



Installation Guide

Xtend Voice Logger

(Ai-Logix-IPX)

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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 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.

2. Introduction

Xtend Voice logger is a computer-based device that logs all audio calls. This is a multichannel 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:

- Audio logs of all calls
- User friendly, easy-to-use and browser-based user interface
- Multi-user login facility with different access levels
- Extensive search options
- Flexible and easy to implement
- Voice quality is maintained as such
- Supports Analog, Digital and IP Telephone lines and any kind of audio input
- Quality voice compression and archiving capability
- Generate advanced reports

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3. Unpacking

The package for Digital Voice Logger consists of the following items.

- Installation CD
- HASP HL key
- Ai-Logix Card
- Patch Panel
- Cables

4. 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
- Headphone/Speaker
- LAN connection

5. Getting Started

IP Voice Logger is a software based voice logger that snoops on TCP/IP networks to log the audio carried on VoIP connections. Just like the other models of Xtend, IP model is a passive logger that does not tamper with the voice quality or the signalling system. Apart from hardware, Xtend Voice Logging Solution software needs to be loaded to generate the reports and details of logging.

Installation of IP Voice Logger is briefly mentioned below:

- Insert the Ai-logix board on the PCI slot of the computer.
- Install the AudioCodes Inc. SmartWORKS from the installation CD.
- Install the Soft Recorder from the installation CD.
- Copy license AIL08513000010.lic and paste it to the location C:\Program Files\AudioCodes USA\Soft Recorder.
- Install the Xtend Voice Logger software.
- Configure the 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.

6. Ai-Logix Driver & Xtend Voice Logger Software Installation

IP Voice Logger is a software based voice logger that snoops on TCP/IP networks to log the audio carried on VoIP connections. Just like the other models of Xtend, IP model is a passive logger that does not tamper with the voice quality or the signalling system. Apart from hardware, Xtend Voice Logging Solution software needs to be loaded to generate the reports and details of logging.

6.1 Fixing the Ai-Logix card to the PCI slot

Step 1

Unplug the power cord before fixing the Ai-Logix Card to the PCI slot of the computer.

Step 2

Fix the voice card on to the PCI slot before starting the installation.

6.2 AudioCodes Inc. SmartWORKS Installation

Switch on the system after attaching the Voice card to the PCI slot. 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 Ai-Logix driver in the system.

Step 1

Insert the Installation Disc into the CD/DVD drive. Navigate through the disc. Install the Setup **AudioCodes Inc.SmartWORKS**.



AudioCodes Inc. SmartWORKS Windows Installer Package 53,082 KB

After you run the setup for AudioCodes, the "Welcome to the InstallShield Wizard for AudioCodes Inc. SmartWORKS" appears as shown below. Click "Next".



The "License Agreement" screen displays. The user can read the agreement carefully and click "I accept the terms in the license agreement" option. Click *Next*. The Customer Information screen is displayed.

뤻 AudioCodes Inc. SmartWORKS 5.3.0.626 - InstallShield Wizard	×
License Agreement Please read the following license agreement carefully.	4
SOFTWARE LICENSE AGREEMENT LICENSE AGREEMENT AUDIOCODES USA, INC. (AudioCodes) provides the following License Agreement (the Agreement) to the original purchaser only: 1. PLEASE READ THIS LICENSE AGREEMENT. The enclosed AudioCodes software/firmware program (collectively, "SOFTWARE") is licensed by AudioCodes for use only on the terms and conditions set forth herein. By opening this posterer way (LICENSER) extracts and do hereby I accept the terms in the license agreement OI go not accept the terms in the license agreement	
< <u>Back</u> <u>Next</u> > Cancel	

Step 3

In the Customer Information screen, specify the **User Name** and **Organization**. Click *Next* to proceed.

ustomer Information	4
Please enter your information.	
User Name:	
Xtend	
Organization:	
Xtend Technologies	
Install this application for:	
Install this application for: Anyone who uses this computer (all users)	
Install this application for: Anyone who uses this computer (all users) Only for me (Xtend) 	
Install this application for:	

The "**Setup Type**" screen appears. Select the first *Setup Type* option "**Master**", which installs all program features. Click *Next*.



Step 5

The "**Ready to Install the Program**" screen appears as below. Click *Install* to begin the installation.



The "Installing AudioCodes Inc. SmartWorks" screen displays. The program features are installed. It will take a few seconds to complete the installation process. Please wait until the process gets completed.

