

Xtend Voice Logger

Analog Lines

Installation and Configuration Manual



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WELCOME

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

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1. Introduction

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

2. Package Kit

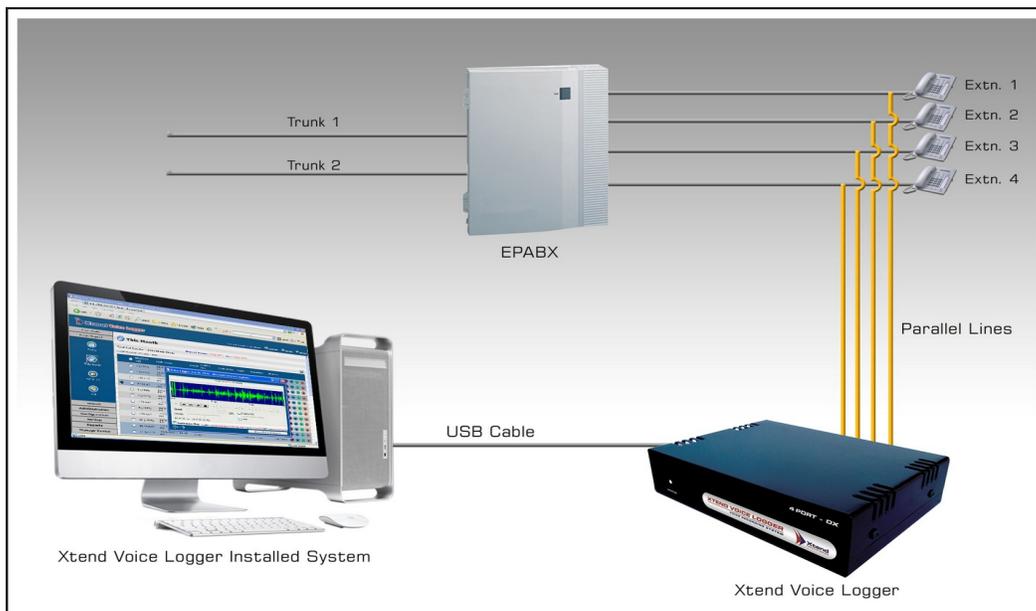
- i. Xtend Voice Logger
- ii. Installation Instructions
- iii. Software Installation CD
- iv. USB Cable

3. Minimum System Requirements

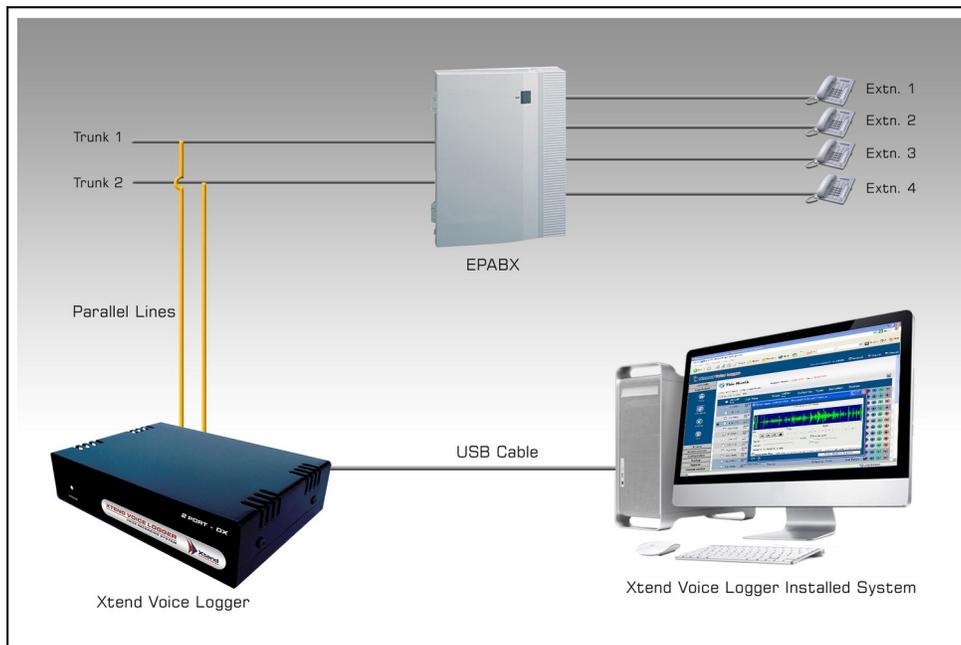
Operating System (32/64-bit)	: Windows 7/8/8.1/10/ Windows Server 2008/2012/2016/2019
Browser	: Internet Explorer 6.0 or above
Processor Speed	: Dual Core or higher
Memory	: 2 GB or above
Hard Disk Space	: 500 MB for software installation 1 GB approx. for 175 hrs of recording

