



# INSTALLATION GUIDE



## **Xtend Voice Logger**

**Digital Trunk (Synway)**

Ver. 3.0

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## 1. Welcome !!!

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

Xtend focuses in building accurate, complete and error-free solutions. Our products include Interactive Voice Response Solution, Voice Loggers and Outbound Dialers developed using RAD toolkit. Our products allow people to communicate with computers through telephones, there by opening up almost limitless opportunities for new and enhanced customer service. These products have been used by prominent Satellite channels, Engineering colleges, Banks, Telecom and other private and public sector companies for dissemination of information to their customers.

Xtend develops innovative products that offer a rich set of functionality and superb quality at ultra-affordable price. Xtend Voice Logger is one among these products developed by Xtend 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 in the system.

## 2. Introduction

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

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

**Major features of Xtend Voice Logger include:**

- ✓ Continuous audio recording
- ✓ Easy-to-operate and user-friendly
- ✓ Full-duplex channels
- ✓ Browser-based user interface
- ✓ Live monitoring
- ✓ Multi-login facility
- ✓ Logged call monitoring through ActiveX control
- ✓ Advanced call detail search
- ✓ Generates reports
- ✓ Archiving capability
- ✓ Voice compression
- ✓ Live snooping with reports
- ✓ Send/receive E-mails

### 3. Unpacking

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

- Installation CD
- HASP HL Key
- Synway Voice Card
- Patch Panel (RJ 45 Splitter)
- 2 Cables

### 4. Minimum System Requirements

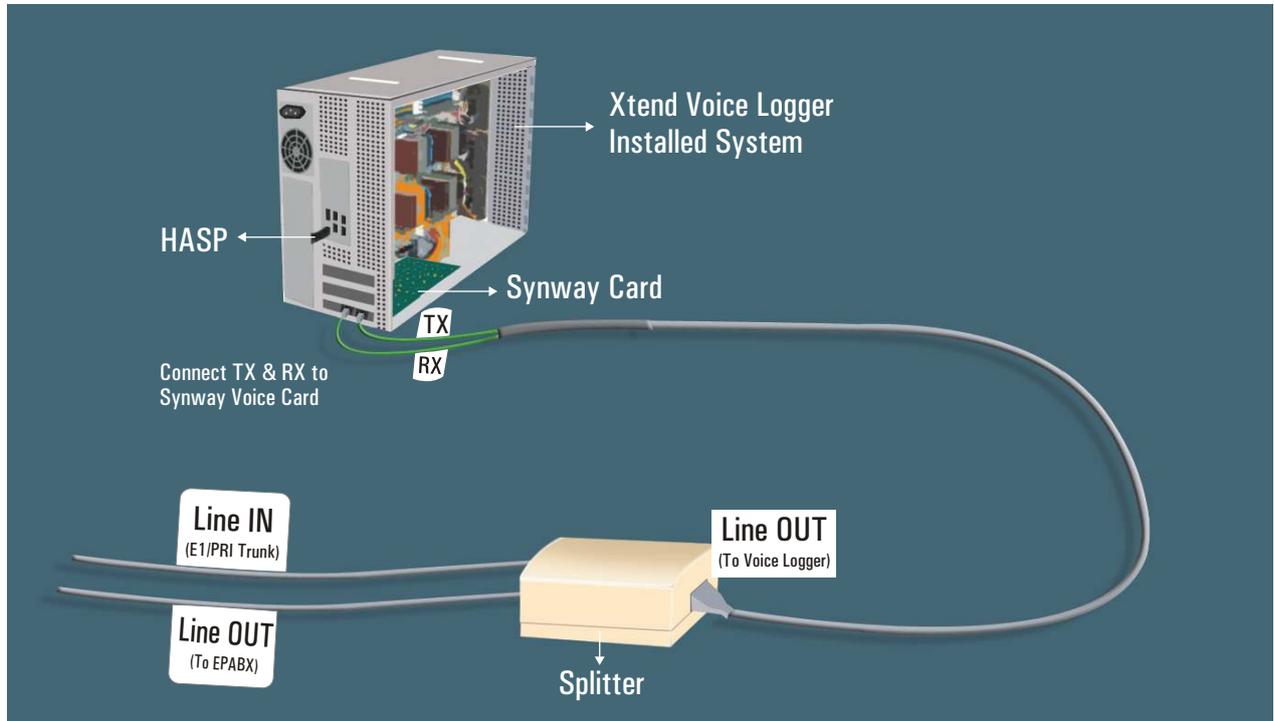
Operating System (32/64-bit)	: Windows Server 2008/2012/2016/Windows 7/8/8.1/10
Browser	: Internet Explorer 6.0 or above
Processor Speed	: Dual Core or higher
Memory	: 2 GB or above
Hard Disk Space	: 500 MB for software installation 1 GB approx. for 175 hrs of recording

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

### Other System Requirements

- Sound card
- Headphone/Speaker
- LAN connection

## 5. Interconnection diagram



### Note

*Close all the programs prior to the installation of Synway driver and Xtend Voice Logger in the system.*

## 6. Getting Started

This manual explains the installation of Xtend Voice Logger in the system. Xtend Voice Logger functions on the basis of Patch Panel and Synway voice card. A USB cable with a RJ45 connector on one side connects the Patch Panel, and two RJ45 connectors on the other side connect the Synway board. The Synway card serves as an interface to connect the Patch Panel to the Xtend Voice Logger installed in the system. The picture of the HASP HL Key and Synway Voice Card is shown here.



HASP HL Key



Synway Voice Card

Installation of Xtend Voice Logger is briefly mentioned below:

- Insert the Synway board on the PCI slot of the computer. Insert the two connectors drawn from the Patch Panel into the socket of the voice card.
- Install the Synway driver from the installation CD.
- Install the Xtend Voice Logger and insert the HASP HL key into the USB port of the computer.
- Go to "C:\ShCti" and copy the two .ini files "ShIndex", "ShConfig" to "C:\XtendLogger\4733\xivr".
- Open the file "ShConfig" in the copied location and replace the value of "EventInterfaceType" to 1.
- Configure the voice device from the browser interface of Xtend Voice Logger.
- Click **Live Calls** in the browser interface and check that all ongoing calls are logged in the Xtend Voice Logger.

## 6.1 Connecting the Patch Panel

Patch Panel consists of three sockets. Connect these lines as given below:

- Connect the line from Telecom to Patch Panel
- Connect the line from Patch Panel to EPABX
- Insert the Synway voice device into the PCI slot of the computer. Now, insert the two connectors drawn from the Patch Panel into the socket of Synway voice device

## 6.2 Synway (Digital) Card – Driver Installation



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

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

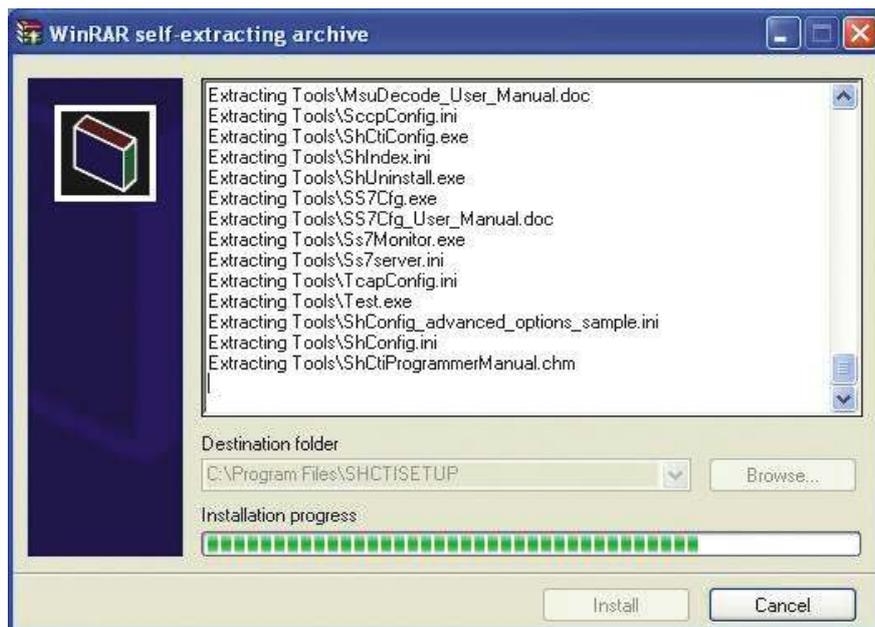
**Step 1.** Connect the power plug and switch on the computer, a message box appears on the taskbar as Found New Hardware, click **Cancel** to exit this wizard.





**Step 2.** Install the Synway device driver ShCti4.7 in the system from the installation CD. Insert the CD into the CD-ROM drive and run the application file  SYNWAY\_PCI(USB)\_5040\_EN from this location.

A window named WinRAR self-extracting archive gets opened on the screen as shown. The driver and the tools are extracted to a destination folder i.e., C:\Program Files\SHCTISETUP.

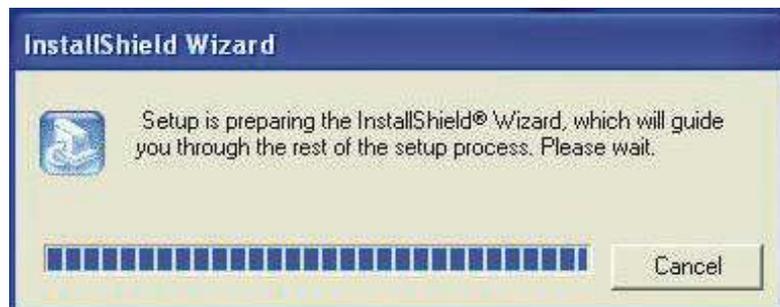


As the process finishes the Choose Setup Language appears on the screen.

