



INSTALLATION MANUAL



XTEND VOICE LOGGER

Digital Extension (Synway)

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Contents

1. Welcome	4
2. Introduction	5
3. Unpacking	7
4. Minimum System Requirements	7
5. Getting Started	7
5.1. Synway Voice Card - Driver Installation	9
5.2. Installation of Software Package	9
5.3. Configuration of Synway Card using ShConfig	13
5.4. Installation of Xtend Voice Logger	16
5.5. Configuration of Xtend Voice Logger	21
6. Installation Checklist	24
7. Uninstallation	24
7.1. Uninstallation of Xtend Voice Logger	24
7.2. Uninstallation of Synway Driver	30
8. Contact Us	32

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, Call Center Solutions, Outbound Dialers, etc. 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 an organisation. This user guide familiarises you to install the Xtend Voice Logger in the system.

2. Introduction

Xtend Voice Logger is a multi-channel voice logging solution that helps to supervise, record, monitor and review all incoming/outgoing calls and audio communication in your organisation. 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:

- ▶ Supports digital extension of most PBXs
- ▶ Stereo audio logs of all calls
- ▶ Browser-based user interface
- ▶ Logs complete call details
- ▶ Powerful search and reporting
- ▶ Call record commenting and tagging
- ▶ Advanced audio player
- ▶ Backup/archiving capability
- ▶ Alerts and client-side popups
- ▶ Phonebook and call statistics
- ▶ Multi-user login facility
- ▶ Audio compression capability
- ▶ Live call snoop
- ▶ Export of audio files to MP3/PCM/GSM

3. Unpacking

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

- ▶ Installation CD
- ▶ HASP HL Key
- ▶ Synway Card
- ▶ Patch Panel

4. 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.

Other System Requirements

- ▶ Sound Card
- ▶ Headphone/Speaker
- ▶ LAN connection
- ▶ PCIe Slot

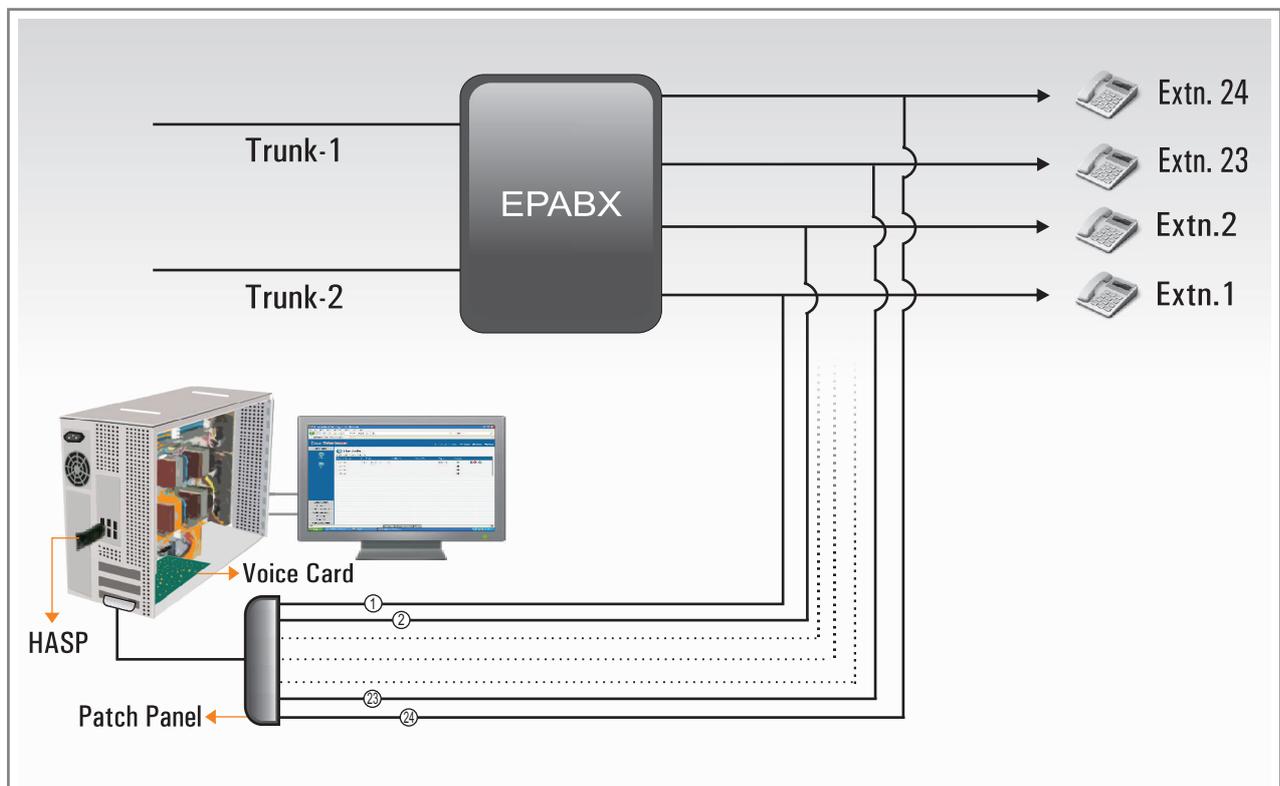
5. Getting Started

This manual explains the installation of Xtend Voice Logger in the system. The Synway card serves as an interface to connect the Patch Panel to the Xtend Voice Logger installed in the system.

Installation of Xtend Voice Logger is briefly mentioned below:

- ▶ Insert the Synway board on the PCIe slot of the computer.
- ▶ Install the Synway hardware driver from the installation CD.
- ▶ Configure the Synway 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.

Interconnection Diagram



Installation

5.1. Synway Voice Card - Driver Installation

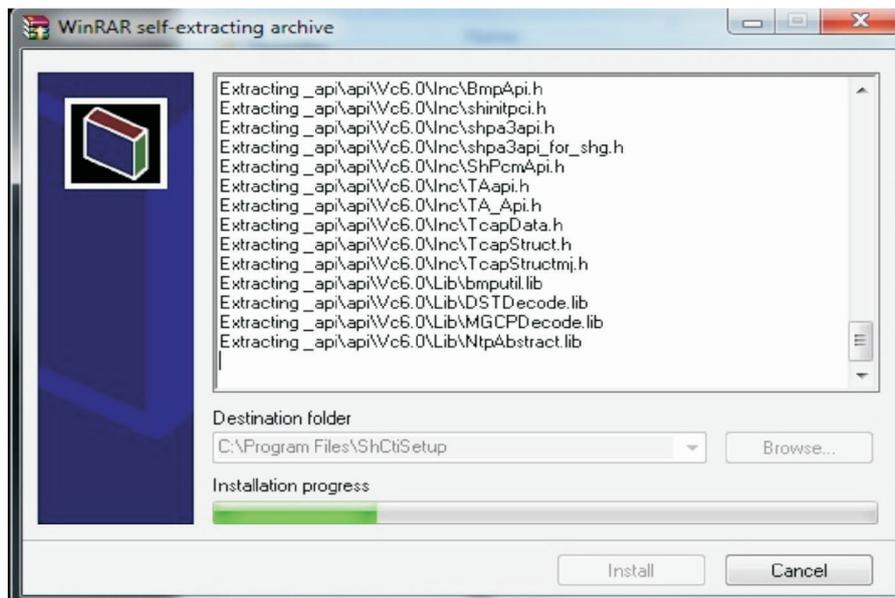
The software application for installing the driver is incorporated in the CD that is supplied along with the voice card.

Connect the power plug and switch on the computer after attaching the Synway voice card to the PCIe slot.

5.2. Installation of Software Package

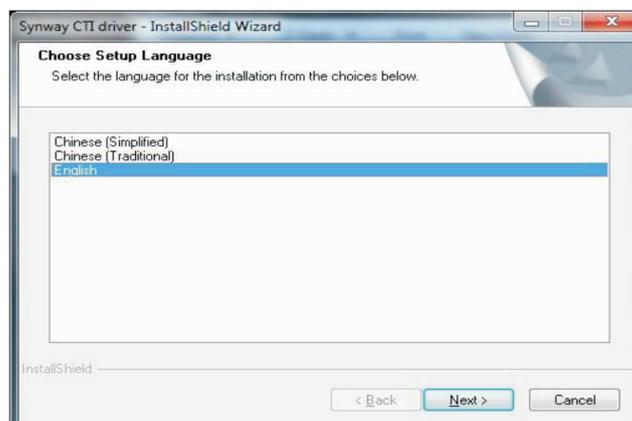
Step 1.

Insert the software CD and run the setup **SYNWAY_PCIE (USB)_5440_EN.exe**. The **WinRAR self-extracting archive** will start extracting the files. Select the destination folder, then click **Install**. (Note: Setup Version may change according to new releases.)



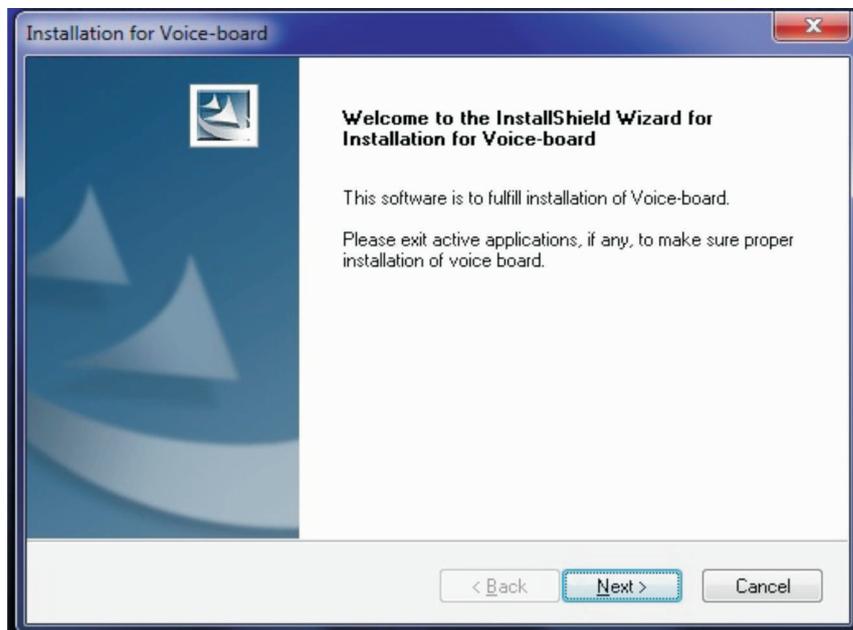
Step 2.