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

4. Connection Diagram



Xtend Voice Logger - 4 Port - Extension side Recording



Xtend Voice Logger - 2 Port - Trunk side Recording

5. Software Setup

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

STEP - 1

Welcome Wizard

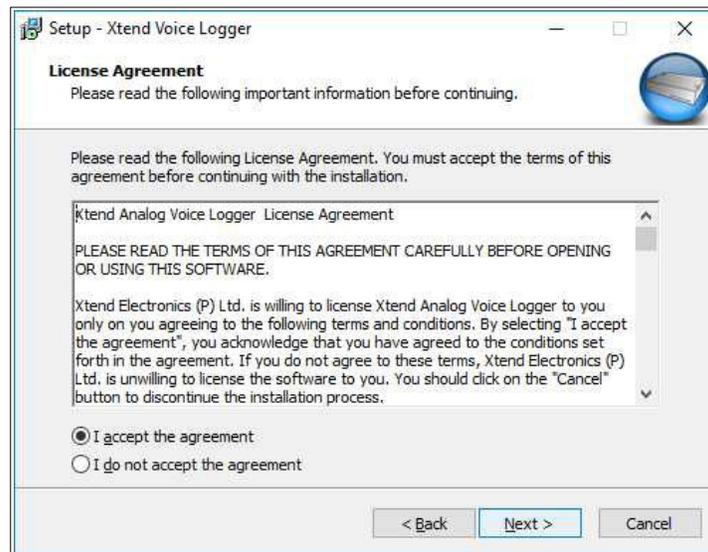
The first screen for installing Xtend Voice Logger appears, click *Next*.



STEP - 2

License Agreement

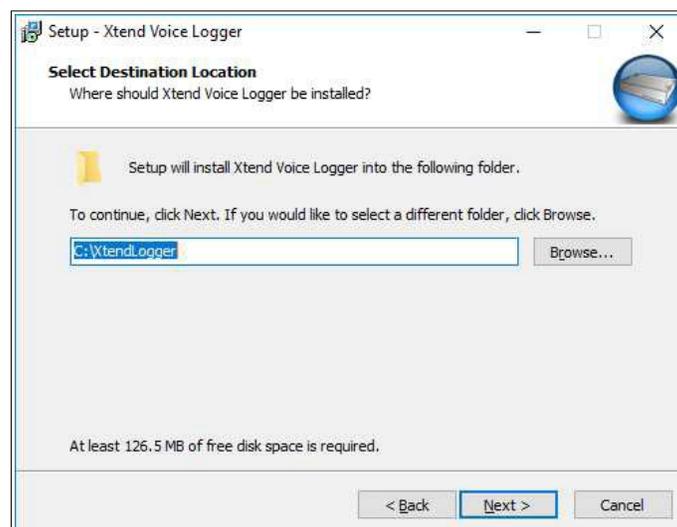
Read the License Agreement carefully and select *"I accept the agreement"*. Now, click *Next*.



STEP - 3

Destination Location

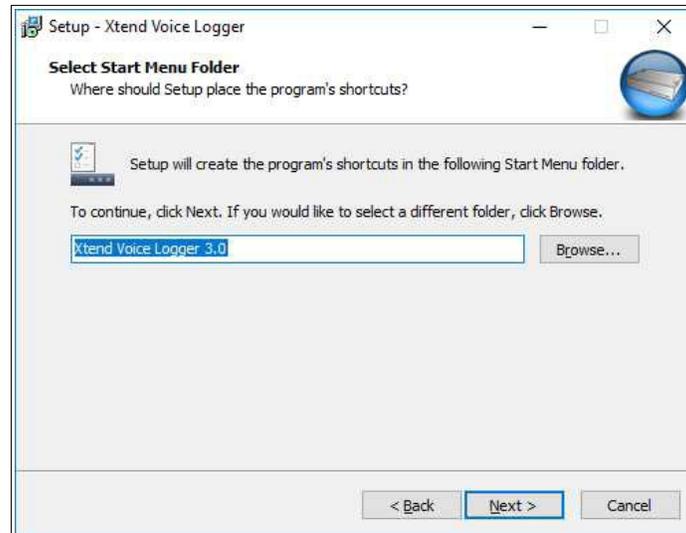
Default installation directory is *"C:\XtendLogger"*, which can be changed by entering new location from the *Browse* button. Click *Next* to proceed.



STEP - 4

Program Shortcut

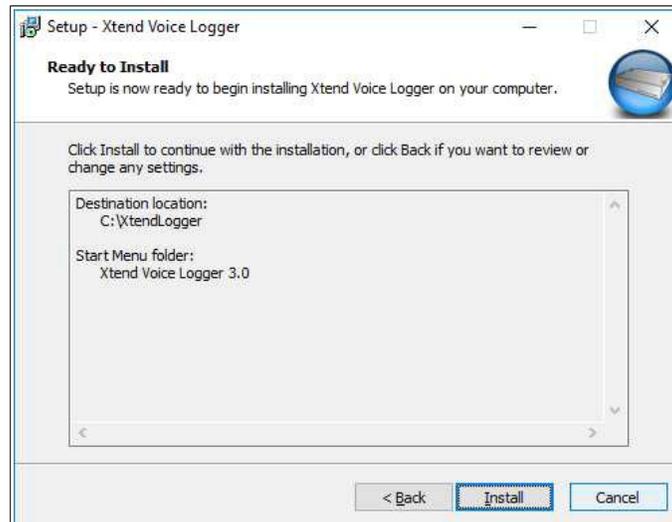
Default program shortcut in the Start menu folder is “Xtend Voice Logger 3.0”. You can choose new folder by clicking **Browse**, else click **Next** to continue.



STEP - 5

Location Verification

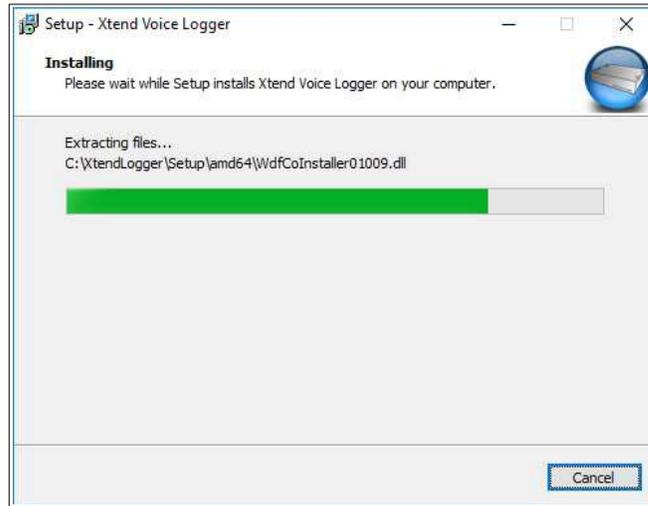
Check the given location and click **Install** to begin the installation process.