🙀 AudioCo	des Inc. SmartWORKS 5.3.0.626 - InstallShield Wizard 🛛 🔲 🗖 🔀
Installing The prog	AudioCodes Inc. SmartWORKS ram features you selected are being installed.
1	Please wait while the InstallShield Wizard installs AudioCodes Inc. SmartWORKS. This may take several minutes. Status:
InstallShield —	< Back Next > Cancel

Step 7

The WinPcap 4.0.2 Installer Setup window appears. Click *Next* to start the installation.



The "Welcome to the WinPcap 4.0.2 Setup Wizard" screen displays. This Wizard will guide you through the entire WinPcap installation. Click *Next* to proceed.



Step 9

The **"License Agreement"** screen appears as shown below. Please review the license terms before installing WinPcap 4.0.2. Press Page Down to read the rest of the Agreement. If you accept the terms of the Agreement, click *I Agree* to continue.

🕏 WinPcap 4.0.2 Setup		
WinPcap	License Agreement Please review the license terms before installing WinPcap 4.0).2.
Press Page Down to see the	rest of the agreement.	
Portions Copyright 1989 by	Carnegie Mellon.	^
Permission to use, copy, mo without fee is hereby grante on all copies and supporting advertising or publicity perta permission, and notice be giv distribution is by permission makes no representations al provided "as is" without expl	dify, and distribute this program for any purpose and ed, provided that this copyright and permission notice appear documentation, the name of Carnegie Mellon not be used in ining to distribution of the program without specific prior ven in supporting documentation that copying and of Carnegie Mellon and Stanford University. Carnegie Mellon sout the suitability of this software for any purpose. It is ress or implied warranty.	
If you accept the terms of th agreement to install WinPcap Nullsoft Install System v2:16 —	e agreement, click I Agree to continue. You must accept the 4.0.2.	el

It will take a few seconds to complete the installation of WinPcap 4.0.2. Please wait while WinPcap 4.0.2 is being installed.

😽 WinPcap 4.0.2 Setup		
WinPcap	Installing Please wait while WinPcap 4.0.2 is being installed.	
Output folder: C:\Program F	Files\WinPcap	
Mulleoft Testall Custom v2-14		
тарлього пльсал рузселт v2, 16 —	Z Back Nevt S	Cancel
	S Dark Maxes	

Step 11

The **SmartWFIUnattended** model screen appears. The status of installation process is shown.

SmartWF [Unattended mode]							
ſ	Туре	Current	Reference	Latest	Up/Down-grade	Progress	
	NetTAP IPX C	05.03.00 Build 0159	5.3.0 Build 159	5.3.0 Build 159	Yes		
l	•					•	
	⇒ Writing FLASH						

An exe file C:\Program Files\Ai-Logix\SmartWORKS\pnptool.exe displays.



Step 13

After the WinPcap 4.0.2 setup has been installed on your computer, the "**Completing the WinPcap4.0.2 Setup Wizard**" screen appears. Click *Finish* to close this wizard.



Note: After completing the installation of Windows Installer Package "AudioCodes Inc. SmartWORKS", restart the computer to proceed further.

6.3 Soft Recorder Installation

Step 1

From the installation disc, navigate to the folder IPX. Open the Folder IPX and install the Soft Recorder setup "Soft Recorder". Windows Installer Package 7,522 KB



After you run the setup, the "Welcome to the InstallShield Wizard for Soft Recorder" appears as shown below. To continue, click **Next**.



Step 2

The License Agreement screen displays as below. Please read the License Agreement carefully. Press the page down to read the rest of the agreement. If you accept the terms of the agreement, click "I accept the terms in the license agreement".

🛃 Soft Recorder 1.6.1.837 - InstallShield Wizard	×
License Agreement Please read the following license agreement carefully.	1
SOFTWARE LICENSE AGREEMENT LICENSE AGREEMENT AI-LOGIX, INC. (Ai-Logix) provides the following License Agreement (the Agreement) to the original purchaser only: 1. PLEASE READ THIS LICENSE AGREEMENT. The enclosed Ai-Logix software/firmware program (collectively, "SOFTWARE") is licensed by Ai-Logix for use only on the	
I gacept the terms in the license agreement I do not accept the terms in the license agreement I do not accept the terms in the license agreement InstallShield	

In the **Soft Recorder 1.6.1.837– InstallShield Wizard** window, you need to specify the customer information. Please enter the **User Name** and **Organisation**. Click *Next* to proceed.

🗒 Soft Recorder 1.6.1.837 - InstallShield Wizard	
Customer Information Please enter your information.	44
User Name:	
Xtend	
Organization:	
Xtend Technologies	
Install this application for: Anyone who uses this computer (all users) Only for <u>m</u> e (Xtend) InstallShield	
< <u>B</u> ack	Vext > Cancel

Step 4

The "**SRMon Configuration**" screen displays. Here you can see the Master IP Address field. By default, the IP address shown is 192.168.0.1. You can proceed with the default IP address by clicking *Next* button.