Once installation is over, a pop up appears to choose setup language. Select English and then click **Next**.



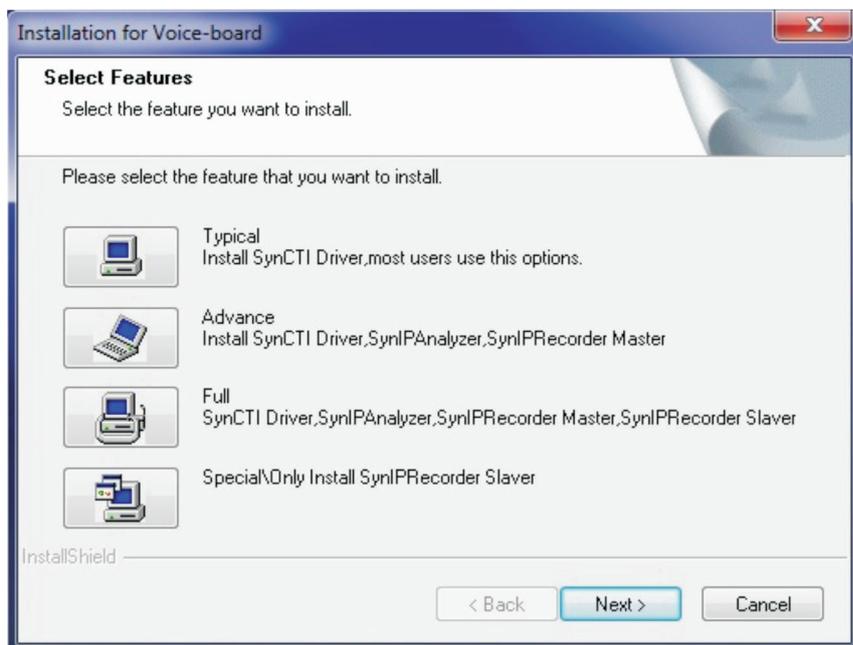
Step 3.

A window appears like shown below. Click **Next** for Voice-board installation.



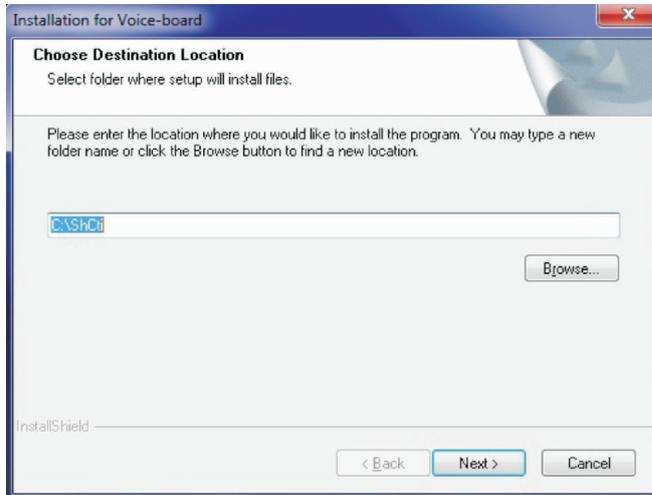
Step 4.

Select Typical and continue or click **Next**.

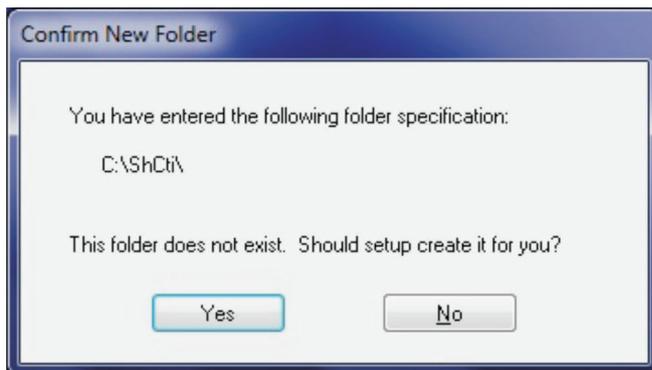


Step 5.

Then, select the destination location to **"C:\ShCti"** where setup will install files. Click **Next** to continue.

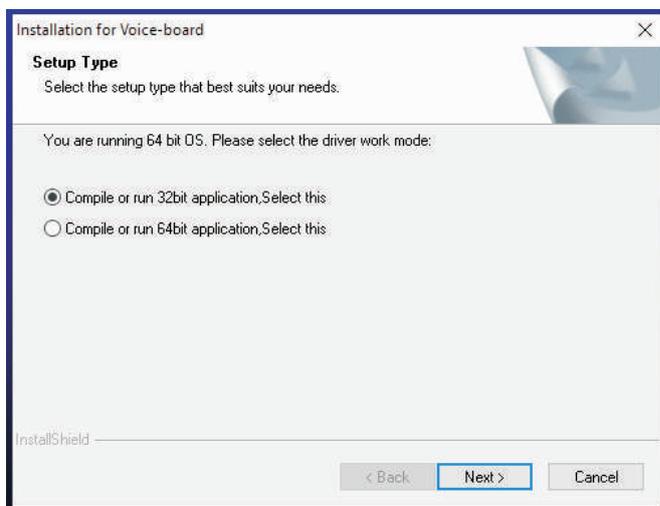


Click **Yes** to confirm new folder:



Step 6.

Select **Compile or run 32bit application, Select this**. Click **Next**.



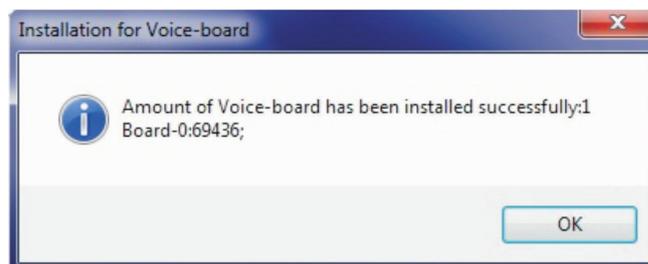
Step 7.

A message will appear as shown below.



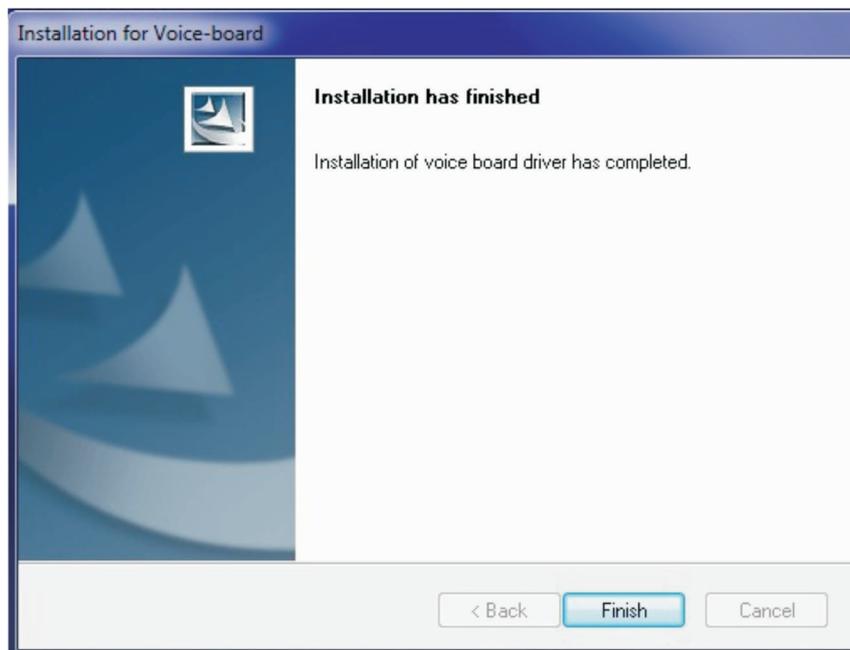
Step 8.

The board number is shown now. Click **OK**.



Step 9.

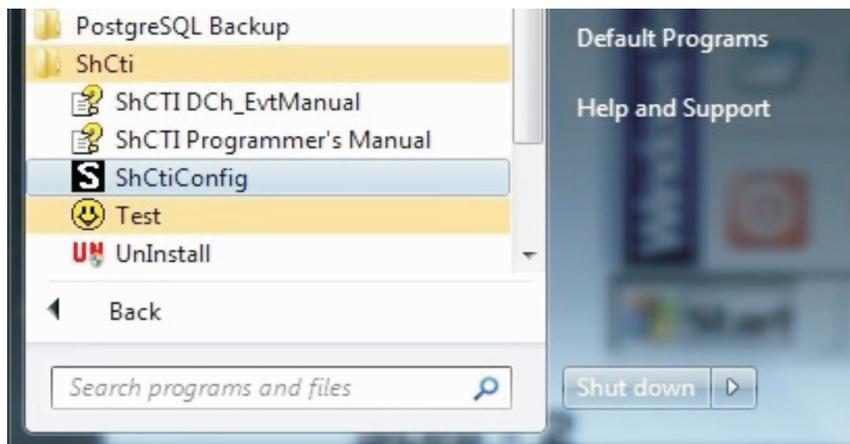
Installation of voice board driver is now finished. Click **Finish**.



5.3. Configuration of Synway Card using ShConfig

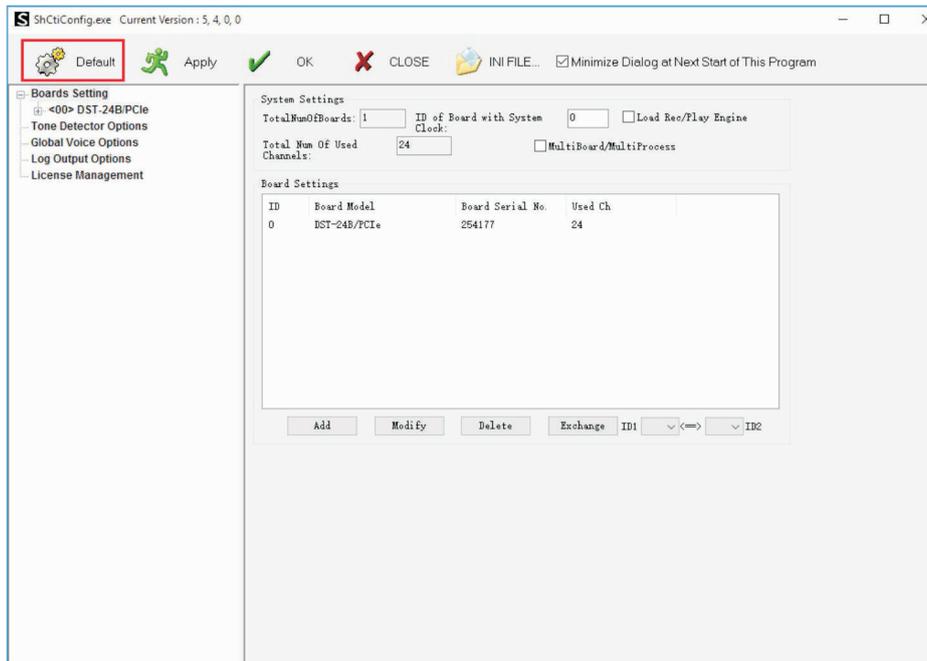
Step 1.