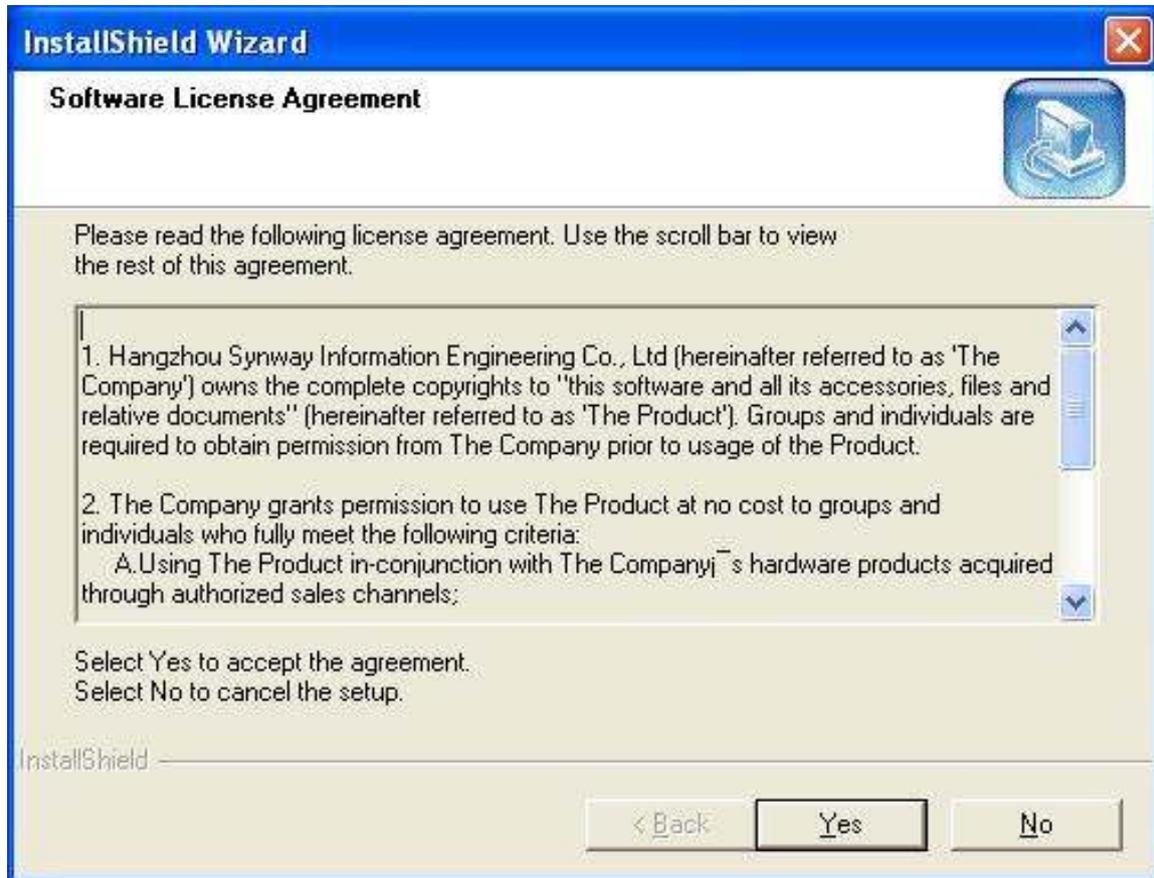


You can select the language for installation from the drop-down list. The default-selected language is English. Here, we opt for the default language and proceed to next step by clicking **OK** button.

**Step 3.** The InstallShield Wizard is prepared to guide the user during the installation process. The process will be indicated on the progress bar.



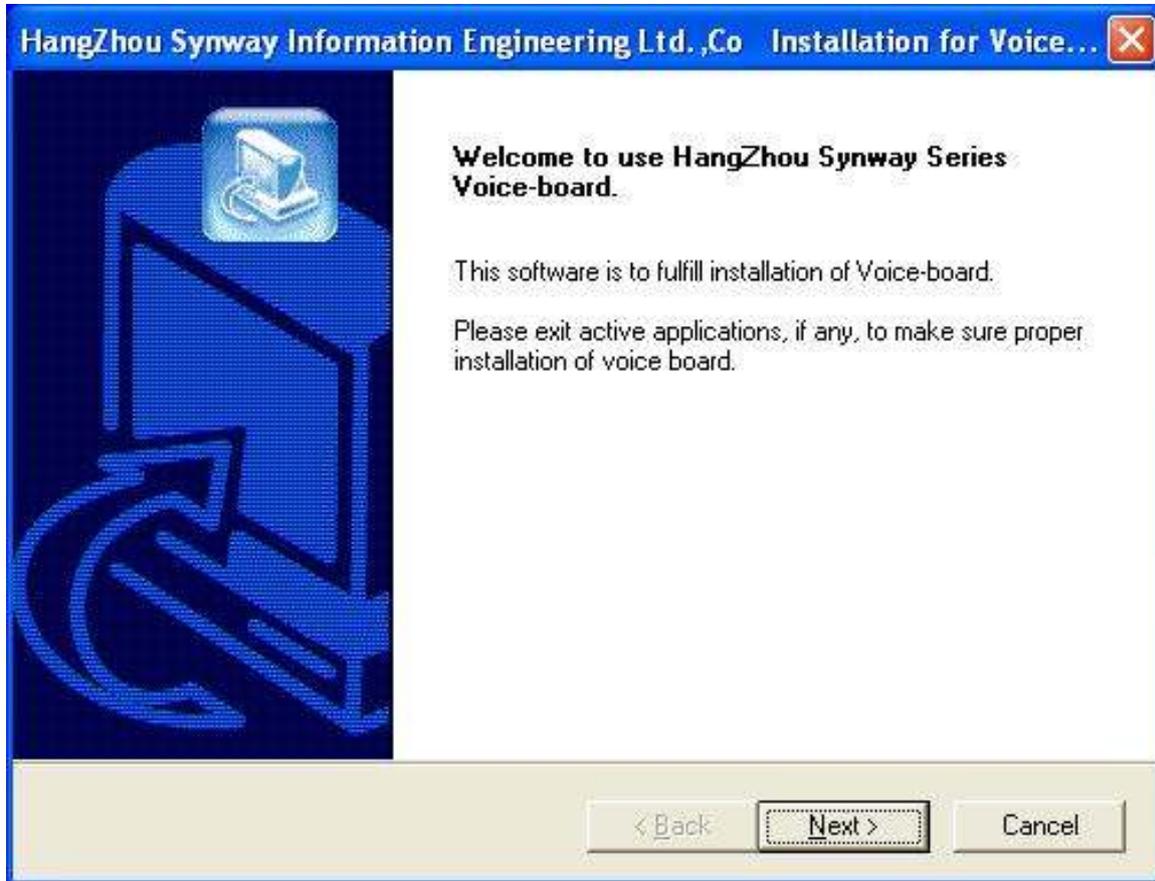
As the process gets over the InstallShield Wizard pops up on the screen.



The Software License Agreement can be seen on the wizard. Read the instructions listed point-wise inside the window. Use Page Up/Down key or the Scroll bar to view the whole Agreement.

Click **Yes** to accept the Agreement and proceed to next window.

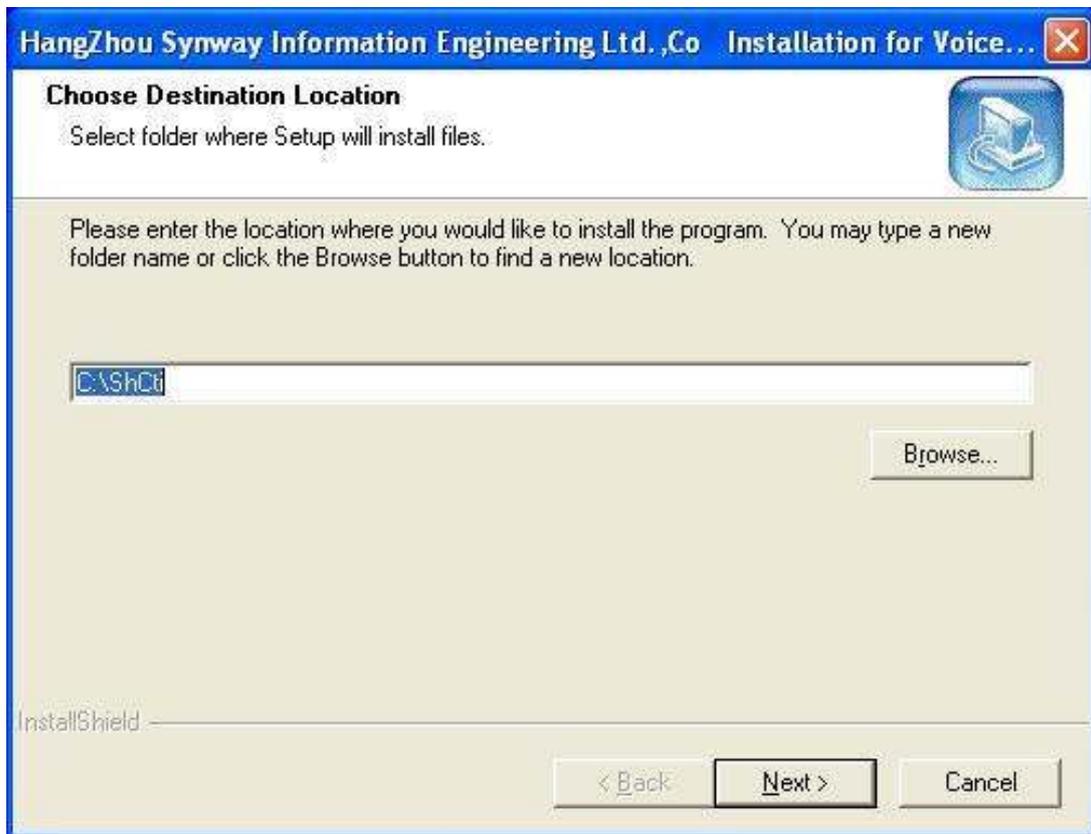
**Step 4.** The **Welcome** window appears on the screen that informs the user to close all the active applications running on the system prior to the Synway driver installation.