STEP - 6

Installation Process

Setup installs Xtend Voice Logger in the system.



STEP - 7

Process Completion

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



On successful installation, **Xtend Web Server**



icon is enabled on the notification area of the taskbar.

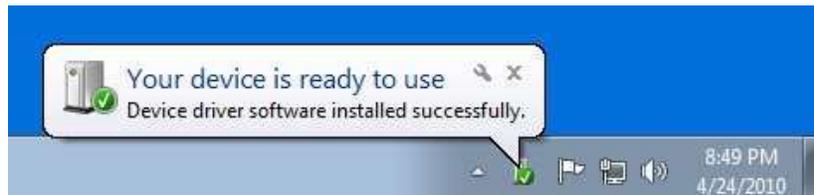
Note: If Xtend Voice Logger Feature Pack is present in the installed folder, then a popup appears automatically and prompts for installation once the main software installation is completed. Click Next and follow the steps shown on the window to install the Feature Pack.

6. Hardware Setup

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

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

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



On successful installation, the LED turns green and blinking.

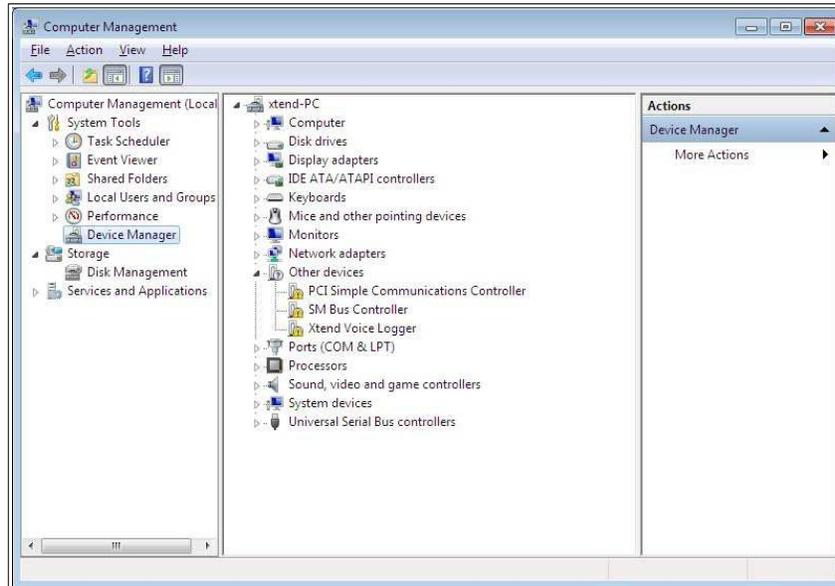
**Front USB Connectors may not provide the performance necessary to support such transfers due to non-standard wiring. It is recommended that only rear USB slots be used to connect to Xtend Voice Logger Analog Lines.*

In case the driver is not installed automatically, follow the below mentioned steps to carry out the driver updation.

STEP - 1

Device Manager

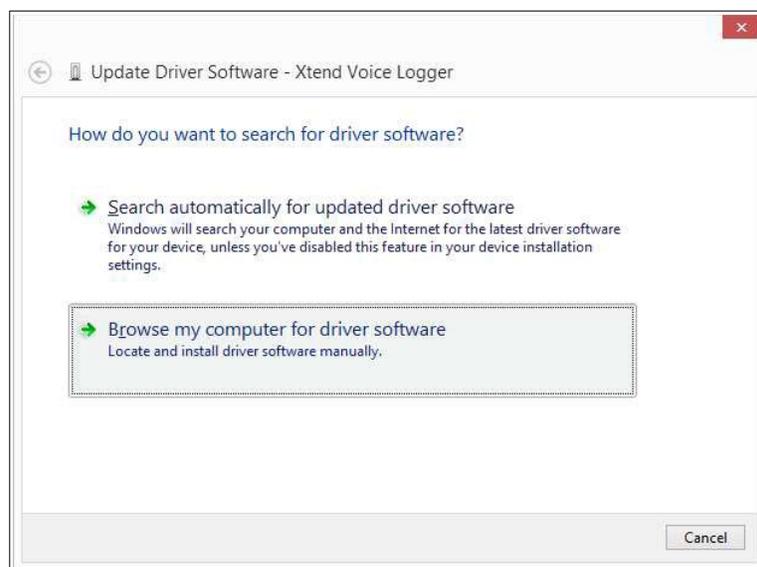
Go to **Device Manager** and update the driver software by right clicking on **Xtend Voice Logger** detected under **Other devices**.