Now open ShCtiConfig from Windows **Start** → **Programs** → **ShCti** → **ShCtiConfig**.



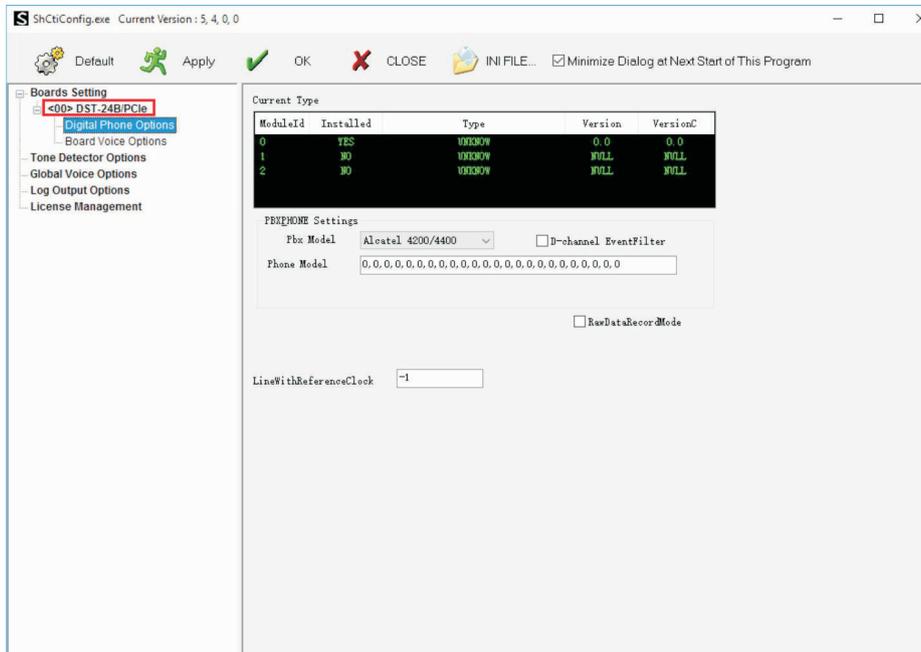
Step 2.

A window appears like shown below. Click **Default**. In **Board Settings**, the detected voice boards will be listed.



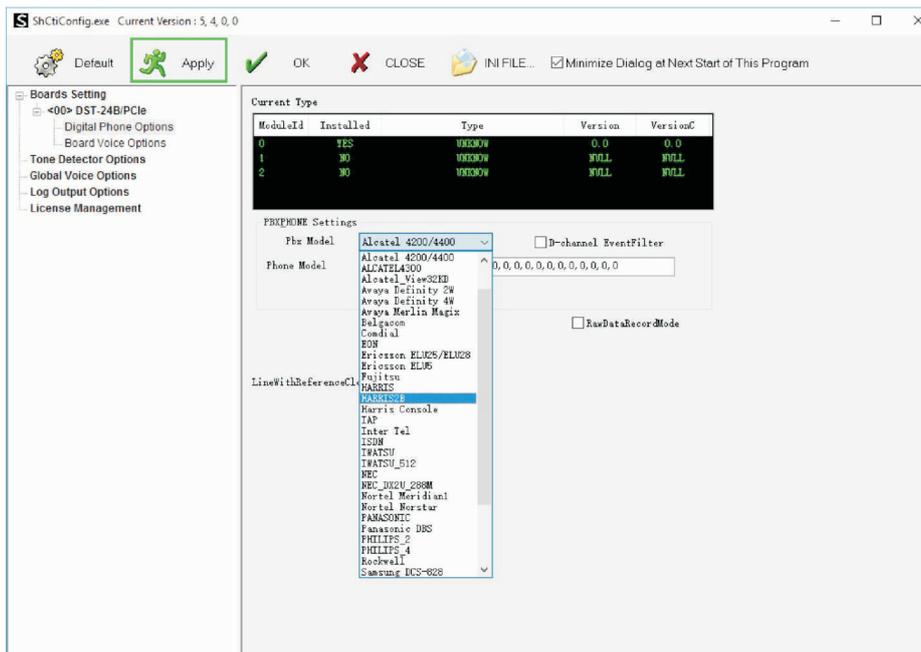
Step 3.

Select the detected voice board (highlighted in red rectangular box). Two submenus **Digital Phone Options** and **Board Voice Options** will be listed out. Select **Digital Phone Options**.



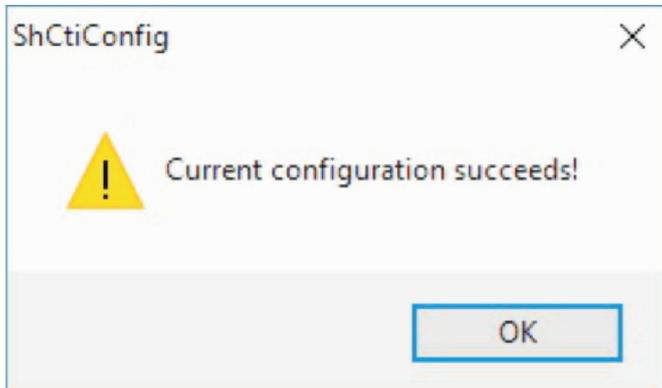
Step 4.

Select the appropriate Pbx Model from the drop down list and click **Apply** from the top panel (highlighted in green rectangular box).



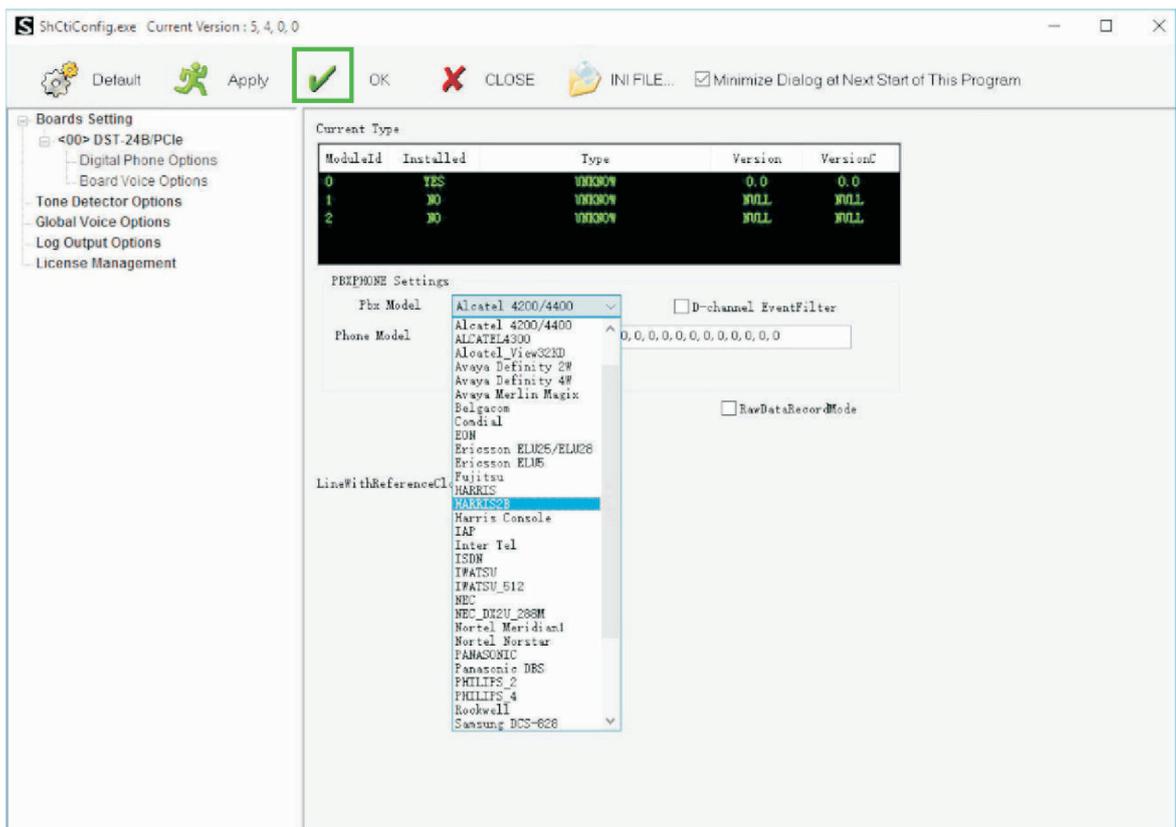
Step 5.

A message box appears saying “Current configuration succeeds!”. Click **OK**.



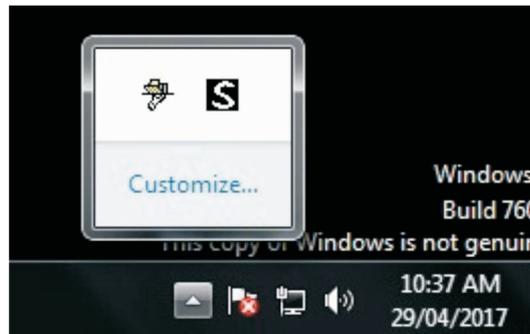
Step 6.

Click **OK** from the top panel (highlighted in green rectangular box)



Step 7.

From the taskbar, right click the icon for **ShCtiConfig** and click **Close** to exit the program.



5.4. Installation of Xtend Voice Logger

Step 1.

Insert the installation CD into the CD drive and open the CD. Double click **Xtend Voice Logger setup .exe** file.