Click **Next** to proceed further.

**Step 5.** Before installing the new version of Synway driver, the wizard detects the presence of any existing version of the same driver in the system.

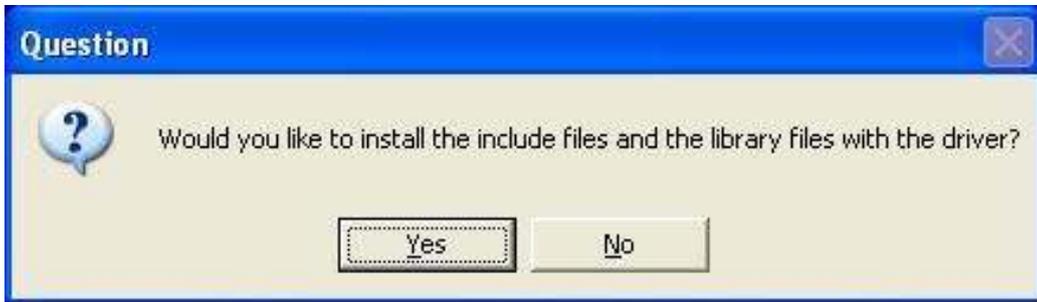
**Step 6.** The **Destination Location** copies the program files to C:\ShCti, click **Next**.



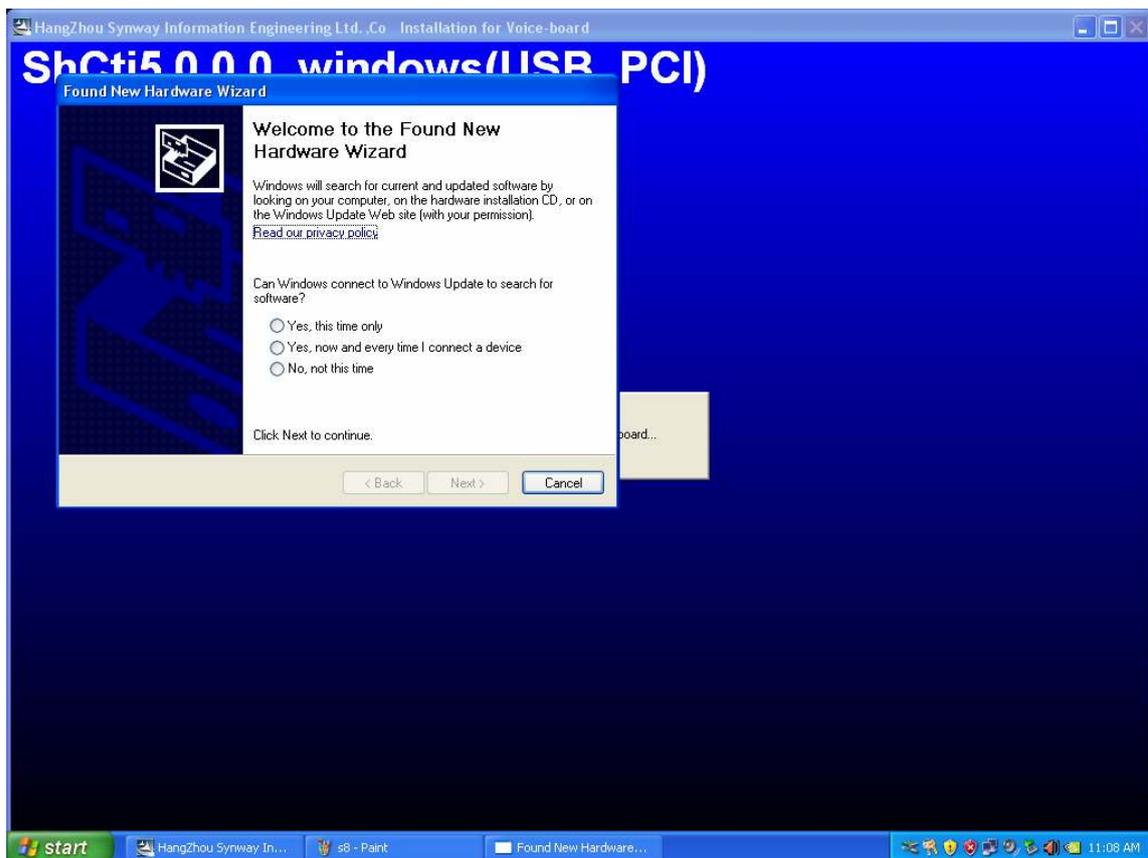
As the folder named **ShCti** does not exist the setup prompts the user to create the folder. Click **Yes** to create a new folder.



**Step 7.** Click **Yes** to install the include files and the library files with the driver.



**Step 8.** The installation proceeds as shown in Figure.



A warning window appears on the screen, click **Continue Anyway**.



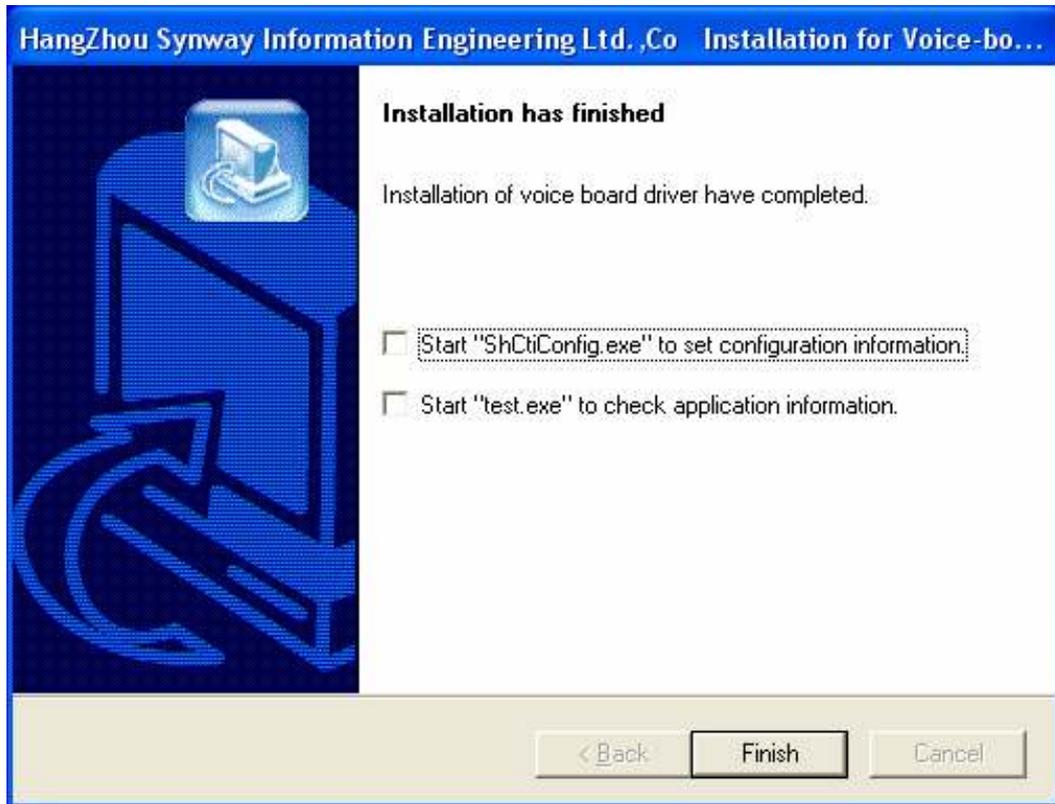
Installation of the voice board completes, press **OK** to confirm.



Again, press **OK** to continue.



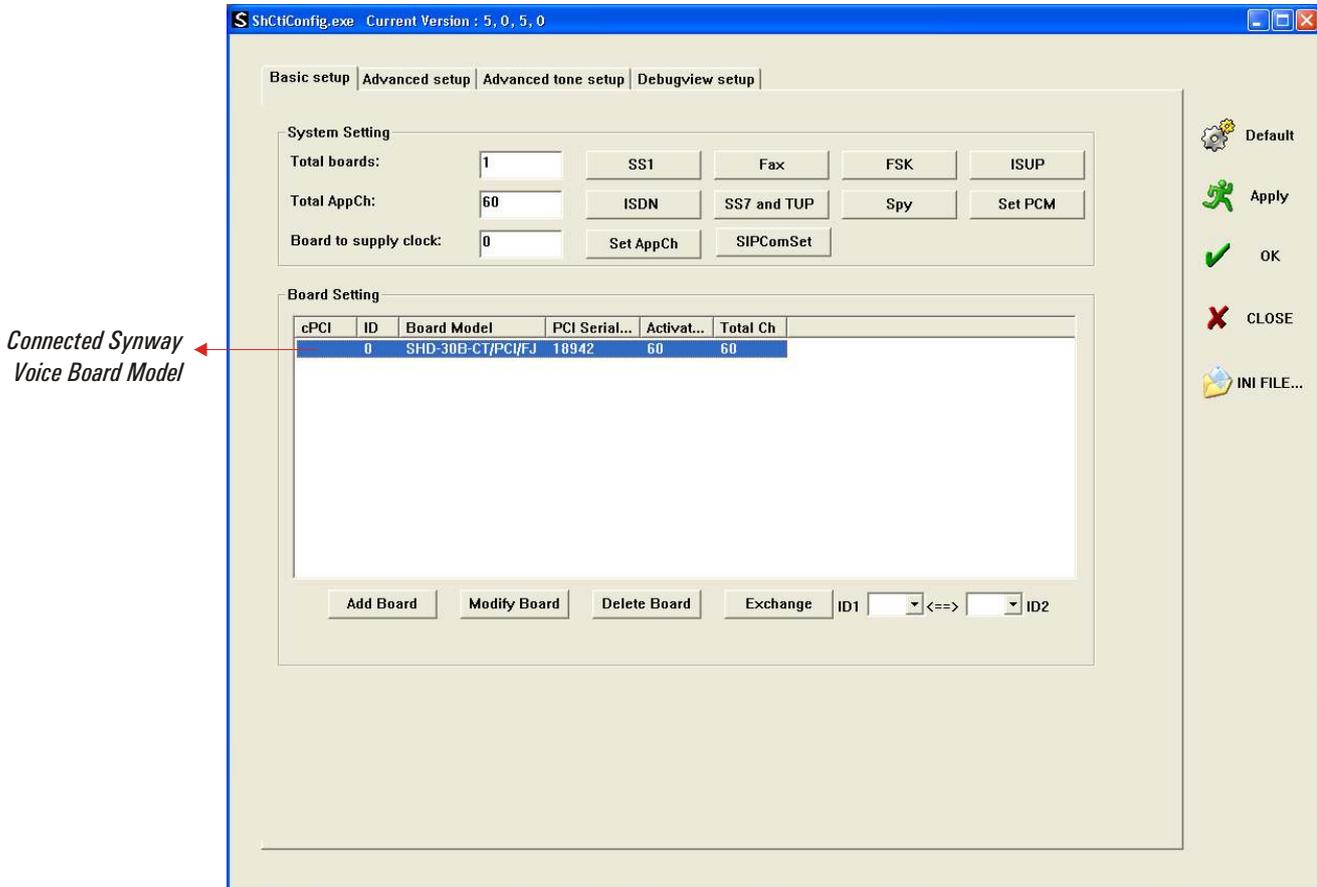
**Step 9.** Click **Finish** to conclude the installation.