🙀 Soft Recorder 1.6	6.1.837 - InstallShield Wizard	
SRMon Configuratio Specify the network	n information in the given fields.	44
Master IP Address This IP address is used by on both the master serve master server must be st	192.168.0.1 y the SRMon service to locate the SR device mai er and the remote recording server. NOTE: The satically assigned.	nager. This is required IP address of the
REMINDER: Host and ed sure to re-check your Wi InstallShield	dge firewall rules may require updating to pass R ndows firewall settings after installing Windows < <u>B</u> ack <u>N</u> ext	TP media. Also, make Updates.

Once the wizard is ready to begin the installation, the **"Ready to Install the Program"** screen displays. Click **Install** to proceed further.

🕼 Soft Recorder 1.6.1.837 - InstallShield Wizard	
Ready to Install the Program The wizard is ready to begin installation.	
Click Install to begin the installation.	1
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.	
InstallShield < <u>B</u> ack Install Cancel)

Step 6

The program features are being installed. The status of installation process is shown in the below window. Please wait while the InstallShield Wizard installs Soft Recorder. This may take few minutes to install.

🕞 Soft Rec	order 1.6.1.837 - InstallShield Wizard
Installing The prog	Soft Recorder ram features you selected are being installed.
	Please wait while the InstallShield Wizard installs Soft Recorder. This may take several minutes. Status: Starting services
InstallShield –	< Back Next > Cancel

The **"InstallShield Wizard Completed"** screen displays. The InstallShield Wizard has successfully installed Soft Recorder. Click *Finish* to exit the wizard.



Note: After completing the installation of Windows Installer Package "Soft Recorder 2.6.1.837", you need to restart the computer to proceed further. After you restart the computer, open the folder IPX from the installation disc, copy the license AIL08513000010.lic and paste it to the location C:\Program Files\AudioCodes USA\Soft Recorder.



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Voice Card Configuration

Step 1

From Windows, click **Start** in the lower left corner of the screen, select "**Control Panel**". From the Control Panel screen, double-click the "**SmartControl**".



The "AudioCodes USA Inc. SmartWorks" window displays. On the top there are several options like System, Board, CPM, etc. Click Board. You can specify the **Board** information here. Click **Apply** and then click **OK** to continue.

Board Number 0	PCI Bus No: 3	PCI Slot No: 7
BoardType	NetTAP IPX C	
Serial Number	1787	
Date Code	0721	
Firmware Version	05.03.00	
Build	0159	
OEM Info	Ai-Logix, Inc.	
Copyright	Copyright © 2005	5 Ai-Logix, Inc. All rights reserved.
-Ethernet Interface 0 -		🗆 – Domain Name System 📃
C Obtain an IP addr	ess automatically	C Obtain address automatically from ethemet interface: 0
Ose the following	IP address	• Use the following DNS server address
IP address:	192.168.0.1	Perferred DNS server: 192.168.0.254
Subnet mask:	255.255.255.0	Attemate DNS server: 192.168.0.254
		Default gateway
Ethernet Interface 1 -	ess automatically	Obtain address automatically from ethemet interface:
 Use the following 	IP address	 Use the following gateway address
IP address:	192.168.0.2	IP address: 192,168.0.254
Subnet mask:	255.255.255.0	Passive Network Settings
	4	Passive VI AN G Disable C Enable ID:
Ethernet Interface 2		DTD Thread C Disable C Disable Times Int
Obtain an IP add	ress automatically	KTP Timeout (* Disable (* Enable Time, <u>15</u>
 Use the following D a delegation 	J IP address	RTCP QoS (• Disable (Enable
IP address:	192.168.0.3	NAT Topology 📀 Disable 🦳 Enable
Subnet mask:	255.255.255.0	

Step 3

You will be prompted that the changes to board configurations may require a restart of physical board using Device Manager. Click **OK**.



6.4 Connection Diagram



Scenario 1: All transmitted or received data from the Switch to Gateway (IP PBX/Router) is forwarded to Xtend Voice Logger PC using TAP, where the data is further logged for future references.



Scenario 2: All transmitted or received data from the IP Phone is forwarded to Xtend Voice Logger PC using Mirror Port, where the data is further logged for future references.

6.5 Xtend Voice Logger Installation

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 locate the setup file "XtendLogger.exe".