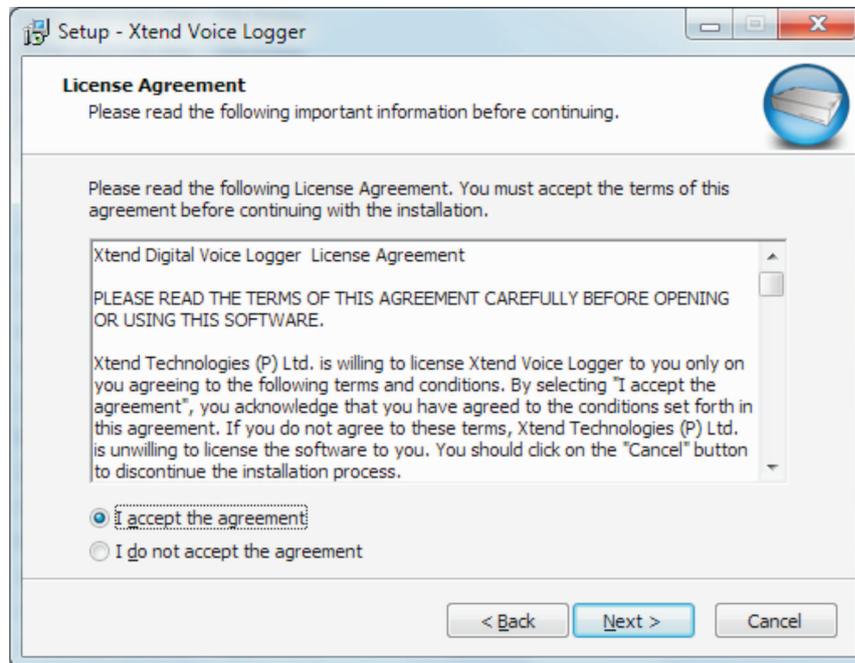
Step 2.

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



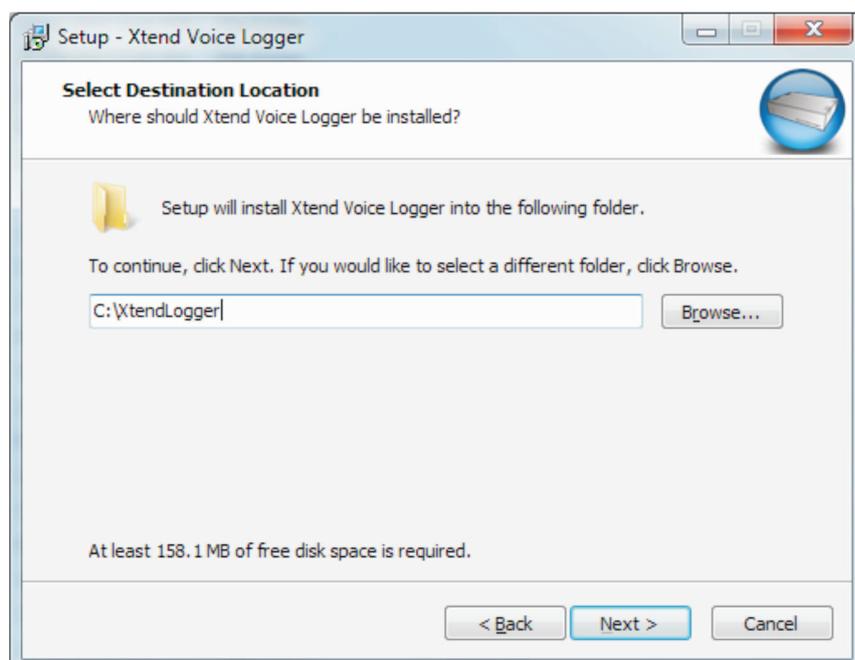
Step 3.

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



Step 4.

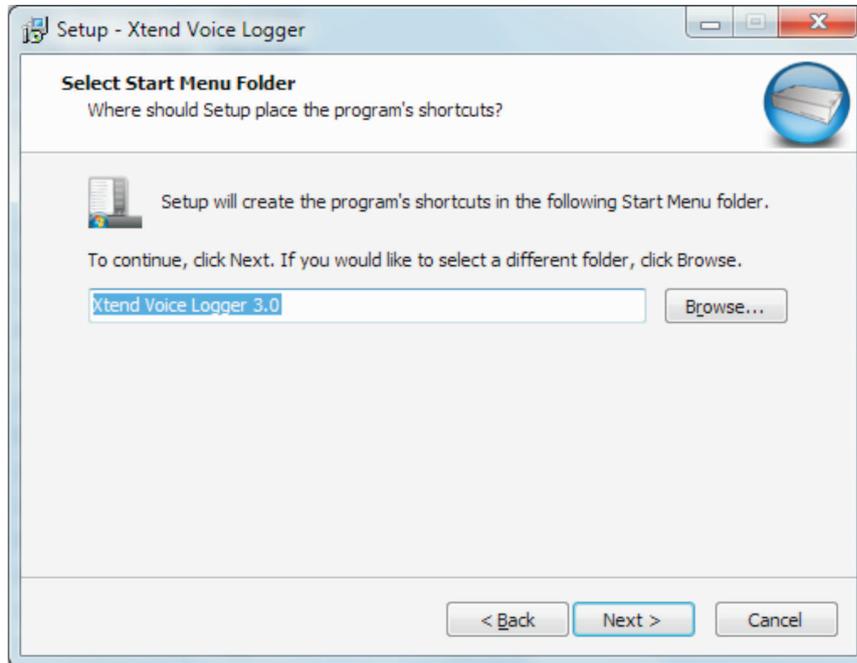
Setup installs Xtend Voice Logger in default location *C:\XtendLogger*, click **Next** to proceed.



Note that there should be at least 158.1MB free disk space available to install the Voice Logger setup.

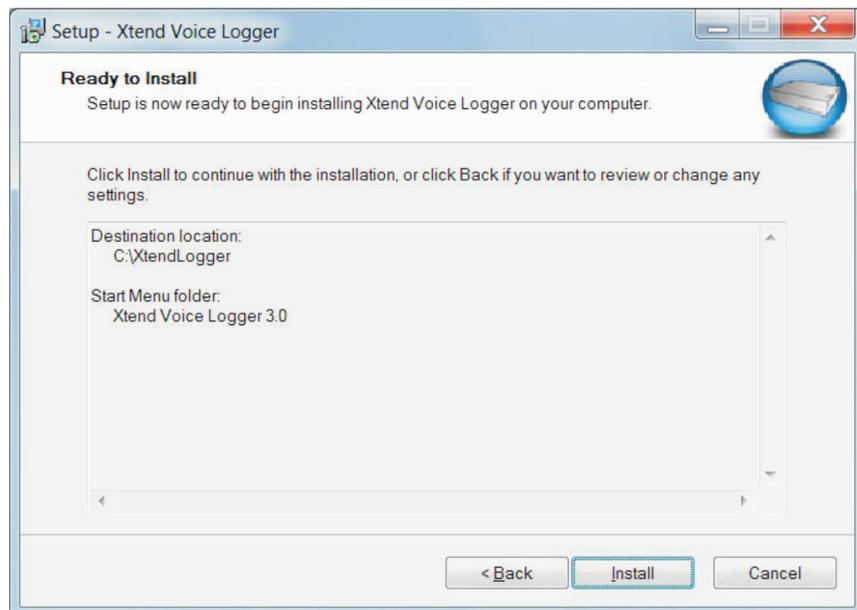
Step 5.

The default shortcut in the **Start** menu appears as **Xtend Voice Logger 3.0**, click **Next** to continue.



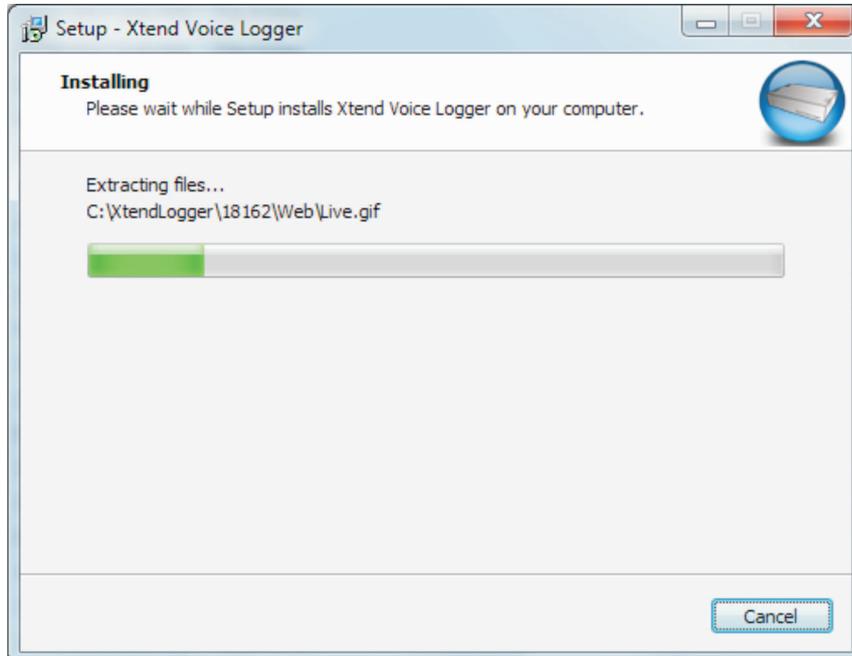
Step 6.

The user-selected options appear, verify the destination location and the program shortcut in the Start menu. Click **Install** to proceed.



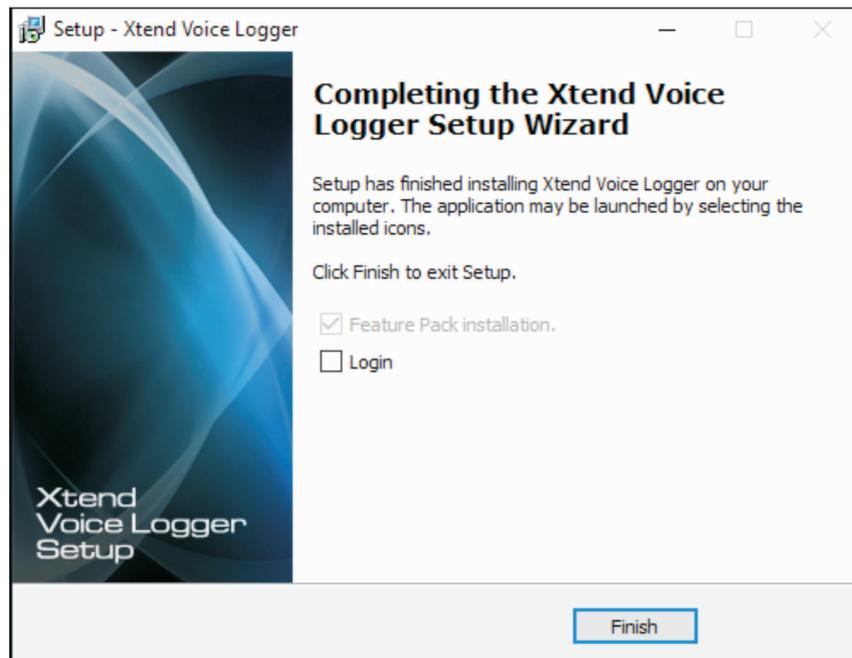
Step 7.