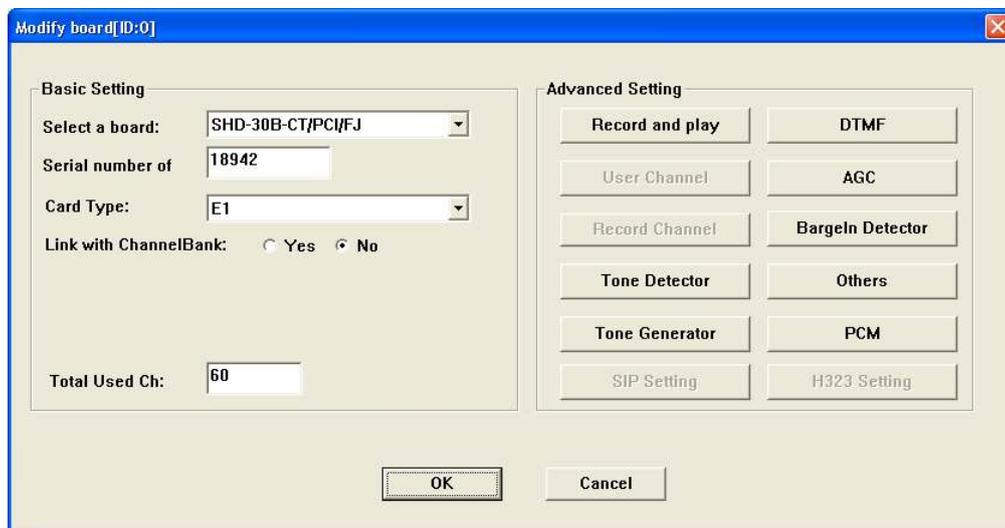
**Step 10.** Go to **Start > Programs > ShCti > ShCtiConfig** to proceed with the voice board configuration.



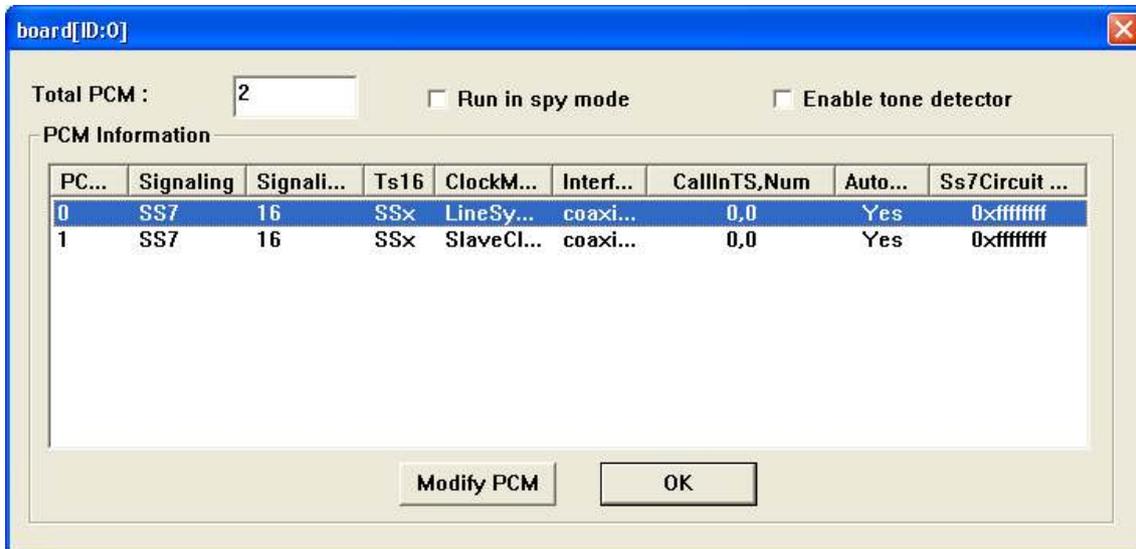
The connected voice board model appears within **Board Setting**, select the board and click **Modify Board**.



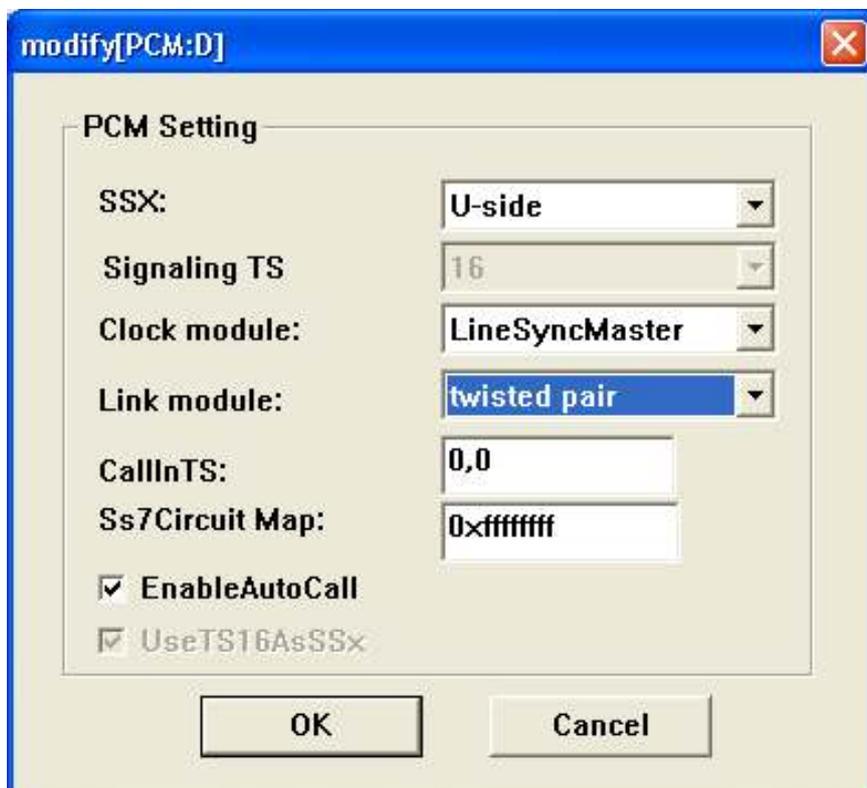
**Step 11.** The window for **Modify board[ID:0]** appears. There are two sub options Basic Setting and Advanced Setting. In the Advanced Setting, click **PCM**.



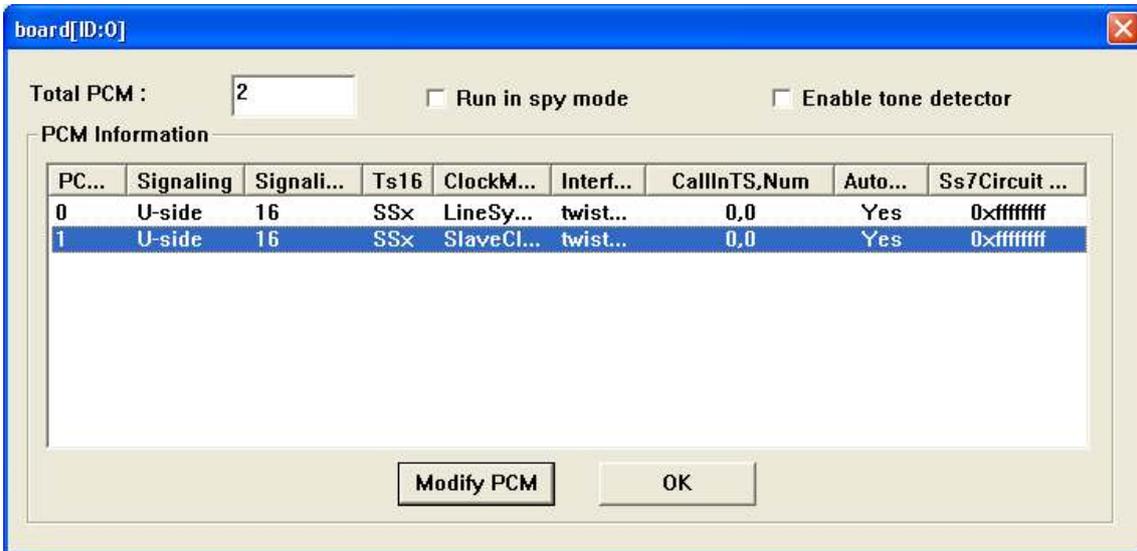
**Step 12.** The **board[ID:0]** window appears. Click on the Board, in addition to that click **Modify PCM**.