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**.

icense Agreement		E
Please read the following important inform	ation before continuing.	
Please read the following License Agreen before continuing with the installation.	nent. You must accept the terms of this agreeme	nt
Xtend Analog Voice Logger License Agre	eement	
PLEASE READ THE TERMS OF THIS A OR USING THIS SOFTWARE.	GREEMENT CAREFULLY BEFORE OPENING	III
Xtend Electronics (P) Ltd. is willing to licen you agreeing to the following terms and cr you acknowledge that you have agreed to do not agree to these terms. Xtend Electro you. You should click on the "Cancel" but	use Xtend Analog Voice Logger to you only on onditions. By selecting "I accept the agreement" o the conditions set forth in the agreement. If you onics (P) Ltd. is unwilling to license the software t toon to discontinue the installation process.	· •
I accept the agreement		
\bigcirc I do not accept the agreement		
	<back next=""></back>	Cancel

Setup installs Xtend Voice Logger in default location C:\XtendLogger; also the program shortcut in the start menu, click **Next** to proceed.

🕼 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 Browse.	
C:\XtendLogger Browse	
At least 71.3 MB of free disk space is required.	
< Back Next > 0	Cancel

🕼 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 for To continue, click Next. If you would like to select a different folder, click Brow	older. se.
Xtend Voice Logger 3.0	wse
< <u>B</u> ack Next>	Cancel

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	
Ready to Install 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: WtendLogger Start Menu folder: Xtend Voice Logger 3.0	
<u> </u>	
< <u>B</u> ack [Install]	Cancel

Step 6

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 is shown below.

Setup - Xtend Voice Logger	
Installing	C
Please wait while Setup installs Xtend Voice Logger on your computer.	6
Extracting files	
C:\XtendLogger\4942\Web\fax.gif	
(******	
	(
	Cancel

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

j🖥 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 8

Once the installation of Xtend Voice Logger completes, the "**Completing the Xtend Voice Logger Setup Wizard**" screen displays. Click *Finish*.



Connecting HASP to USB port

The Xtend Voice Logger S/W license is bundled with a Hardware known as HASP. The HASP key should be connected to the USB port only after the installation of the Voice Logger is complete.



When the HASP is connected, a popup will appear as "Found New Hardware".



When the new hardware is installed and ready to use, you will see a Red Light glowing inside the HASP.



6.6 Configure Xtend Voice Logger Software with Hardware

Step 1

This section deals with the configuration of Ai-Logix 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.



Step 2

A warning message "Voice Logger not configured" will appear. You will be prompted whether to configure device, click *Ok* to continue the configuration.



The **Configure Devices** screen displays. Xtend Voice Logger automatically detects the Ailogix voice device. In the **Trunk/Extension Name** field, specify the IP address of the connected line. For example 192.168.11.20. The **Trunk Type** appears as IP Trunk. Call logging begins on the basis of the event specified in the Log Type. By default, **'Handset Up To down'** appears as selected in this box. If you want to change this option then select the related option from the drop-down list. The selected protocol appears as **ISDN PRI**. Press **Next** to save the device settings.

Device	Enable	Device Name	Trunk/Extension Name	Trunk Type	Log Type
1 🥥	V	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 1	192.168.11.20 💌	IP Trunk 💌	Handset Up to Down 💌
2 🥥		Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 2	192.168.11.21 💌	IP Trunk 💌	Handset Up to Down 💌
з 🥥		Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 3	192.168.11.22 💌	IP Trunk 💌	Handset Up to Down 💌
4 🥥		Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 4	192.168.11.23 💌	IP Trunk 💌	Handset Up to Down 💌
5 🥥	~	Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 5	192.168.11.24 💌	IP Trunk 💌	Handset Up to Down 💌
6 🥥		Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 6	192.168.11.25 💌	IP Trunk 💌	Handset Up to Down 💌
7 🥥		Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 7	192.168.11.26 💌	IP Trunk 💌	Handset Up to Down 💌
8 🥥		Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 8	192.168.11.27 💌	IP Trunk 💌	Handset Up to Down 👻
9 🥥		Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 9	192.168.11.28 💌	IP Trunk 💌	Handset Up to Down 💌
10 🥥		Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 10	192.168.11.29 💌	IP Trunk 💌	Handset Up to Down 💌
11 🥥		Ai-Logix Voice Logging (NetTap 1787): Line 1 Chn 11	192.168.11.30 💌	IP Trunk 💌	Handset Up to Down 💌
12 🥥		Ai-Logix Voice Logging (NetTap 1787):	192.168.11.31 💌	IP Trunk 💌	Handset Up to Down 💌

Step 4

The Live Calls window is shown below. The Trunk Name is the IP address that you have provided before. When a call is active the status will be shown in green color.