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 of the installation process is shown below.



Step 8.

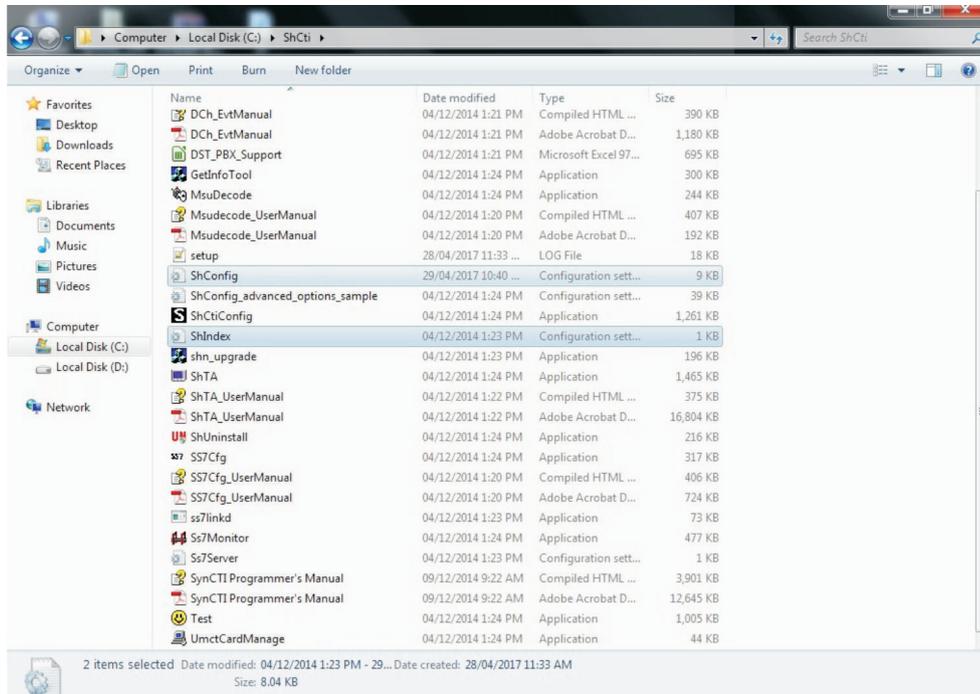
As soon as the installation process is over, you will see the setup completion window on the screen; uncheck the login button and click **Finish** to conclude the software installation.



*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.*

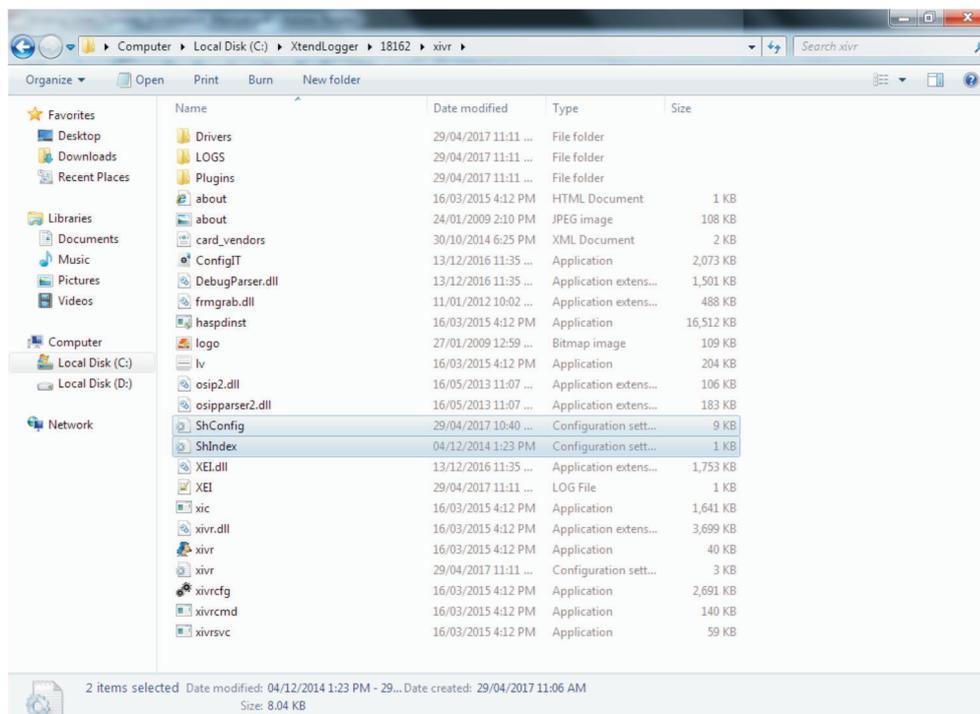
Step 9.

Open the **ShCti** folder from **C:\ShCti** and copy the files **ShIndex.ini** and **ShConfig.ini**.



Step 10.

Paste the two files into **C:\XtendLogger\18162\xivr**. (Here, 18162 is the version folder which may change according to new releases).

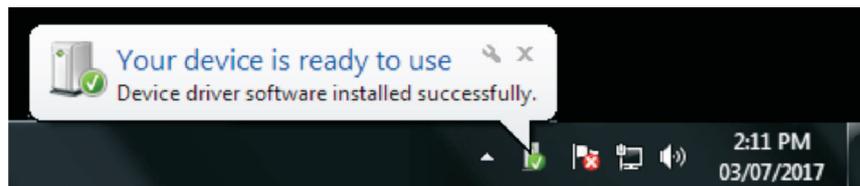


Step 11.

Insert the provided HASP HL Key into the USB port of the computer.



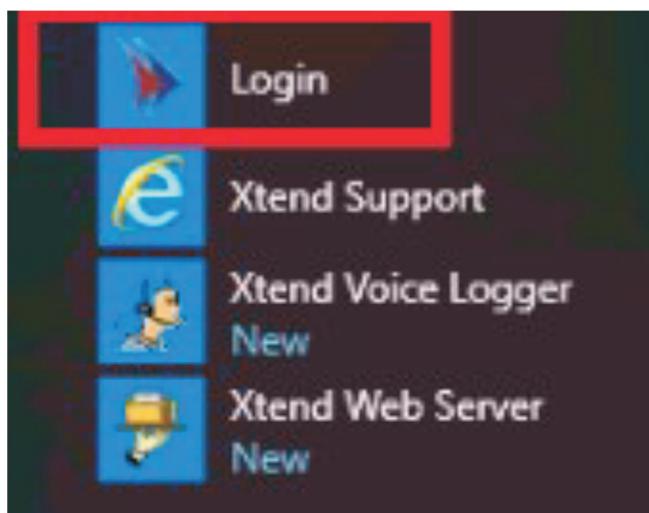
After connecting HASP to USB port, please wait for few seconds. A popup appear with the message ***"Your device is ready to use"***.



5.5. Configuration of Xtend Voice Logger

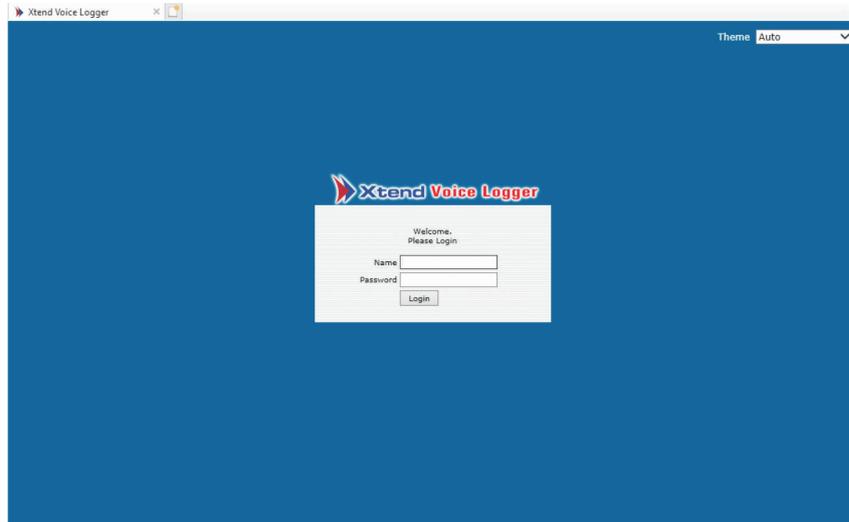
Step 1.

Go to **Start** → **Programs** → **Xtend Voice Logger 3.0** → **Login** to activate the browser interface.



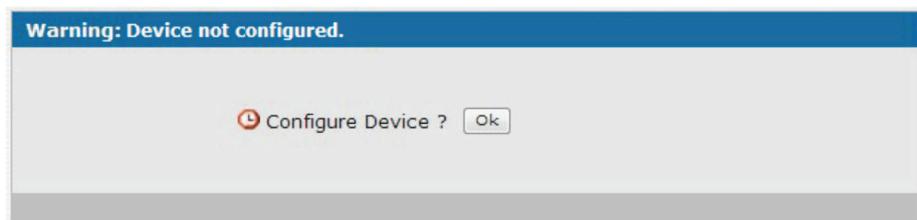
Step 2.

Login page appears for user authentication. Enter “Name” and “Password” as “admin” and click **Login**.



Step 3.

Click **Ok** to configure the device.



Step 4.

Enter the “**Trunk/Extension Name**”, “**Trunk Type**” and “**Log Type**” from the drop-down list. The default-selected “Log Type” is “Handset Up To Down”. Click **Next** to proceed.