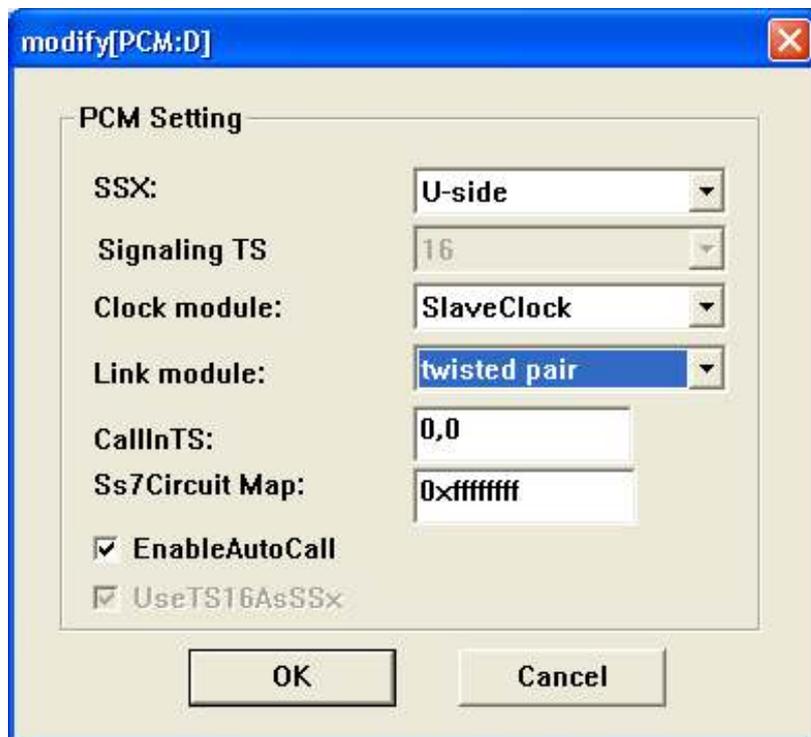
**Step 13.** The **modify[PCM:D]** window appears. Select the **SSX** as **U-side** and **Link module** as **twisted pair** from the dropdown list. Click **OK** to proceed further.



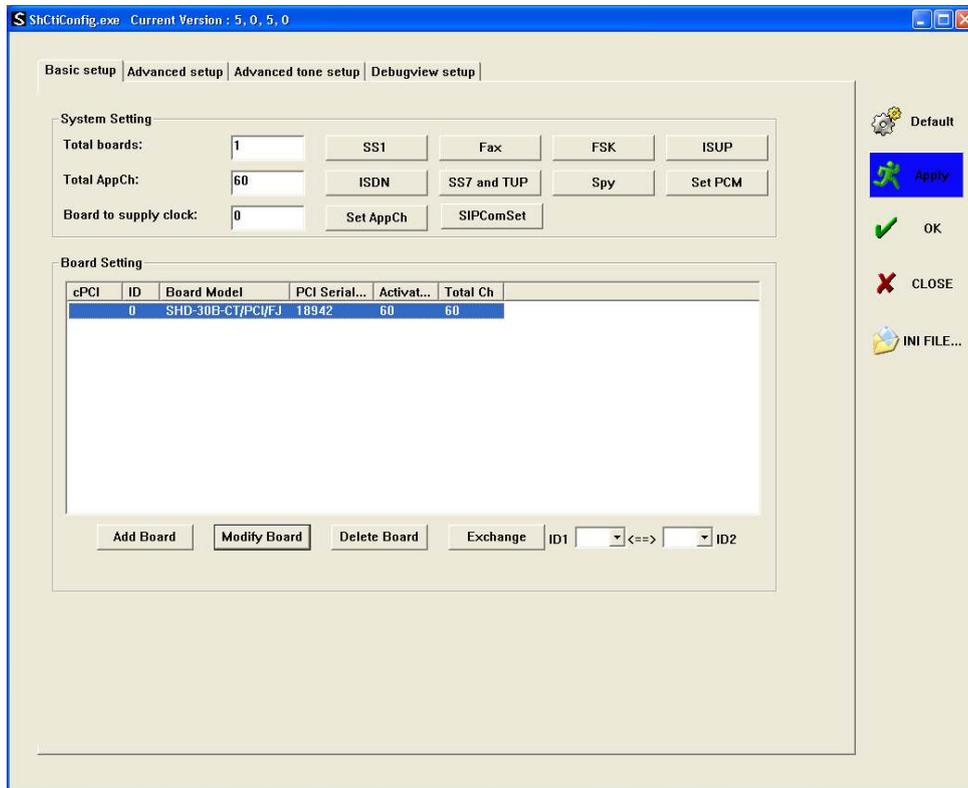
**Step 14.** In the board[ID:0] window, select the second board and then click **Modify PCM**.



**Step 15.** Select the **Clock module** as **SlaveClock** from the dropdown list in the modify[PCM:D] window. Click **OK** to proceed further.



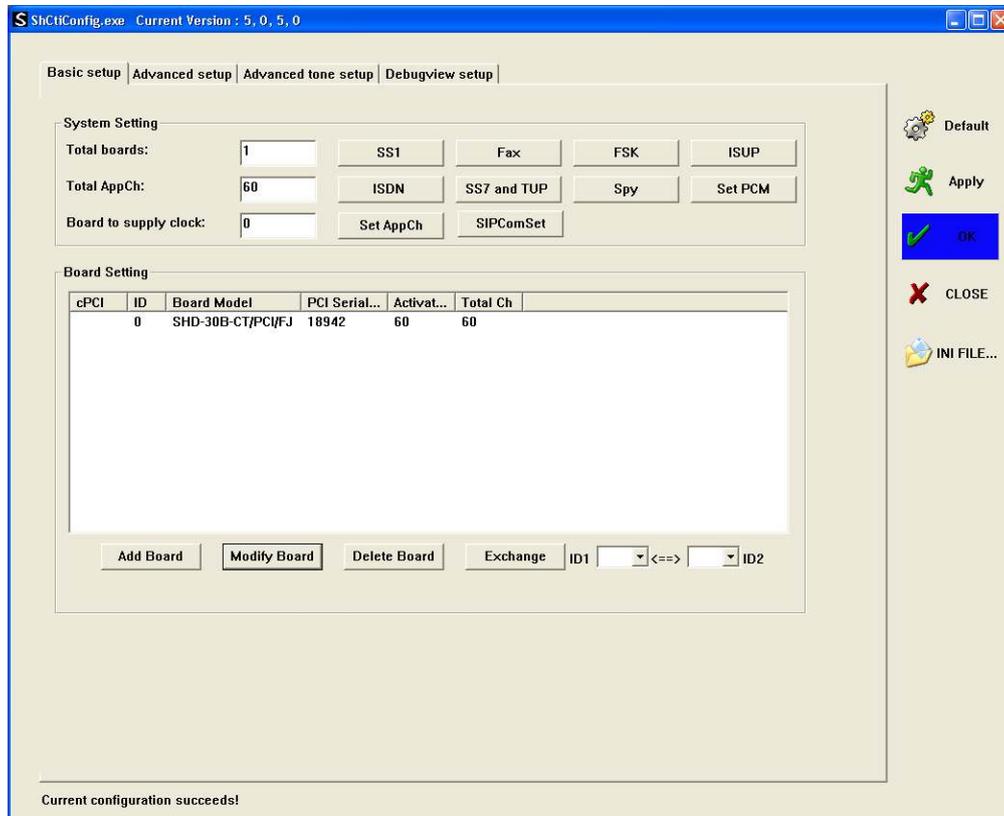
**Step 16.** Again click **Modify board[ID:0]**. Click **Apply** in the ShCticonfig.exe window.



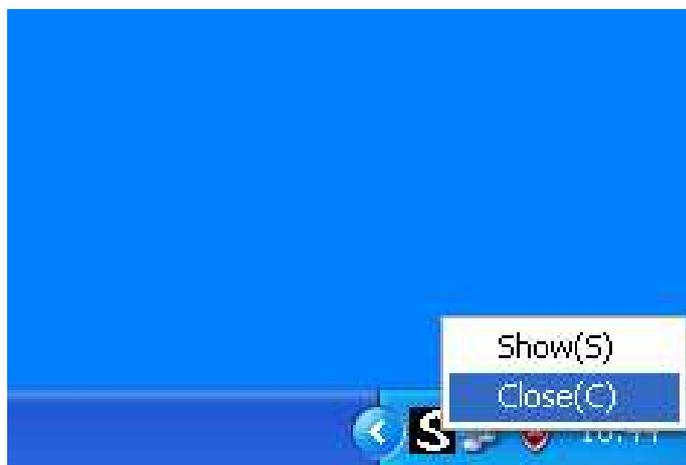
**Step 17.** A popup window "ShCtiConfig" displays saying **Current Configuration Succeeds!** Click **OK**.



**Step 18.** Again click **OK** on the ShCtiConfig.exe window.



**Step 19.** From the task bar, right click on the Synway icon. Two options Show(s) and Close(c) will appear. Click **Close(c)** to close the process.



## 6.3 Installing Xtend Voice Logger

This section will help you to install the Xtend Voice Logger in the system.