Trunk Name	Call Time	Caller No	Called No	Туре	Status	
[1] 192.168.11.20					0	
[<mark>2</mark>] 192.168.11.21					0	
[3] 192.168.11.22					0	
[<mark>4</mark>] 192.168.11.23					0	
[5] 192.168.11.24					0	
[<mark>6</mark>] 192.168.11.25					٥	
[7] 192.168.11.26					۵	
[8] 192.168.11.27					0	

Step 5

In the below window a call is active. The Trunk Name, Call Time, Caller No, Called No, Type, Status can be seen. The Type is Outgoing and the Status is connected.

🔁 All						
Total Number of Activ	ve Calls : 1					
Trunk Name	Call Time	Caller No.	Called No.	Туре	Status	
[1] 🚄 Trunk1	13/12/2013 12:52:16 PM		004843066099	Outgoing	4	9 8

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 Ai-Logix board on the PCI slot of the computer?
- Have you installed the AudioCodes Inc. SmartWORKS from the installation CD?
- Have you installed the Soft Recorder from the installation CD?
- Have you copied the License key to C:\Program Files\AudioCodes USA\Soft Recorder?
- 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 the Ai-Logix voice device with the Xtend Voice Logger?
- Have you verified the call status from the Live Calls menu?
- Have you checked that all live calls are being recorded to Xtend Voice Logger?

8. Uninstallation

8.1 Uninstallation of Smartworks:

Step 1.

From Windows, click "Start" button in the lower left corner of the screen, select "Control Panel" then double-click "Add or Remove Programs" icon. Select the "AudioCodes Inc. SmartWORKS", click *Remove*.

🐻 Add or Rei	nove Programs			\mathbf{X}
	Currently installed programs:	Sort by: Name		*
Change or	Adobe Flash Player 10 ActiveX			^
Programs	💋 Adobe Flash Player 10 Plugin			
2	🚰 Adobe PageMaker 6.5	Size	30.62MB	
<u></u>	Adobe Reader 9.2	Size	210.00MB	-
Add <u>N</u> ew Programs	🚑 Adobe SVG Viewer 3.0	Size	4.29MB	-
riograms	🔁 AudioCodes Inc. HPXMedia	Size	11.17MB	
6	Real AudioCodes Inc. SmartWORKS	Size	88.95MB	
Add/Remove	Click here for support information.	Used	rarely	
<u>W</u> indows Components	To change this program or remove it from your computer, click Change or Remove.	Change	Remove	
	🜅 Camtasia Studio 6	Size	70.19MB	
Set Program	V Core FTP Pro 2.1	Size	6.42MB	
Access and	ScorelDRAW Graphics Suite X3	Size	352.00MB	
Deradics	Bye Candy 4000	Size	2.34MB	
	F-PROT Antivirus for Windows - LAN Updates	Size	51.44MB	
	Hotfix for Windows XP (KB942288-v3)			
	📳 hp LaserJet 1010 Series	Size	64.88MB	
	PTML Help Workshop	Size	3.87MB	
	4 IcoFX 1.6.4	Size	3.75MB	200
				~

Step 2

You will be prompted that whether you want to remove **AudioCodes Inc. SmartWORKS** from the computer. Click **Yes** to continue.



Step 3

The AudioCodes Inc. SmartWORKS screen displays. Please wait while Windows configures AudioCodes Inc. SmartWORKS. It will take only a few seconds to complete.

AudioCodes Inc. SmartWORKS		
Please wait while Windows or SmartWORKS	onfigures AudioCodes Inc.	
Time remaining: 23 seconds		
		ancel

Uninstallation of Soft Recorder:

Step 1

From the "Add or Remove Programs" select the "Soft Recorder", click Remove.

Add or Rei	move Programs		
-	Currently installed programs:	ates <u>S</u> ort by: Name	*
Change or Remove	Security Update for Windows Media Encoder (KB979332)	Size	13.65MB
Programs	🔂 Soft Recorder	Size	15.59MB
-	Click here for support information.	Used	<u>rarely</u>
Add <u>N</u> ew Programs	To change this program or remove it from your computer, click Change or Remo	ove. Change	Remove
	B SR9600 Driver	Size	0.01MB
6	O Synergy+	Size	15.86MB
Add/Remove	🛃 TATA Indicom Dialer	Size	9.38MB
<u>W</u> indows Components	C TeamViewer 5	Size	16.81MB
~	UltiDev Cassini Web Server Explorer	Size	0.45MB
	UltiDev Cassini Web Server for ASP.NET 2.0	Size	0.20MB
Set Pr <u>o</u> gram Access and	UltraVNC v1.0.2	Size	3.77MB
Defaults	🔀 VIA Platform Device Manager	Size	1.61MB
	🔀 Windows Installer 3.1 (KB893803)		
	🖉 Windows Internet Explorer 8	Size	4.45MB
	💽 Windows Media Encoder 9 Series	Size	13.57MB
	💽 Windows Media Format 11 runtime		
	🕑 Windows Media Player 11	Size	7.99MB
	aluna	300303A	~

Step 2

You will be prompted that whether you want to remove **AudioCodes Inc. SmartWORKS** from the computer. Click **Yes** to continue.