Devices

Warning: Device not working. Please complete the configuration asap.. [Add Trunk](#) [Device Settings](#)

Device	Enable	Device Name	Trunk/Extension Name	Trunk Type	Log Type
1	<input checked="" type="checkbox"/>	Synway UNKNOWN 254177 0	Trunk1	Digital Extn	Handset Up to Down
2	<input checked="" type="checkbox"/>	Synway UNKNOWN 254177 1	Trunk2	Digital Extn	Handset Up to Down
3	<input checked="" type="checkbox"/>	Synway UNKNOWN 254177 2	Trunk3	Digital Extn	Handset Up to Down
4	<input checked="" type="checkbox"/>	Synway UNKNOWN 254177 3	Trunk4	Digital Extn	Handset Up to Down
5	<input checked="" type="checkbox"/>	Synway UNKNOWN 254177 4	Trunk5	Digital Extn	Handset Up to Down
6	<input checked="" type="checkbox"/>	Synway UNKNOWN 254177 5	Trunk6	Digital Extn	Handset Up to Down
7	<input checked="" type="checkbox"/>	Synway UNKNOWN 254177 6	Trunk7	Digital Extn	Handset Up to Down
8	<input checked="" type="checkbox"/>	Synway UNKNOWN 254177 7	Trunk8	Digital Extn	Handset Up to Down

Total no of Licenses available- 488 Next

Step 5.

From the list, select PBX and Phone type, for example as "SIEMENS". Click **Start Device**.

User can select Apply Settings For All if the same settings are needed for all channels,

Device Settings

Device [Channel]	Trunk/Extension Name	Trunk Type	Log Type	Select PBX	Select Phone	<input type="checkbox"/> Apply settings for all
1 [0] Synway UNKNOWN 254177 0	Trunk1	Digital Extn	Handset Up to Down	SIEMENS	Optipoint_500	
2 [1] Synway UNKNOWN 254177 1	Trunk2	Digital Extn	Handset Up to Down	SIEMENS	Optipoint_500	
3 [2] Synway UNKNOWN 254177 2	Trunk3	Digital Extn	Handset Up to Down	SIEMENS	Optipoint_500	
4 [3] Synway UNKNOWN 254177 3	Trunk4	Digital Extn	Handset Up to Down	SIEMENS	Optipoint_500	
5 [4] Synway UNKNOWN 254177 4	Trunk5	Digital Extn	Handset Up to Down	SIEMENS	Optipoint_500	
6 [5] Synway UNKNOWN 254177 5	Trunk6	Digital Extn	Handset Up to Down	SIEMENS	Optipoint_500	
7 [6] Synway UNKNOWN 254177 6	Trunk7	Digital Extn	Handset Up to Down	SIEMENS	Optipoint_500	
8 [7] Synway UNKNOWN 254177 7	Trunk8	Digital Extn	Handset Up to Down	SIEMENS	Optipoint_500	

Default Settings Start Device

The configured trunk status with total number of active calls appear as shown below.

All

Total Number of Active Calls : 2

Trunk Name	Call Time	Caller No.	Called No.	Type	Status
[1] Trunk1	8/9/2020 12:52:34 [00:00:45]		04844363399	Outgoing	
[2] Trunk2	8/9/2020 12:51:57 [00:01:22]	4843066099		Incoming	
[3] Trunk3					
[4] Trunk4					

Download

Now Xtend Voice Logger is ready for recording calls.

6. 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 Synway board on the PCIe slot of the computer?
- ▶ Have you installed the Synway Voice Card driver from the installation CD?
- ▶ 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 copied the configuration files to the path C:\XtendLogger\18162\Xivr?*
- ▶ Have you configured the Synway Card device with the Xtend Voice Logger?
- ▶ Click Live calls in the menu options of browser interface and check that all live calls are recorded in the Xtend Voice Logger.

7. Uninstallation

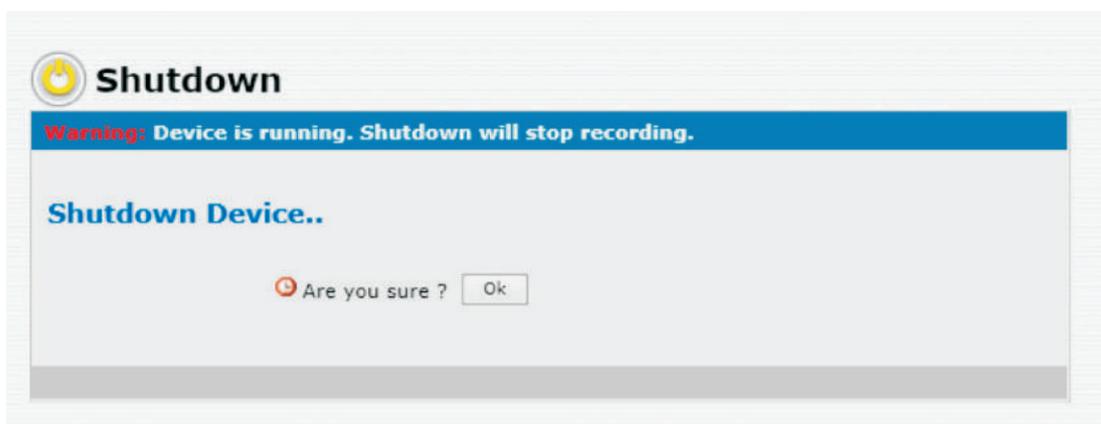
7.1. Uninstallation of Xtend Voice Logger

Before uninstallation, take backup of logged files to prevent data loss.

To uninstall Xtend Voice logger, follow the steps given below:

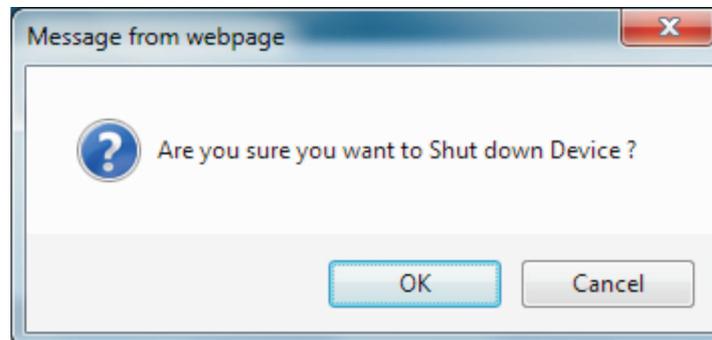
Step 1.

Go to **Manage Device** → **Shutdown**. Click **Ok** to Shutdown device.

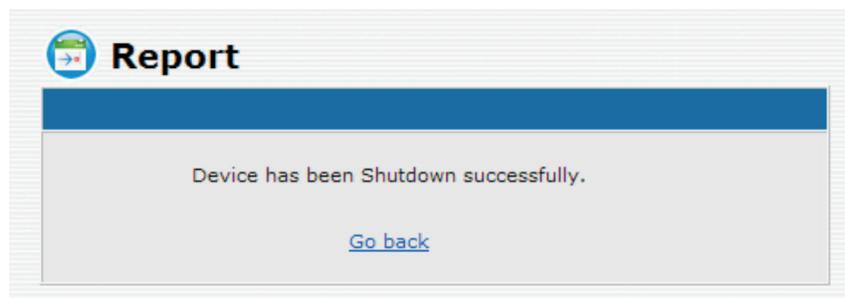


* The version number may vary depending on the latest product release.

Again, click **OK** on the message box that appears.

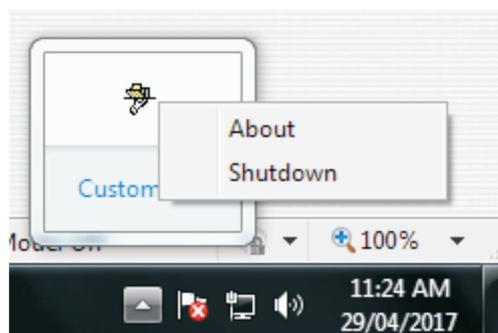


A message appears as *"Device has been shutdown successfully"*.

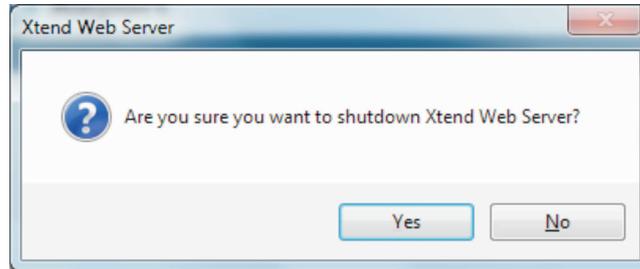


Step 2.

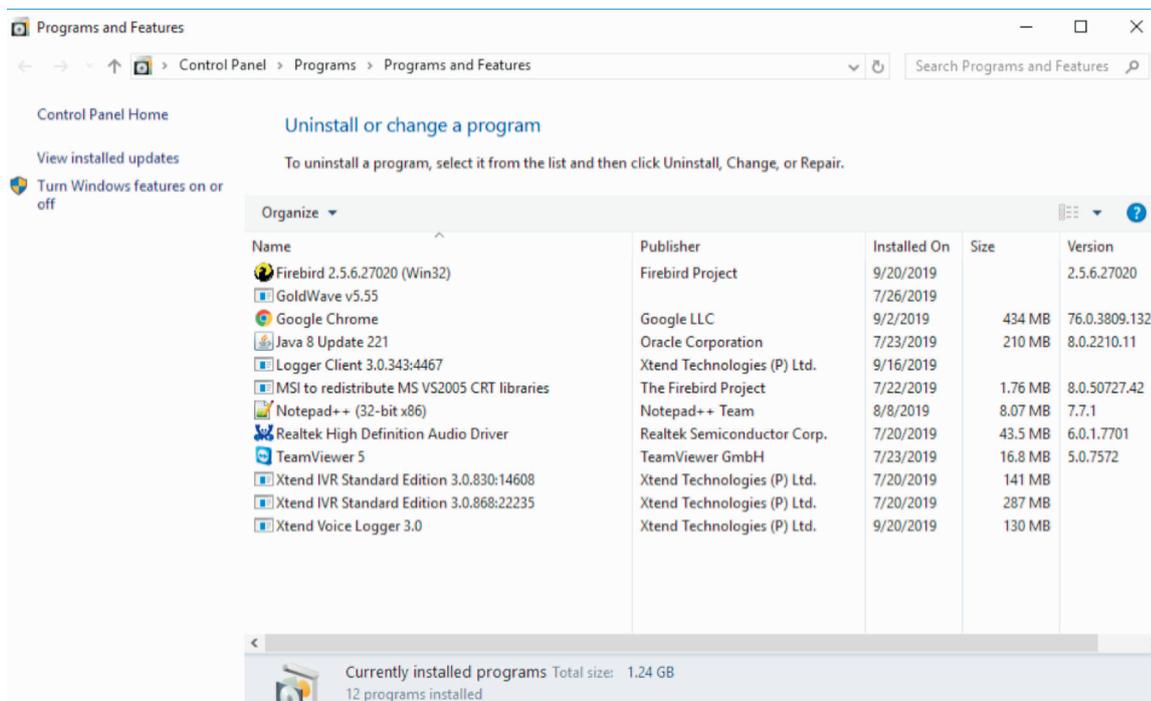
From the task bar, right click the icon **Xtend Web Server** and click **Shutdown** to stop the program.