STEP - 2

Update Driver Software

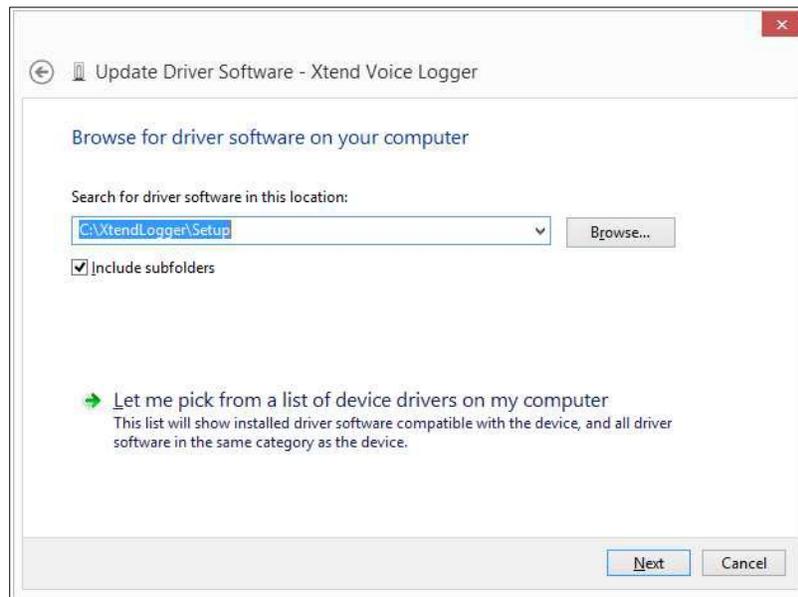
A window as shown below appears. Click **“Browse my computer for driver software”**.



STEP - 3

Browse Driver Software

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

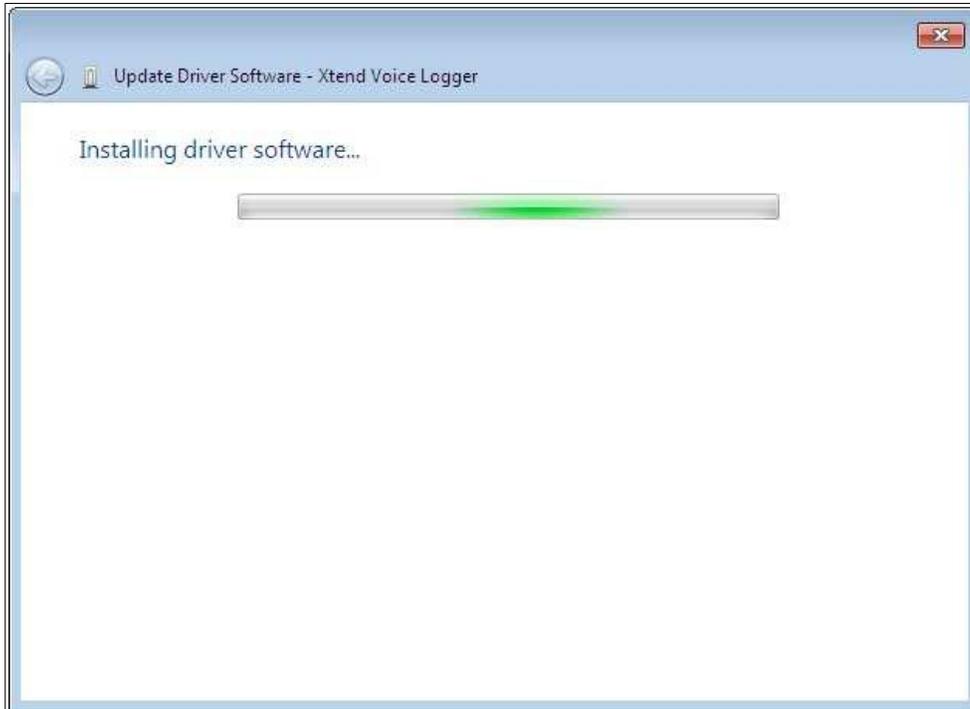


STEP - 4

Driver Installation

A windows security warning appears. Click *“Install this driver software anyway”*.