Step 3

The **AudioCodes Inc.** PHXMedia screen displays. Please wait while Windows configures Soft Recorder. It will take only a few seconds to complete.

Soft Recorder	
Please wait while Windows configures Soft Recorder	
Gathering required information	
Cancel	ן

Uninstallation of WinPcap

Step 1

From the "Add or Remove Programs" select the "WinPcap 4.0.2", click *Change/Remove*.

🐞 Add or Re	emove Programs			
	Currently installed programs:	Sort by: Name		~
Change or Remove	TeamViewer 5	Size	16.81MB	^
Programs	👷 Tortoise5VN 1.5.6.14908 (32 bit)	Size	27.28MB	
1	UltraVNC v1.0.2	Size	3.77MB	
	😡 UniChrome IGP Driver and Utilities	Size	0.11MB	
Add <u>N</u> ew Programs	Windows Media Encoder 9 Series	Size	13.57MB	
Add New Programs Add/Remove Windows Components	📀 Windows Media Format Runtime	Size	5.48MB	
	🕞 WinPcap 4.0.2	Size	0.19MB	
Add/Remove	Click here for support information.	Used	<u>rarely</u>	
Add/Remove Windows Components		Last Used On		
	To change this program or remove it from your computer, click Change/Remove.	Chan	ge/Remove	
•	E WinRAR archiver	Size	3.66MB	
Set Program	👿 WordWeb Pro	Size	16.11MB	
Access and Defaults	% Xtend IVR Standard Edition 3.0.354:4619	Size	96.32MB	
	🔀 Xvid 1.2.2 final uninstall	Size	0.78MB	
	😂 Yahoo! Messenger	Size	27.58MB	
	Search Protection	Size	0.51MB	
	1 Yahoo! Software Update	Size	0.68MB	
	🔀 Yahoo! Toolbar	Size	34.82MB	
	🥖 Zoiper Communicator	Size	11.09MB	-

Step 2

The "WinPcap Uninstall" window appears as below. Click Uninstall to start the uninstallation.

😽 WinPcap 4.0.2 Uninstall	
Uninstall WinPcap 4.0.2 Remove WinPcap 4.0.2 from your computer.	
WinPcap 4.0.2 will be uninstalled from the following folder. Click Uninstall to start the uninstallation.	3
Uninstalling from: C:\Program Files\WinPcap\	
Nullsoft Install System v2.16	Cancel

Once the uninstallation process is over the "Completing the WinPcap 4.0.4 Uninstall Wizard" displays. Click *Finish* to close this wizard.



8.2 Uninstalling Xtend Voice Logger

To uninstall the Xtend Voice Logger application follow the steps below.

Step 1

To shutdown the Xtend Voice Logger, please click the **Manage Devices** link and select **Shutdown**. The **"Shutdown Voice Logger.."** screen displays. Click **Yes** to continue.

🕘 Shutdown		
Shutdov	vn Voice Logger	
	Ok Are you sure ? Ok	

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



Step 3

The Voice Logger is shutdown successfully and the below screen displays.



Right click Xtend Web Server icon from the task bar, a popup with two options "**About**" and "**Shutdown**" will appear. Click "**Shutdown**".



Step 5

Click **Yes** to stop Xtend Web Server on the computer.



Step 6

From Windows, click *Start* in the lower left corner of the screen, select "Settings" then the "Control Panel" option. From the Control Panel screen, double-click the icon "Add or Remove Programs".



First you need to uninstall the "Firebird 2.1.1.17910(WIN32)". Select the same and click *Remove*.