Click **Yes** to confirm.



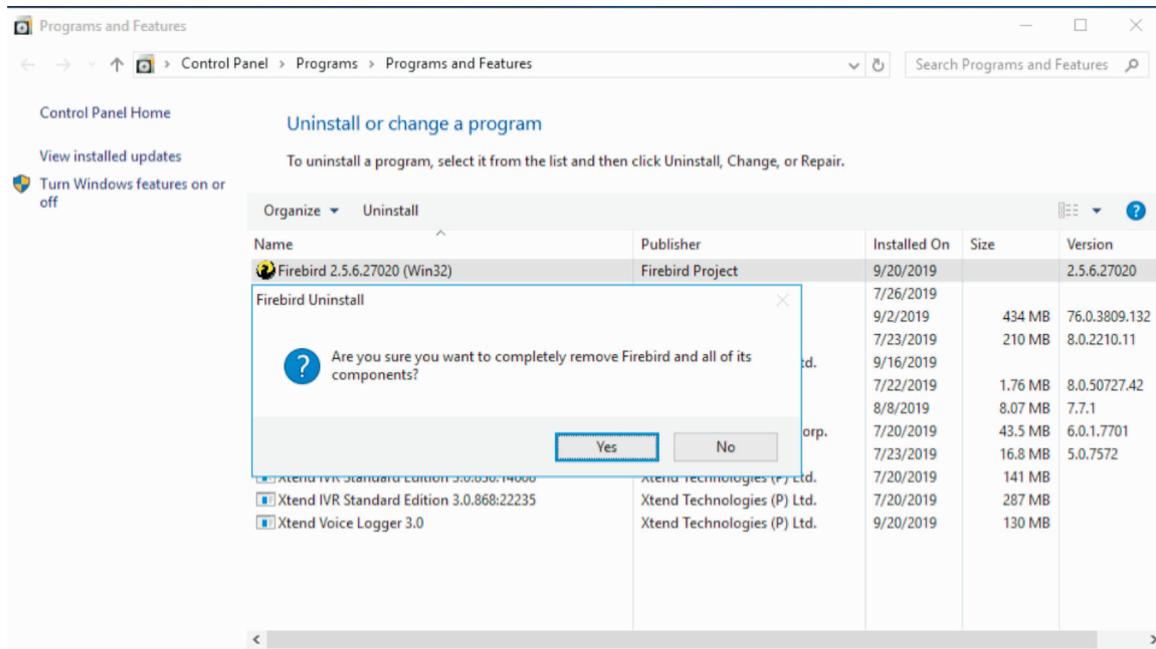
Step 3: Go to Start > Control Panel > Programs > Uninstall a program, all the currently installed programs will be displayed on the monitor.



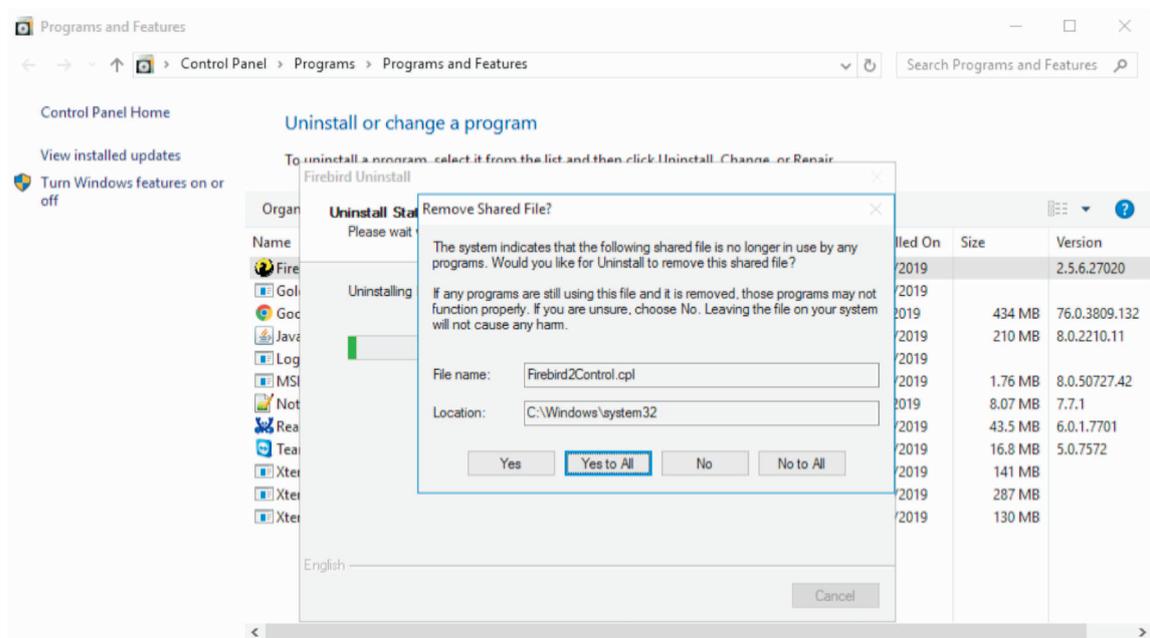
Click the icon named Fireword 2.5.6.27020(Win 32) to select for uninstallation. Click Uninstall to delete this program,

Note: The firebird version number may vary based on latest version.

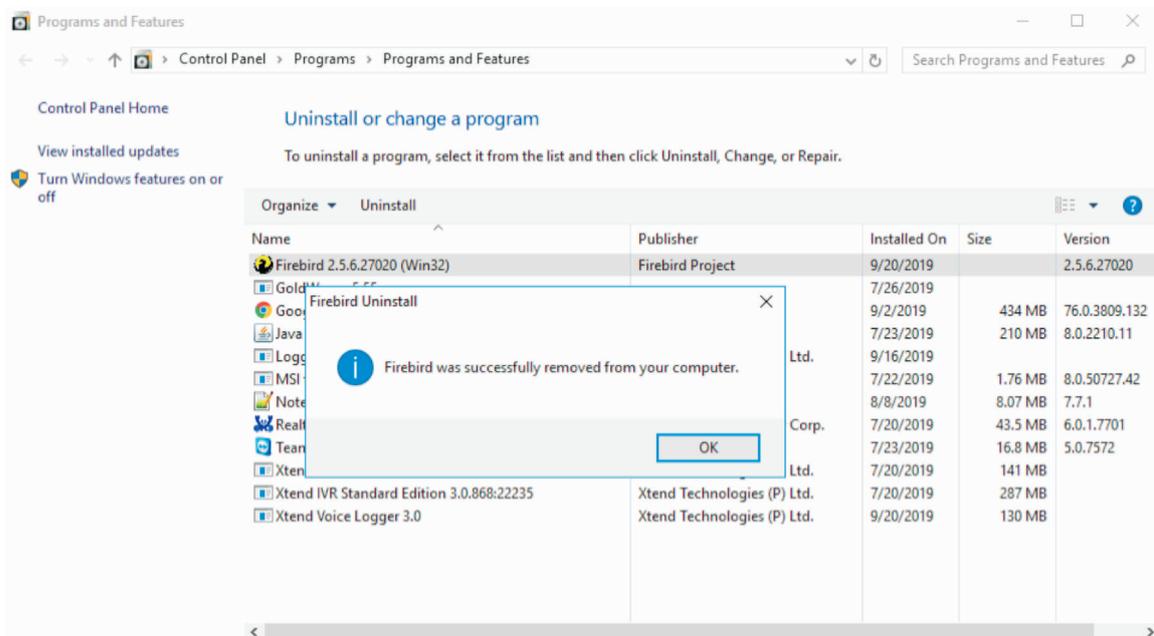
Step 4: Click **Yes** to uninstall the program.



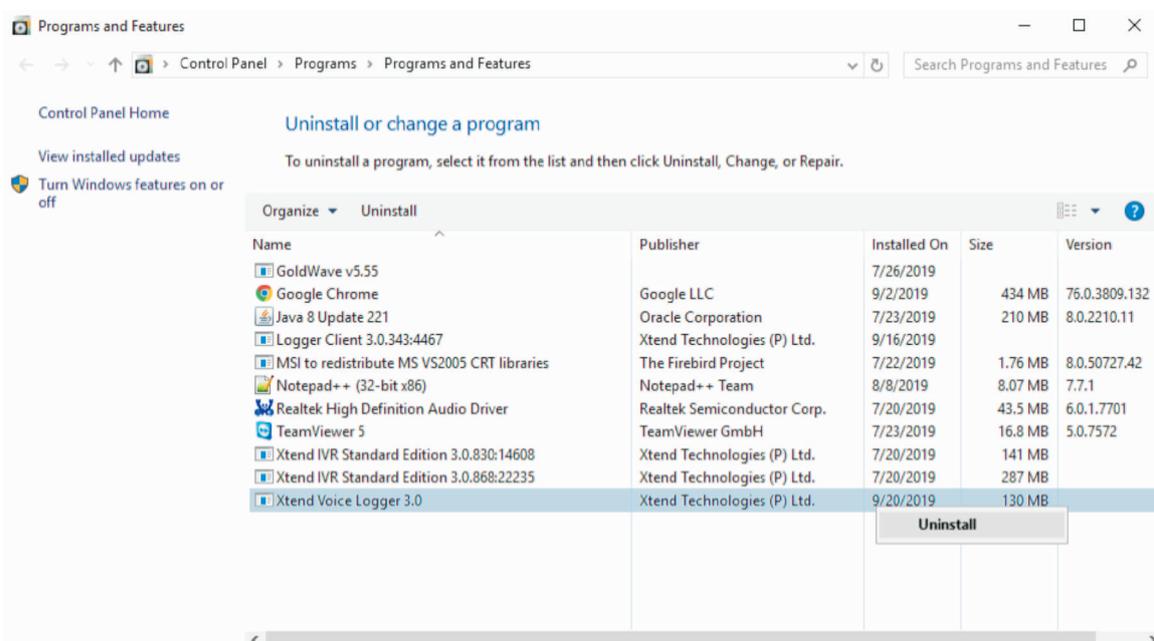
Step 5: Click **Yes to All** to remove the shared files from the system.