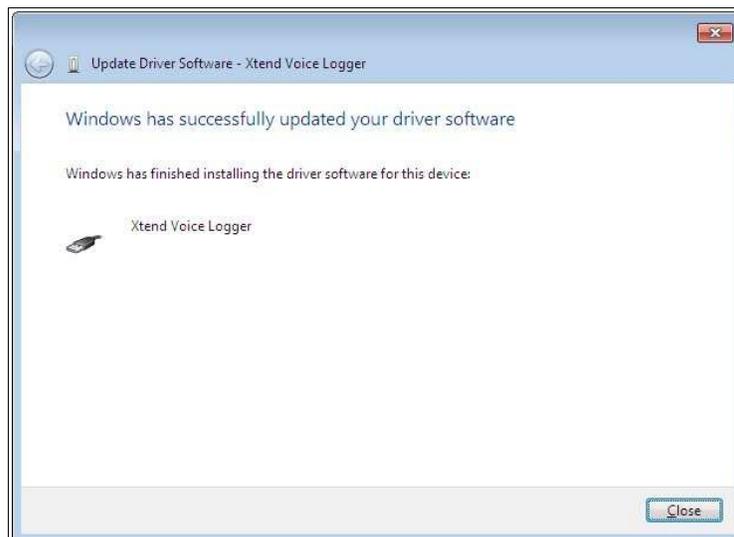




STEP - 5

Installation Completion

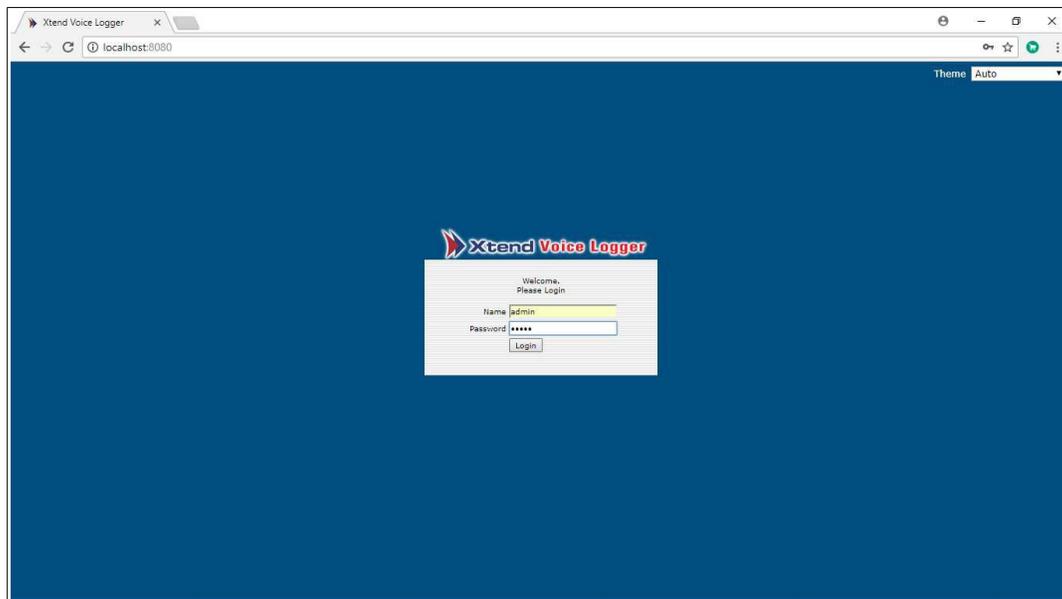
The software installation for Xtend Voice Logger is completed and a window appears after successful installation, click *Close*.



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

7. Device Configuration

Go to **Start** → **Programs** → **Xtend Voice Logger** → **Login** to activate the browser interface. Login page appears for user authentication. Enter Username and Password as “admin”, click **Login**.



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

Click **Ok** to configure the device.



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

Device	Enable	Device Name	Trunk/Extension Name	Trunk Type	Log Type
1	<input checked="" type="checkbox"/>	Xtend Voice Logger (XVLOG-4P-DX 60328) Chn 1	Trunk1	Analog	Handset Up to Down
2	<input checked="" type="checkbox"/>	Xtend Voice Logger (XVLOG-4P-DX 60328) Chn 2	Trunk2	Analog	Handset Up to Down
3	<input checked="" type="checkbox"/>	Xtend Voice Logger (XVLOG-4P-DX 60328) Chn 3	Trunk3	Analog	Handset Up to Down
4	<input checked="" type="checkbox"/>	Xtend Voice Logger (XVLOG-4P-DX 60328) Chn 4	Trunk4	Analog	Handset Up to Down

Note: Device configuration is a one-time process during the installation. The Device Configuration is also required when more voice logging devices are added to the scenario. Please note that while adding and configuring additional devices, the recording process will not happen at that particular time.

Notice that the status of the LED on the device turns green and static. This indicates that the Voice Logger configuration is completed and the device is working correctly. When the device is being configured for the first time, in the Live Calls page, the voltage of each trunk will be displayed along with the Trunk Name as shown below:

Trunk Name	Call Time	Caller No.	Called No.	Type	Status
[1] Trunk1 [53 v]					

Note: By default, the voltage across each trunk line will be displayed to identify the telephone line status. This will help to identify the OnHook and OffHook level. This will be disabled automatically once the device is shutdown or the application is restarted. If the voltage needs to be displayed all the time, enable “Keep Monitoring Line Voltage” in General Settings.

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

Trunk Name	Call Time	Caller No.	Called No.	Type	Status
[1] Trunk1			04844363399	Outgoing	

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

Logs Report

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

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

The screenshot shows the Xtend Voice Logger web interface. At the top, it says "Xtend Voice Logger" and "You are logged in as admin" with links for Logout, Home, and About. The left sidebar contains a navigation menu with items: Live Calls, Logs Report, Today, This Month, From To, Search, Administration, Statistics, System Logs, Configuration, Backup, Reports, and Manage Device. The main content area is titled "Today" and shows a "Report From : 7/9/2020 To : 7/9/2020". Below this is a table of call logs. The table has columns: SI [Call Id], Data Type, Call Time, Trunk, Caller No., Called No., Type, Duration, and Status. There are 9 call entries listed, each with a set of icons for audio playback and other actions.

SI [Call Id]	Data Type	Call Time	Trunk	Caller No.	Called No.	Type	Duration	Status
1 [45]	Voice	7/9/2020 12:37:45 PM	Trunk2		04844363399	Outgoing	6 min 2 sec	Connected
2 [44]	Voice	7/9/2020 12:35:39 PM	Trunk1	4843066099		Incoming	7 min 58 sec	Connected
3 [41]	Voice	7/9/2020 12:32:27 PM	Trunk3			Outgoing	9 sec	Call Failed
4 [40]	Voice	7/9/2020 12:30:20 PM	Trunk3		04844363399	Outgoing	32 sec	Connected
5 [39]	Voice	7/9/2020 12:27:49 PM	Trunk2	9388746081		Incoming	1 min 25 sec	Connected
6 [38]	Voice	7/9/2020 12:27:14 PM	Trunk2		9388746081	Outgoing	23 sec	Connected
7 [37]	Voice	7/9/2020 12:26:09 PM	Trunk2		04843066099	Outgoing	32 sec	Connected
8 [35]	Voice	7/9/2020 12:22:56 PM	Trunk1		04842378008	Outgoing	1 min 23 sec	Connected
9 [33]	Voice	7/9/2020 12:19:27 PM	Trunk1	4843066099		Incoming	1 min 5 sec	Connected

Icons	Description
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Click this icon to view the details of a particular call.