Software installation is done from the CD provided in the kit. You can follow these steps to install the voice logging system:-

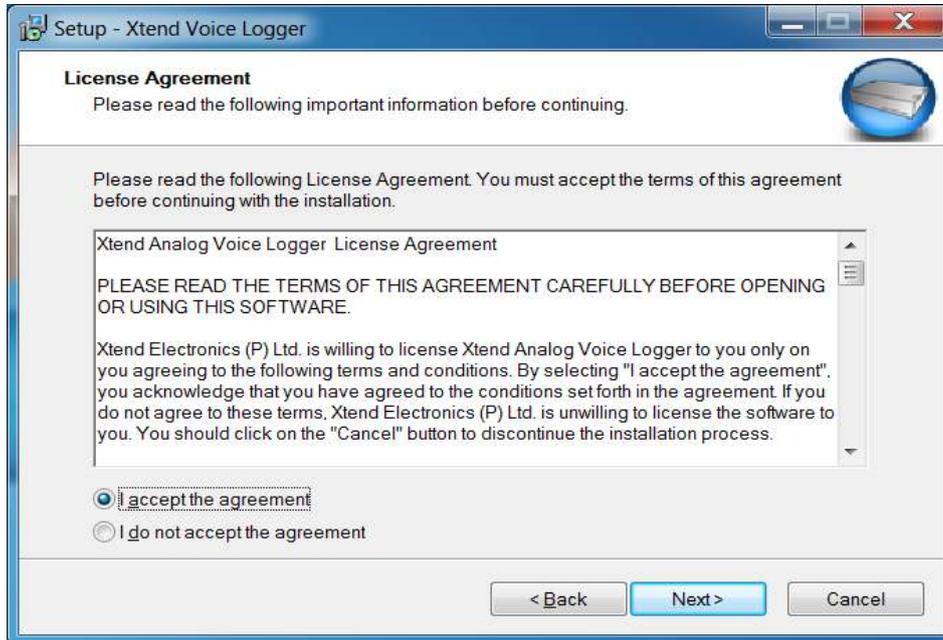
**Step 1.** Insert the installation CD into the CD-ROM drive and save the setup to any specified location. Run the setup from this location.

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

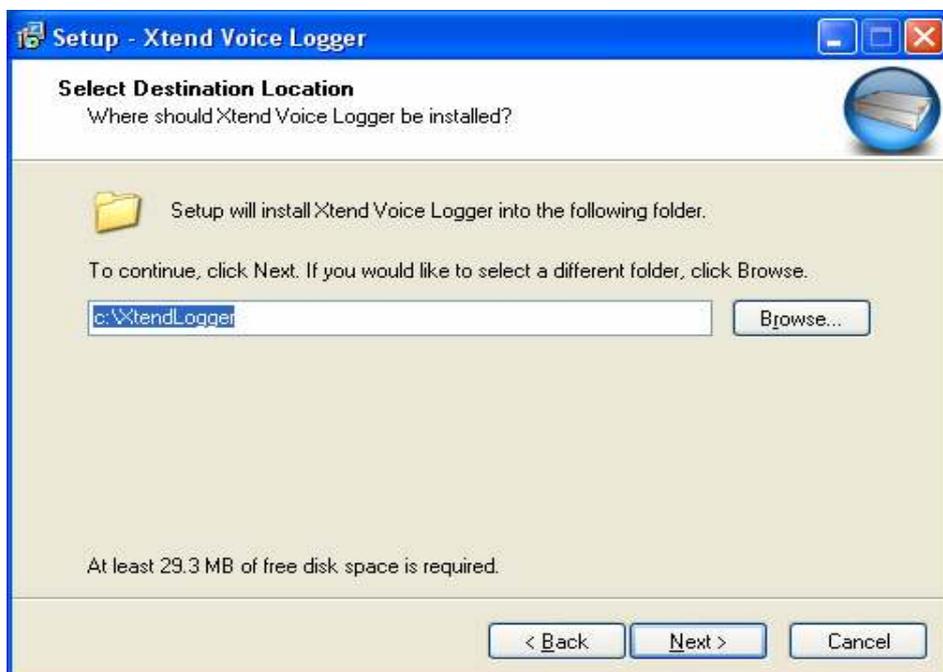


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**Step 3.** Read the License Agreement carefully and select *"I accept the agreement"*. Now, click **Next**.

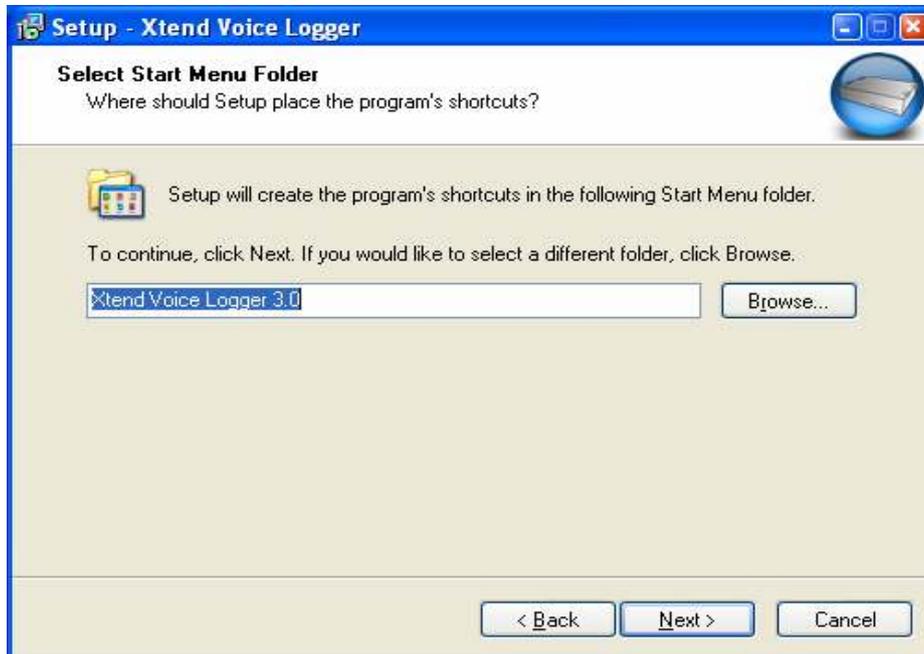


**Step 4.** Setup installs Xtend Voice Logger in default location **C:\XtendLogger**, click **Next** to proceed.

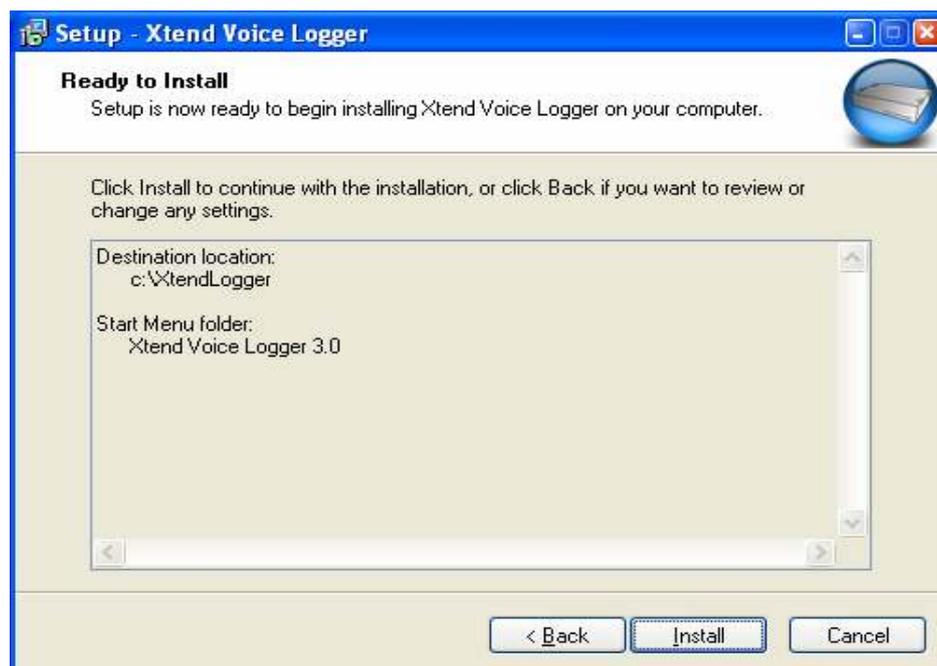


Note that there should be at least 32-MB free disk space available to install the Voice Logger setup.

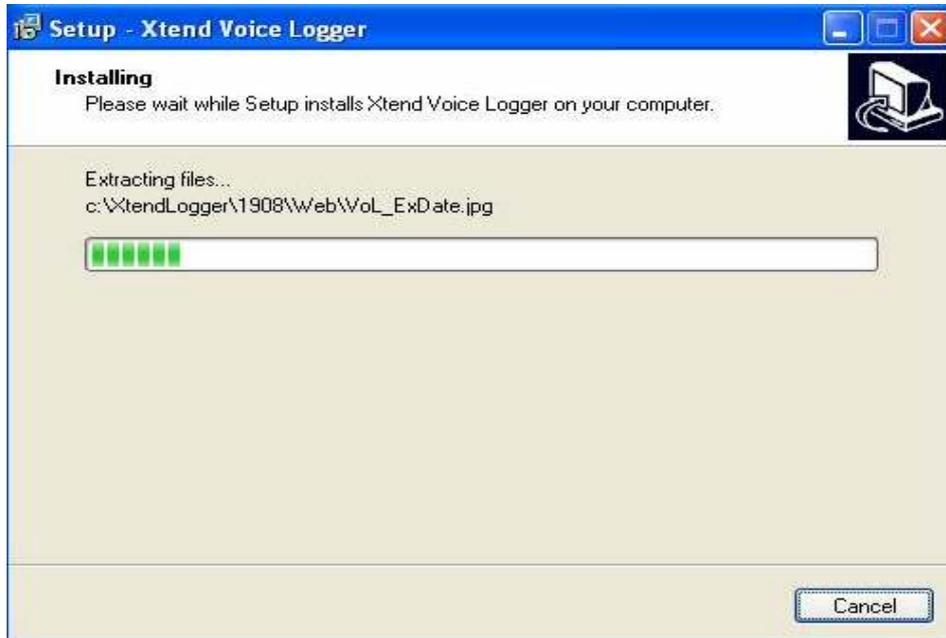
**Step 5.** The default shortcut in the Start menu appears as **Xtend Voice Logger 3.0**, click **Next** to continue.