🐻 Add or Re	move Programs					
Add or Remo Change or Remove Programs Add New Programs Add New Components Set Program Access and Defaults	Currently installed programs:		Show up <u>d</u> ates	Sort by: Name	j	*
	人 Acrobat.com	and the	62075	Size	1.67MB	^
	Adobe AIR			Size	204 00MB	
Add or Remo Change or Remove Programs Add New Programs Add/Remove Windows Components Set Program Access and Defaults I	AMD Processor Driver			Size	3.00MB	
	Firebird 2.1.1.17910 (Win32)			Size	17.80MB	
Add or Remo Change or Remove Programs Add New Programs Components Components Set Program Access and Defaults	Click here for support information.			Used	<u>rarely</u>	
	To remove this program from your computer, click Remove.				Remove	
	Firebird/InterBase(r) ODBC driver 2.0			Size	17.80MB	
	🕞 High Definition Audio Driver Package - KB888111					
	B Logger Client 3.0.334:4213			Size	1.29MB	
	🔀 MSI to redistribute MS VS2005 CRT libraries			Size	1.58MB	
	and NVIDIA Drivers			Size	837.00MB	
	nterest SDK			Size	80.04MB	
	🧱 Realtek High Definition Audio Driver			Size	60.70MB	
	影 SR9600 driver for XP			Size	0.00MB	
	H TATA Indicom Dialer			Size	9.38MB	
	間 UltraVNC v1.0.2			Size	3.77MB	
	#믥 Windows Installer 3-1 (KB893803)					~

You will be prompted that, whether you want to completely remove Firebird and all of its components. Click **Yes**.

Add or Re	emove Programs				3
Change or	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name		~
I <u>h</u> ange or Remove Programs	人 Acrobat.com		Size	1.67MB	
Add New	📕 Adobe Reader 9		Size	204.00MB	
	🕿 AMD Processor Driver		Size	3.00MB	
rograms	CorelDRAW Graphics Suite X3		Size	397.00MB	;
1	🛃 Ekiga (remove only)		Size	103.00MB	,
Add/Remove Windows Components	Clic Firebird Uninstall Tor Are you sure you want to	completely remove Firebird and all of its co	Size Used mponents?	16.80MB rarely Remove	
	i Firel i 号 High	s No	Size	16.80MB	
efaults	B Logger Client 3.0.343:4467		Size	1.29MB	:
	📳 Microsoft Visual C++ 2008 Redistributable -	x86 9.0.21022	Size	6.68MB)
	👸 Microsoft Visual Studio 2008 Remote Debuga	ger - ENU	Size	14.69MB	;
	뤵 MSI to redistribute MS VS2005 CRT libraries		Size	1.58MB	,
	SNVIDIA Drivers		Size	837.00MB	;
	n PIKA GrandPrix SDK		Size	13.17MB	\$
			Cino	OC COMP	,

The window "**Remove Shared File?**" displays as below. Click **Yes To All** to remove the shared file from the location **C:\XtendLogger\firebird\UDF**.

Add or Remove	Programs			
Cur	rently installed programs: 📃 Show up <u>d</u> ates Sort by: r	lame		~
hange or Remove	Firebird Uninstall	ize	1.67MB	^
rograms a widd lyew rograms 6 d/Remove yindows mponents 6	Uninstall Status Please wait while Firebird 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 any programs are still using this file and it is removed, those programs may not function properly. If you are unsure, choose No. Leaving the file on your system will not cause any harm. File name: fbudf.dll Leaving: CVM/secont/File/Pird/UDE	ize ize ize ize ed	204.00MB 3.00MB 397.00MB 103.00MB <u>16.80MB</u> rarely Remove 16.80MB	
t Program ccess and Defaults 15 15	English Cancel INVIOLAE DRIVETS PIKA GrandPrix SDK	ize ize ize ize Size	1.29MB 6.68MB 14.69MB 1.58MB 837.00MB 13.17MB	

After the Firebird ODBC driver was successfully removed, the **"Firebird Uninstall**" screen displays. Click **OK**.

	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name		~
nange or temove rograms	Acrobat.com		Size	1.67MB	
1	🔀 Adobe Reader 9		Size	204.00MB	
d New	🗮 AMD Processor Driver		Size	3.00MB	
ograms	ScorelDRAW Graphics Suite X3		Size	397.00MB	
2	🕞 Ekiga (remove only)		Size	103.00MB	
Add/Remove Windows Components	Firebird 2.1.1.1 Takes (up. co) Click here for st To remove this p To remove this p	essfully removed from your computer.	Size Used	16.80MB rarely Remove	1
	了Firebird/InterBat 引 High Definition A	ОК	Size	16.80MB	N. In International State
	B Logger Client 3.0.343:4467		Size	1.29MB	
	🔀 Microsoft Visual C++ 2008 Redistributable - x80	5 9.0.21022	Size	6.68MB	
	🕞 Microsoft Visual Studio 2008 Remote Debugger	- ENU	Size	14.69MB	
	🔂 MSI to redistribute MS VS2005 CRT libraries		Size	1.58MB	
	la NVIDIA Drivers		Size	837.00MB	
	n PIKA GrandPrix SDK		Size	13.17MB	
	A PIKA HMP Low Level SDK		Cina	OC COMD	

Next you need to uninstall **Firebird/Interbase(r) ODBC driver 2.0** from the same list. Click **Remove**.