Click this icon to view the Wave Player.



Click this icon to play the logged conversation continuously from beginning till end.



Click this icon to stop the playing of logged conversation.

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

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

8. Uninstallation

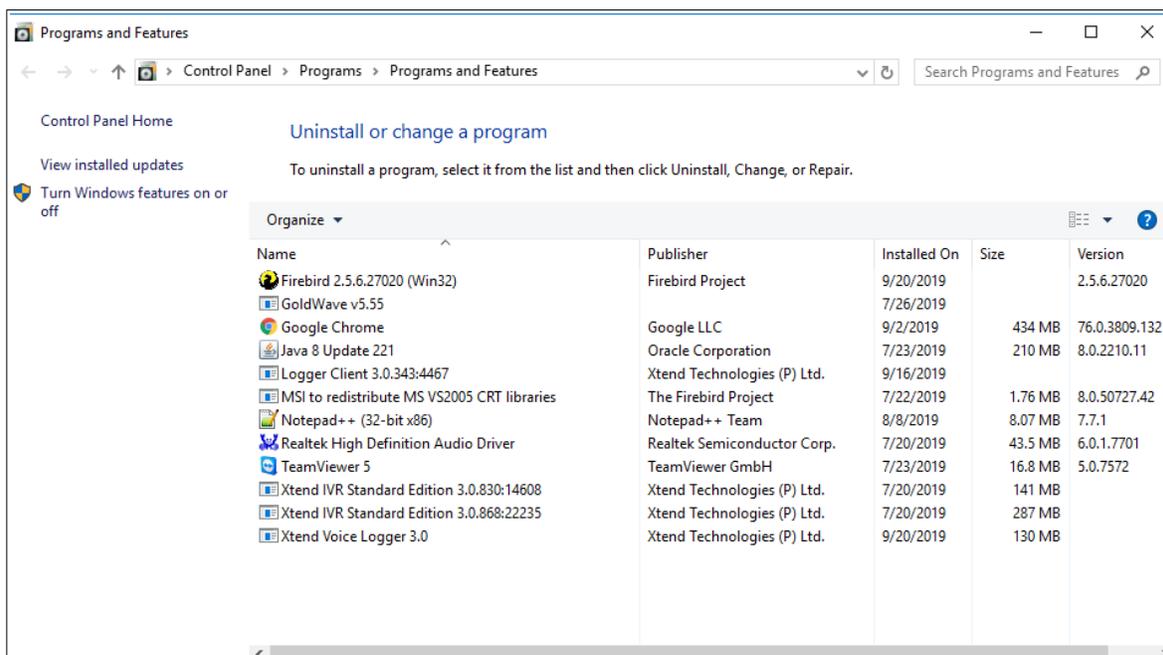
At times, it may happen that due to a fault during installation or for upgradation requirement, you may be required to completely uninstall Xtend Voice Logger from your computer. There are a number of steps involved to complete the uninstallation process. Please be sure to follow the uninstallation procedure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

STEP - 1

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

STEP - 2

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

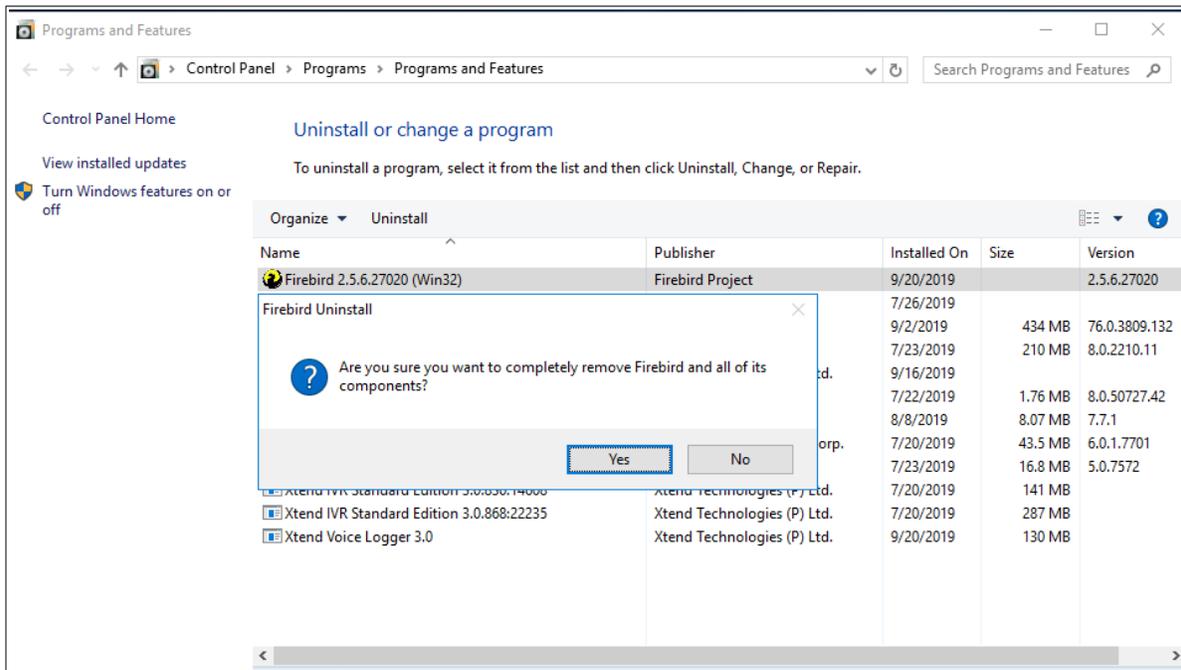


Click the icon named **Firebird 2.5.6.27020 (Win32)** to select this particular program for uninstallation. Click **Uninstall** to delete this program.