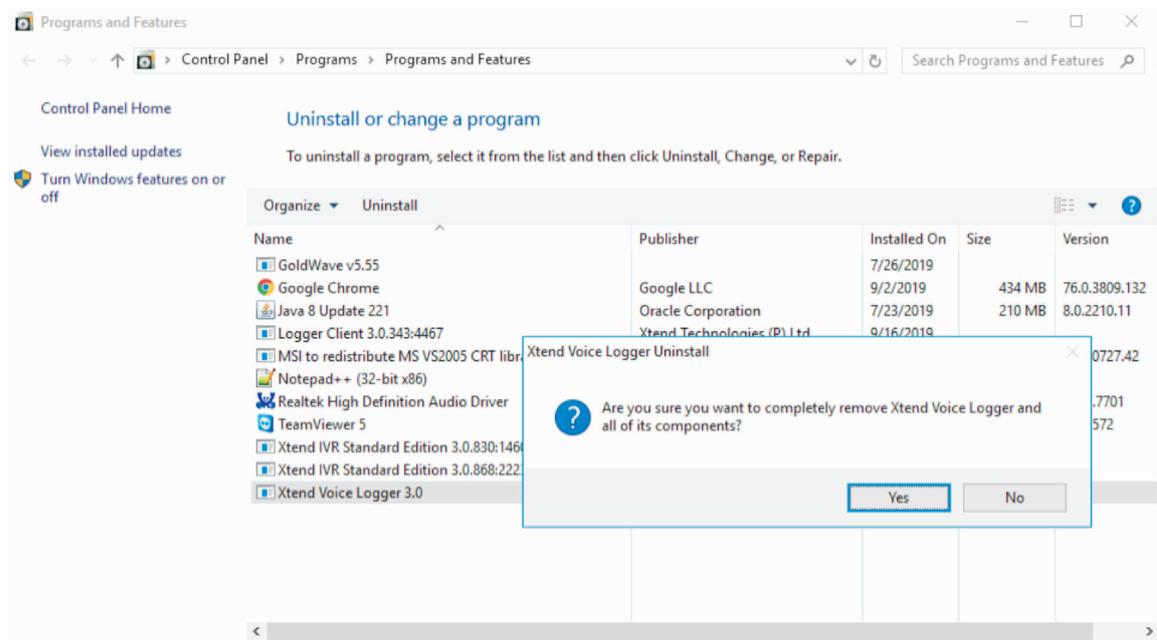
Step6: After the uninstallation process, a window will be popped up as shown below. Click **OK**



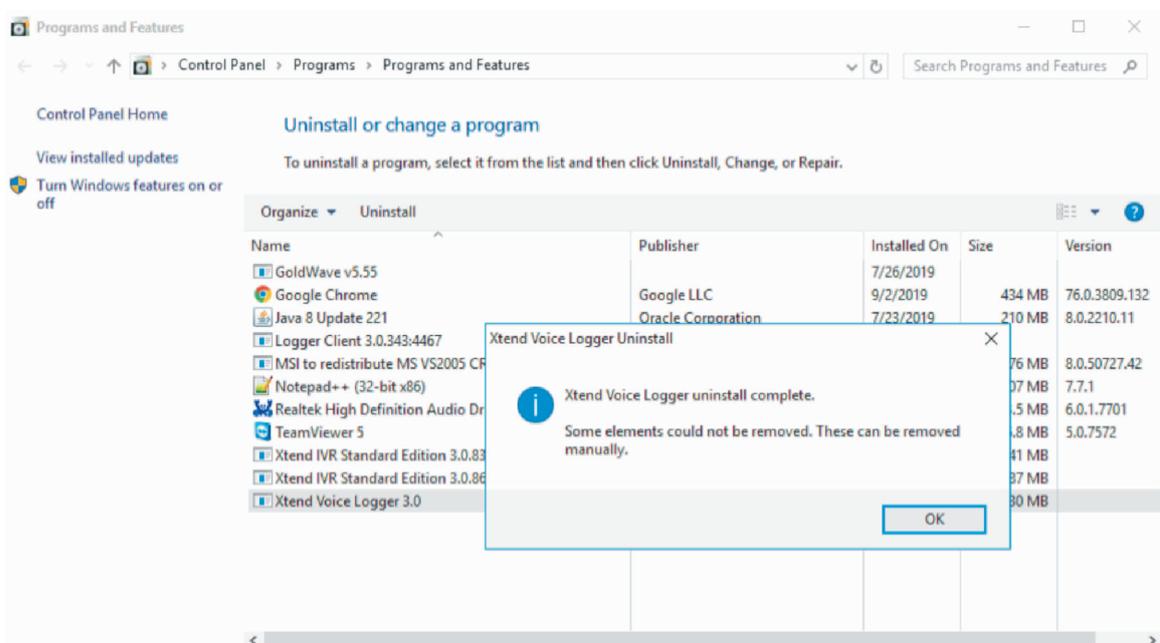
Step7: Select the program for **Xtend Voice Logger 3.0** from the list and click **Uninstall** to remove Xtend Voice Logger from the system.



Step 8: Click **Yes** to complete the process of uninstallation.



Step 9: A window will be displayed as shown below, Click **OK**.



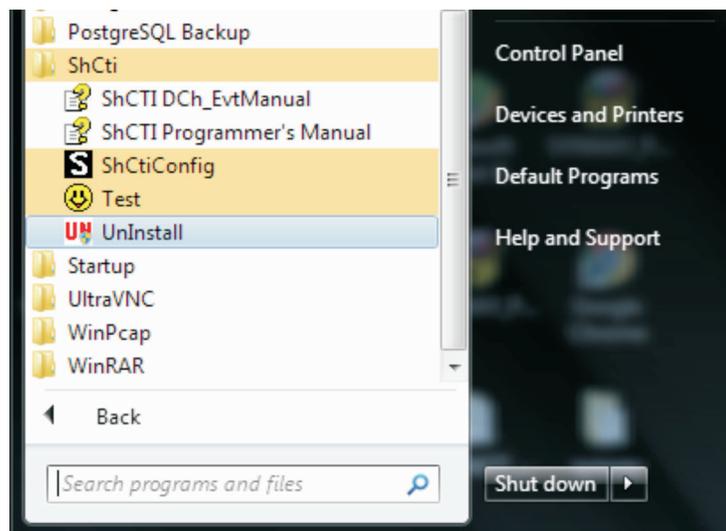
This concludes the document on installation and uninstallation of Xtend Voice Logger.

7.2. Uninstallation of Synway Driver

To uninstall the Synway Driver follow the steps given below:

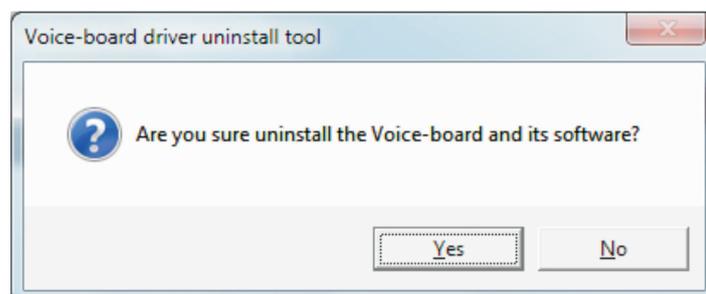
Step 1.

Go to **Start** → **Programs** → **ShCti** → **Uninstall**.



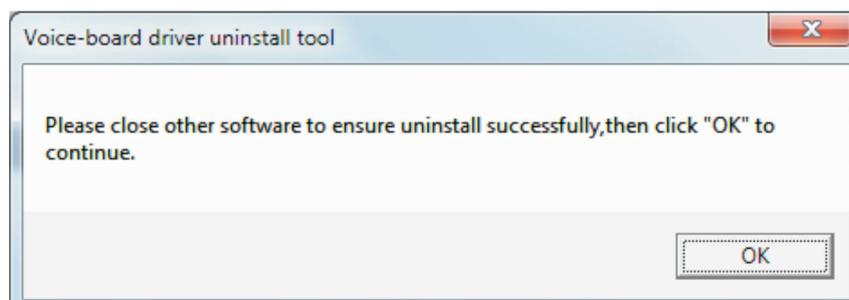
Step 2.

Click **Yes** to confirm uninstallation.



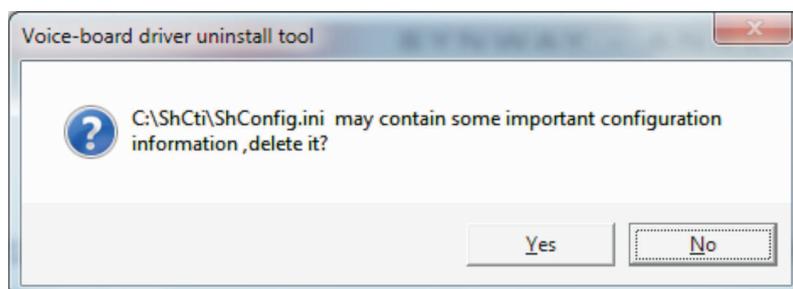
Step 3.

Click **OK** to continue.



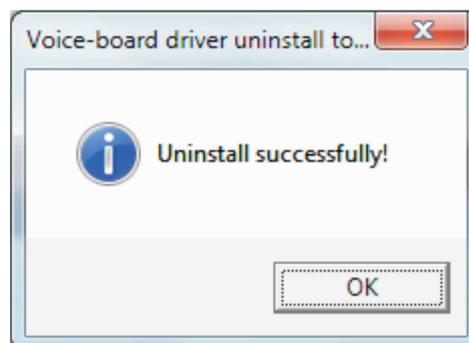
Step 4.

Uninstallation is now in progress. Click **Yes** to delete. You may be prompted again if you want to delete some important information, click **Yes** to continue.



Step 5.

Uninstallation is now successfully completed. Click **OK**.



8. Contact Us

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