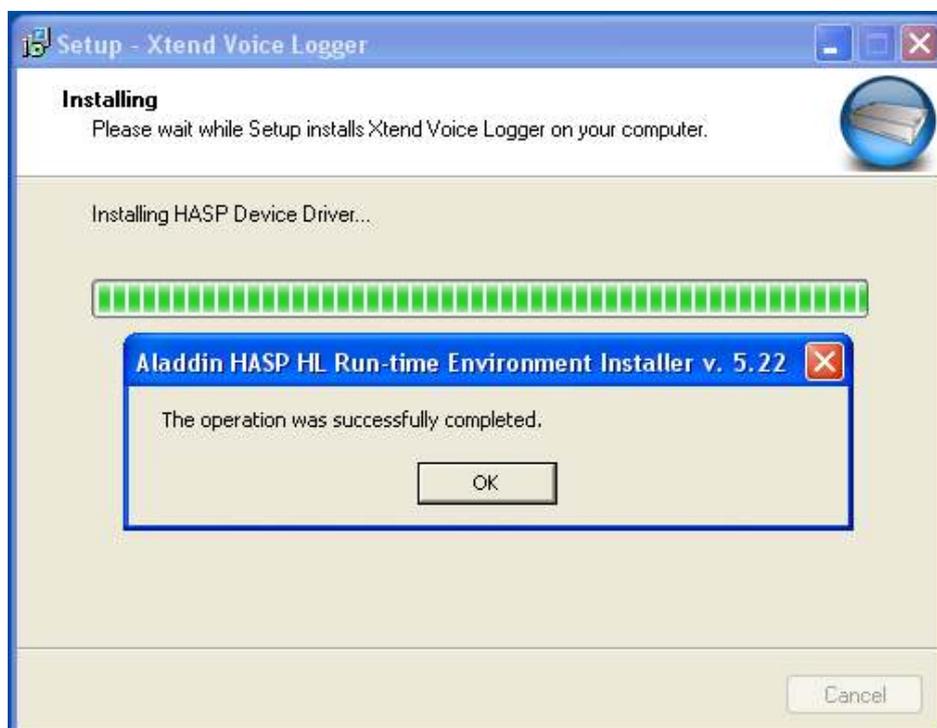
**Step 6.** The user-selected options appear, verify the destination location and the program shortcut in the Start menu. Click **Install** to proceed.



**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.

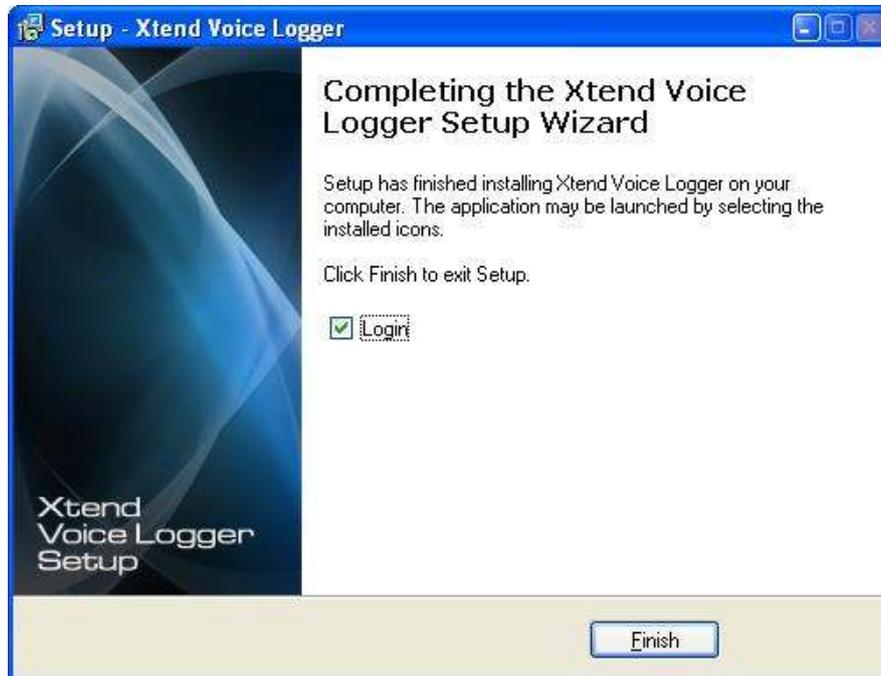


**Step 8.** Click **OK** to continue with the installation procedure.

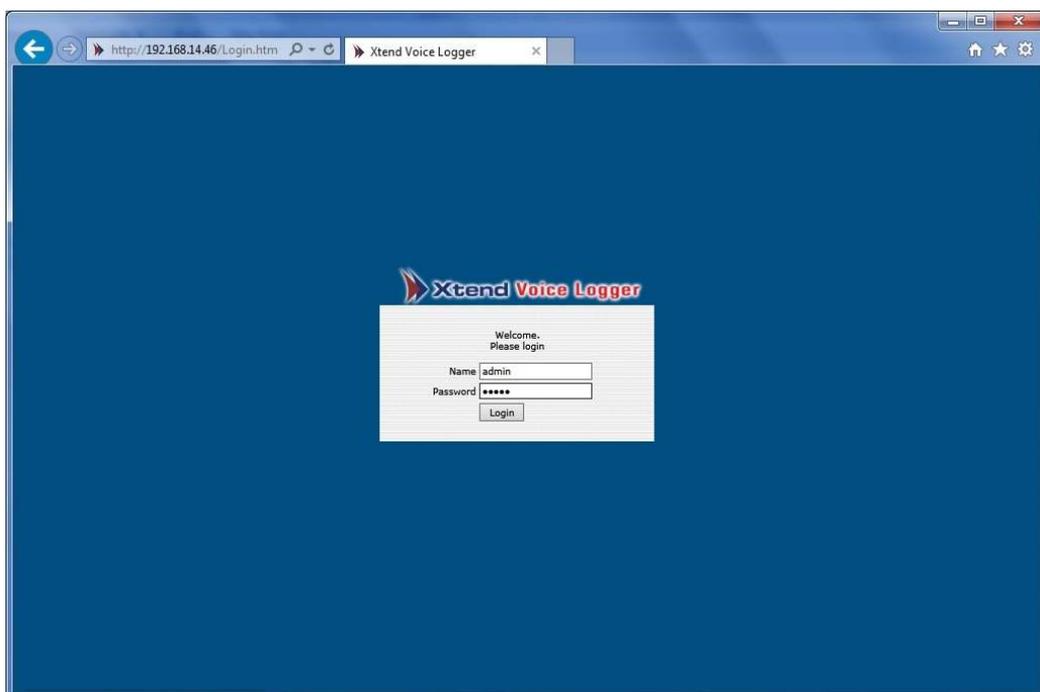


**Note:** While installing, if Firewall blocks the Xtend Server you can click UNBLOCK button and continue.

**Step 9.** As soon as the installation process is over, you will see the setup completion window on the screen; click **Finish** to conclude the software installation.



Control now switches to activate the browser interface of Xtend Voice Logger. This is referred as the Login page used to authenticate the user.



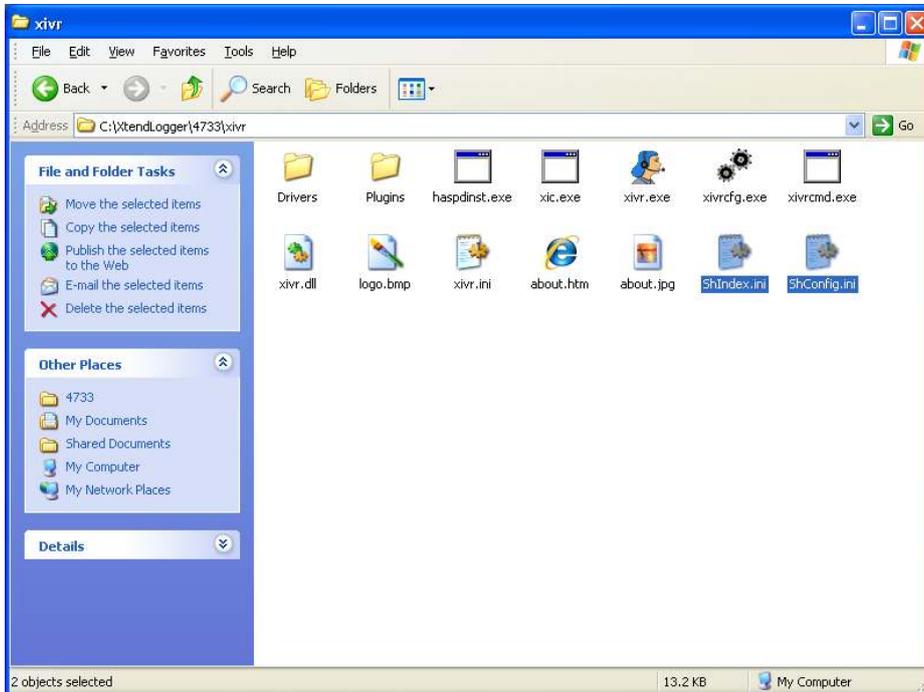
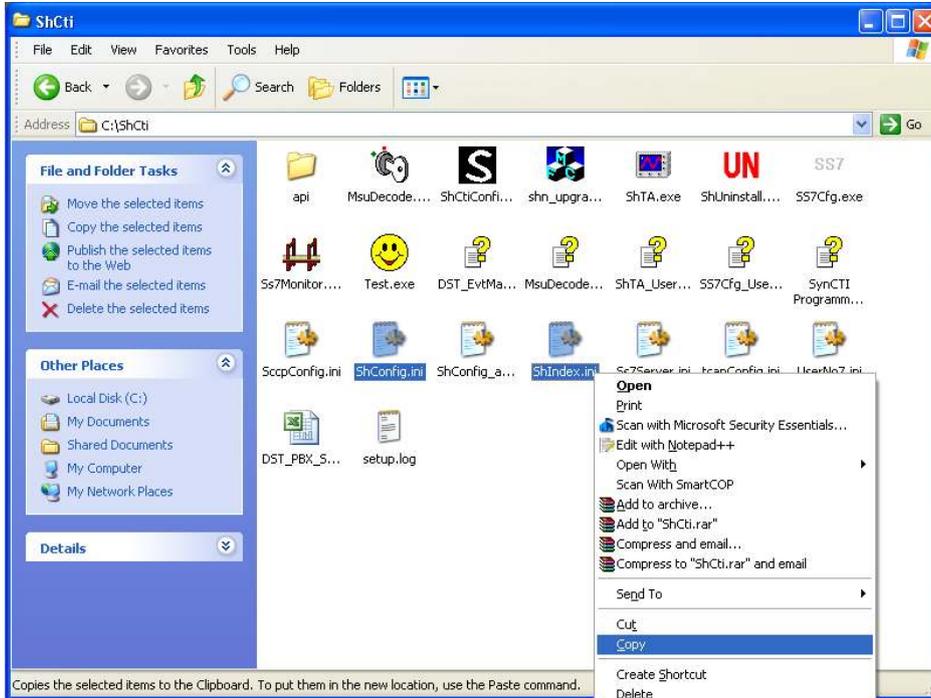
Let the Login page remain opened on the screen. Insert the provided HASP HL Key into the USB port of the computer. A message appears as *"Found New Hardware"* on the taskbar.