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

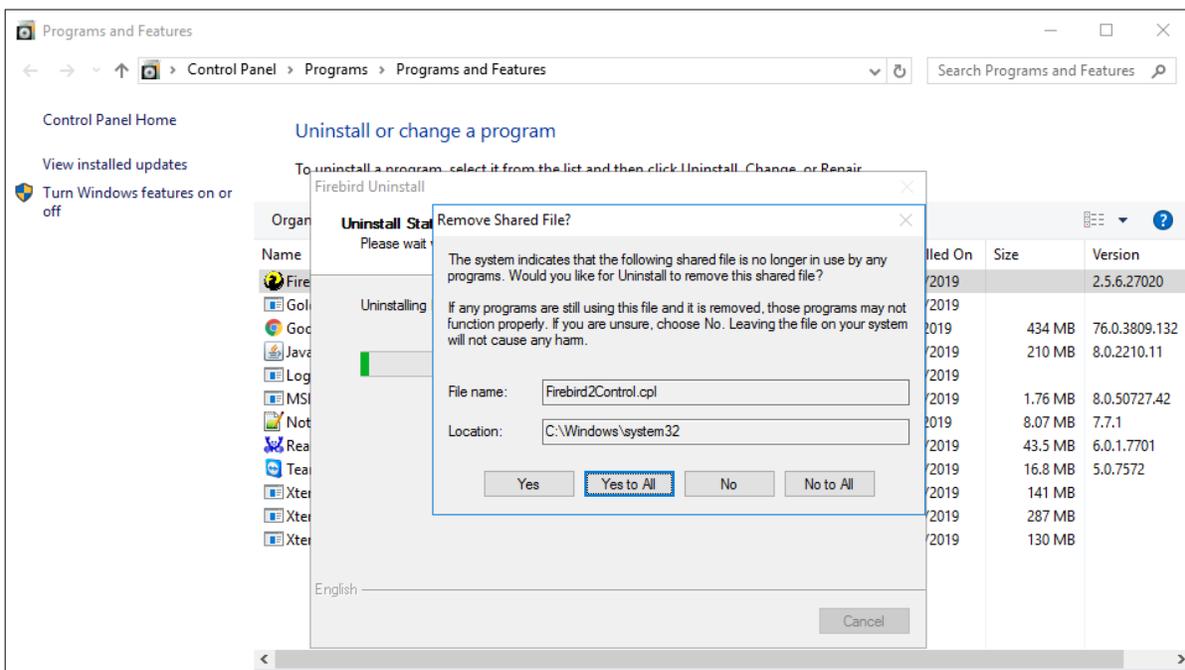
STEP - 3

Click **Yes** to uninstall the program.

