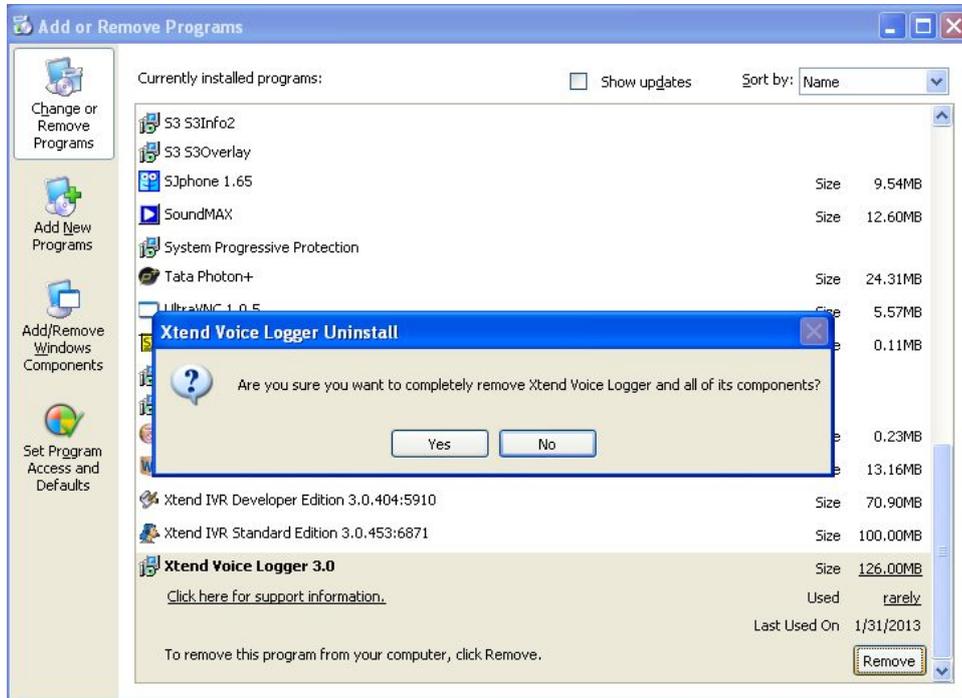
Step 16: Now browse "C:\" and right click the folder "XtendLogger". Now select **Delete**.
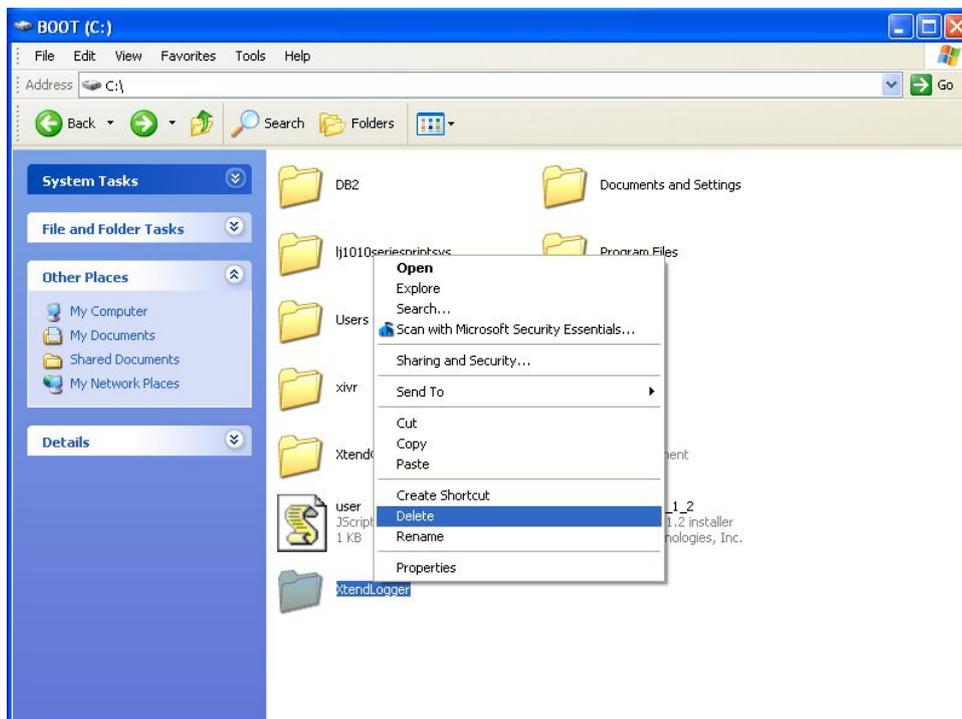
Step 17: Click **Yes** to confirm that you want to remove the folder **"XtendLogger"** and move all its contents to the recycle bin.
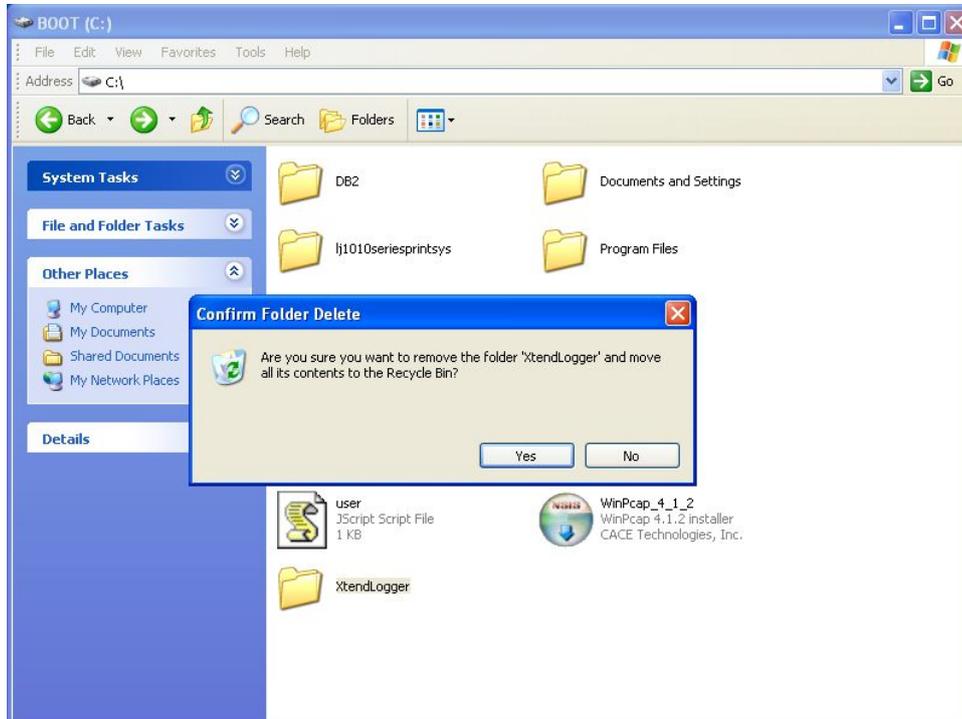
This concludes the document on installation and uninstallation of Xtend Voice Logger.

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