Wait for few seconds, message appears as *"Your new hardware is installed and ready to use"*.



**Step 10.** From the path "C:\ShCti", copy the two configuration files "ShIndex", "ShConfig" to "C:\XtendLogger\4733\xivr".



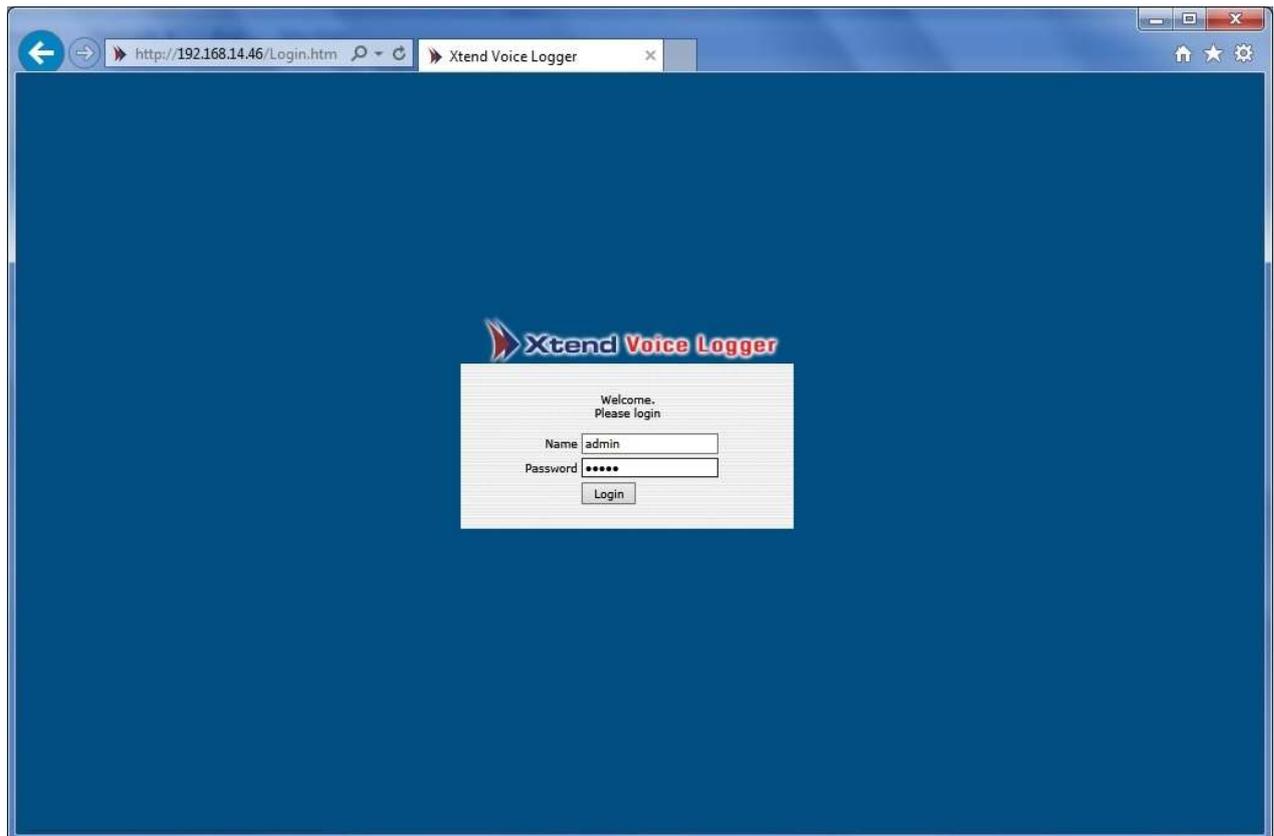
**Step 11.** Once you have copied the configuration files, open the file "ShConfig" and within the same change the value of "EventInterfaceType" to 1.

### 6.3.1. Device Configuration

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

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

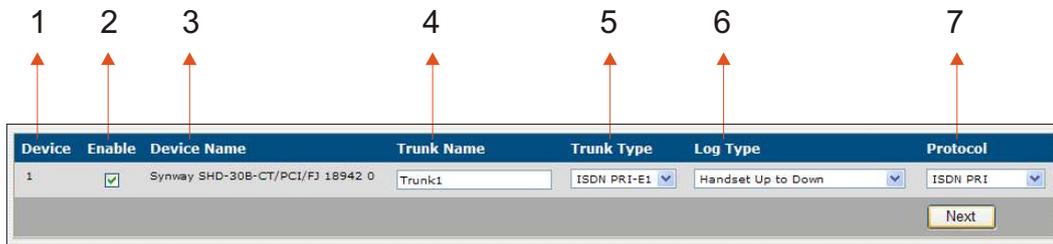
Default **Name** and **Password** is "admin" click **Login**.



The below window for "Configure Device" will appear, click **Ok**.



Xtend Voice Logger automatically detects the Synway Voice Device.



Given below is the description of each option in the configuration window:

1. Displays the number of voice cards detected.
2. Click on the checkbox to enable the trunk.
3. Shows the name of the connected device with serial number of the device.
4. Keep the default Trunk name as it is, or in case if you desire you can give a new trunk name.
5. By default the Trunk Type appears as ISDN PRI.
6. Call Logging begins on the basis of the events specified in the Log Type. By default 'Handset Up to down' appears as selected in this box.

Handset Up to Down	Call recording begins when handset is lifted, and stops when it is kept down.
Agent Trigger	Call recording begins when the user hits any specific key (for e.g., press '*' To Start and '#' To Stop etc.)

7. The Protocol appears as ISDN PRI.

## Instruction

### How to enable Xtend Voice Logger?

Click **Start > Programs > Xtend Voice Logger 3.0 > Xtend Web Server** to start the web server.

Click **Start > Programs > Xtend Voice Logger 3.0 > Xtend Voice Logger** to enable the Voice Logger.

Click **Start > Programs > Xtend Voice Logger 3.0 > Login** to open the browser interface to monitor the calls.

This concludes the installation of Xtend Voice Logger in the system.

## 7. Installation Checklist

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

### CHECKS TO BE DONE

- ✓ Have you inserted the Synway board on the PCI slot of the computer?
- ✓ Have you made the connection to the socket present in the Patch Panel –
  - From Telecom line
  - To EPABX
  - To Voice Logger
- ✓ Have you connected the transmit and receive connectors to the socket of Synway board?
- ✓ Have you installed the Synway driver from the installation CD?
- ✓ Have you copied the configuration files to the path "C:\XtendLogger\4733\xivr"?
- ✓ Have you inserted the HASP HL key into the USB port of the computer?
- ✓ Have you installed the Xtend Voice Logger from the installation CD?
- ✓ Is Xtend Web Server enabled?
- ✓ Have you configured the Synway voice device with the Xtend Voice Logger?
- ✓ Are you able to view the icon for Xtend Voice Logger on the taskbar?
- ✓ Click Live Calls in the menu options of browser interface and check that all live calls are recorded in the Xtend Voice Logger.

## 8. Troubleshooting

Read this section to find potential solutions to problems you may be having.

### **Why system is unable to detect the Voice Card?**

**Solution:** This situation arises when the installation is not correctly carried out. Insert the voice device into the PCI slot. Insert the two connectors into the socket of Synway voice card. Check the connections of Patch Panel. Install the Synway driver. Copy the .dll file to C:\Windows. Run Setup.exe to install Xtend Voice Logger. Configure the Synway voice device with the Xtend Voice Logger. Finally, check that the calls are logged in Live Calls menu.

### **Why I am unable to hear the play conversation?**

**Solution:** This may happen in O/S Windows 2003. To solve this problem, open **Internet Explorer** → **Tools** → **Internet Options** → **Advanced** → **Multimedia**. Put a tick in the checkbox next to **Play sounds in web pages** and click **OK**.

### **Why login from the Start Menu is not possible after changing the IP Number of the system?**

**Solution:** After changing the IP Number, when you try to login from the Start Menu the system tries to login in the old IP Number. In such a case, after changing the IP number you can restart the Xtend Web Server and then login as `http://localhost` or `http://127.0.0.1`. Once logged, further the problem will be fixed automatically.

**When do you get an error message as “HASP HL Key not found”?**



**Solution:** This error appears when HASP HL Key is not inserted into the USB port of the computer.

**When do you get an error message as “HASP HL Key not found”?**



**Solution:** This error happens when the HASP HL Key connected to the USB port of the computer does not have license to run Xtend Voice Logger.

## 9. Contact us

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