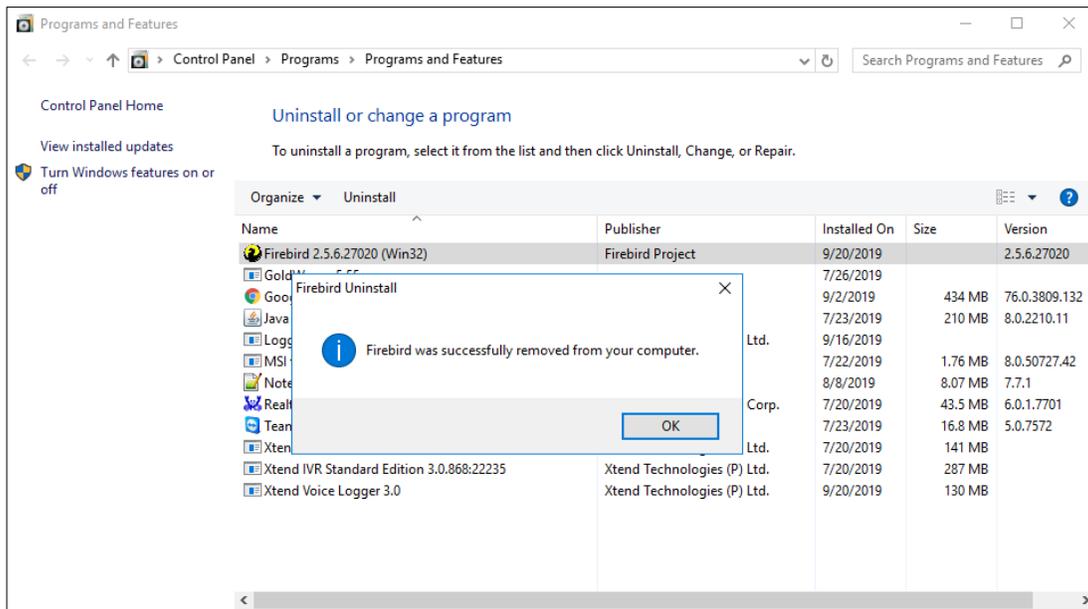


STEP - 4

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

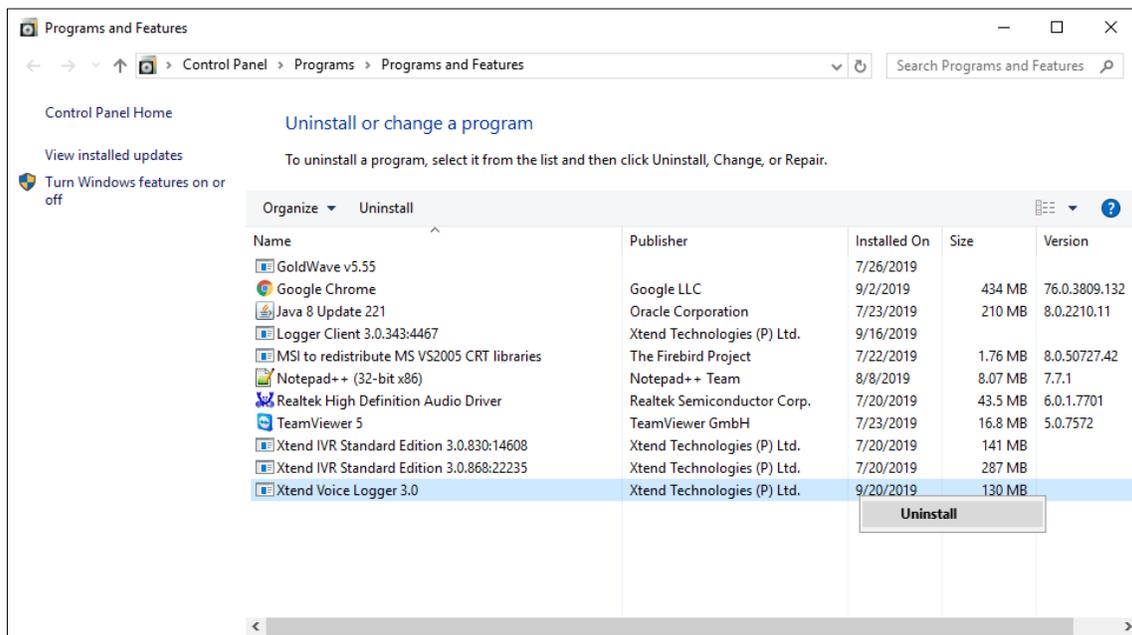


After the uninstallation process, a window will be popped up as shown below. Click **OK**.

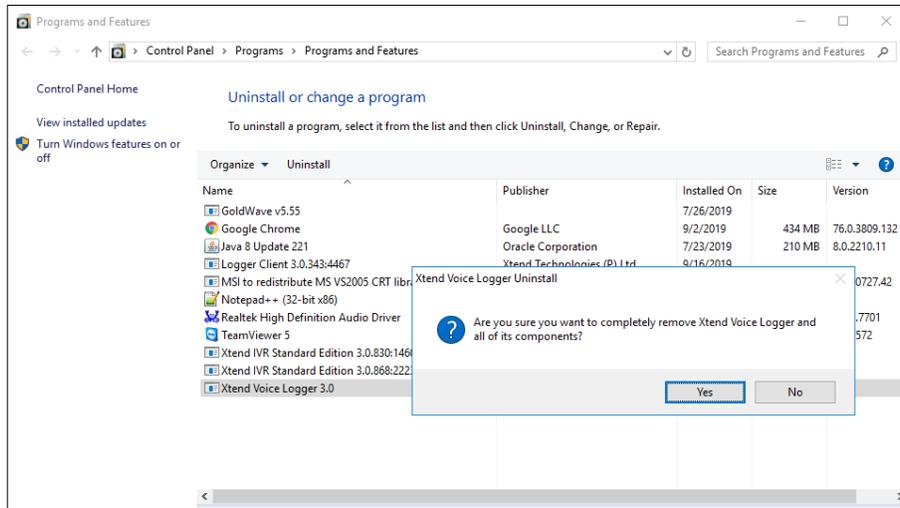


STEP - 5

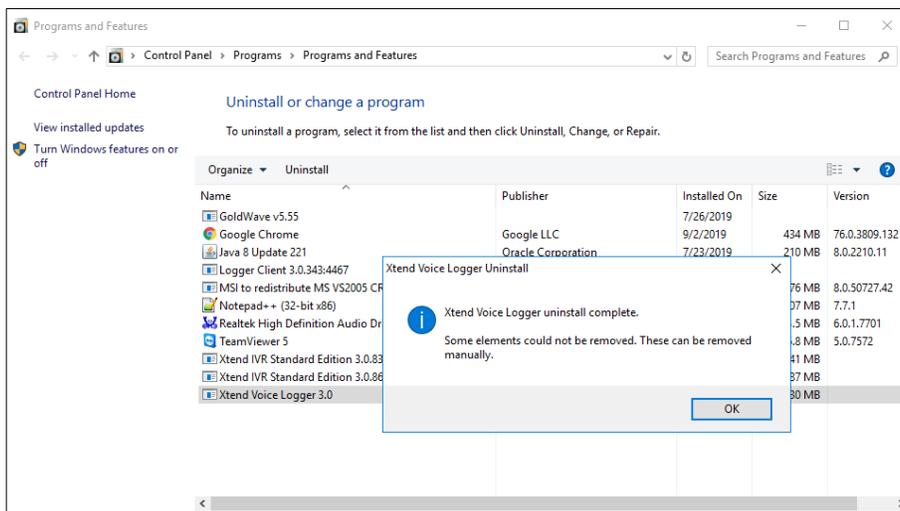
Select the program for **Xtend Voice Logger 3.0** from the list and click **Uninstall** to remove the Xtend Voice Logger from the system.



Click **Yes** to complete the process of uninstallation.



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



STEP - 8

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

STEP - 9

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

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

9. Contact Information



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