	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name		*
Change or Remove	人 Acrobat.com		Size	1.67MB	^
Add or Remove Programs Add New Programs Add New Programs Add/Remove Windows Components Set Program Access and Defaults	a Adobe AIR				
Add New Programs	🔀 Adobe Reader 9		Size	204.00MB	
	X AMD Processor Driver		Size	3.00MB	
	Firebird/InterBase(r) ODBC driver 2.0		Size	17.80MB	
-	Click here for support information.		Used	rarely	
Add/Remove Windows Components	To remove this program from your computer, click Remove.			Remove	
	👸 High Definition Audio Driver Package - KB888111				
	🛃 Logger Client 3.0.334:4213		Size	1.29MB	
	🛃 MSI to redistribute MS VS2005 CRT libraries		Size	1.58MB	
Set Pr <u>o</u> gram Access and Defaults	la NVIDIA Drivers		Size	837.00MB	
	nterest SDK		Size	80.04MB	
	🥵 Realtek High Definition Audio Driver		Size	60.70MB	
	😼 SR9600 driver for XP		Size	0.00MB	
	🕞 TATA Indicom Dialer		Size	9.38MB	
	词 UltraVNC v1.0.2		Size	3.77MB	6
	Windows Installer 3.1 (KB893803)				
	🛃 Xtend IVR Standard Edition 3.0.348:4567		Size	95.76MB	~

You will be prompted that, whether you want to completely remove Firebird ODBC Driver and all of its components. Click **Yes** to confirm.

👌 Add or Re	move Programs			0	>
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name		-
C <u>h</u> ange or Remove Programs	ん Acrobat.com		Size	1.67MB	^
Ch.	🔀 Adobe Reader 9		Size	204.00MB	
Add New	🗮 AMD Processor Driver		Size	3.00MB	
Add <u>N</u> ew Programs	ScorelDRAW Graphics Suite X3		Size	397.00MB	
4	📳 Ekiga (remove only)		Size	103.00MB	
Add/Remove <u>Windows</u> Components	Firebird/InterBase(r) ODBC driver 2.0 Firebird ODBC Driver Uninstall Are you sure you want to completely yet	nove Firehird ODBC Driver and all	Size	16.80MB rarely Remove	
Set Program Access and Defaults	15 Yes		a is components.	1.29MB 6.68MB	
	Microsoft Visual Studio 2008 Remote Debugger - ENU	J	Size	14.69MB	
	MSI to redistribute MS VS2005 CRT libraries		Size	1.58MB	
	s NVIDIA Drivers		Size	837.00MB	
	nterit SDK		Size	13.17MB	
	nterest SDK		Size	86.59MB	
	Se Realtek High Definition Audio Driver		Sino	40 70MD	4

After the Firebird ODBC driver was successfully removed, the "Firebird ODBC Driver Uninstall" screen displays. Click **OK**.

🗴 Add or Re	move Programs				
1	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	•	~
Change or Remove Programs	ん Acrobat.com a Adobe AIR		Size	1.67MB	^
Th	📙 Adobe Reader 9		Size	204.00MB	
Add New	🗮 AMD Processor Driver		Size	3.00MB	
Programs	6 CorelDRAW Graphics Suite X3		Size	397.00MB	
-	🔀 Ekiga (remove only)		Size	103.00MB	
9	🕞 Firebird/InterBase(r) ODBC driver 2.0		Size	16.80MB	
dd/Remove <u>W</u> indows omponents	Click here To remove Hinh Defin	stall vas successfully removed from your comp	Used Used	rarely Remove	
et Pr <u>og</u> ram	B Logger Cli		Size	1.29MB	
ccess and Defaults	👸 Microsoft	ОК	Size	6.68MB	L
	👸 Microsoft Visual Studio 2008 Remote Debugge	er - ENU	Size	14.69MB	
	👸 MSI to redistribute MS VS2005 CRT libraries		Size	1.58MB	
	SNVIDIA Drivers		Size	837.00MB	
	n PIKA GrandPrix SDK		Size	13.17MB	
	NIKA HMP Low Level SDK		Size	86.59MB	
	Sealtek High Definition Audio Driver		Cina	60 70MP	~

Step 9

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

🗴 Add or Re	move Programs)(
-	Currently installed programs:	Show updates	Sort by: Name		~
Change or	🔀 Adobe Reader 9	14865 - 4870-9	Size	204.00MB	1
Programs	🕿 AMD Processor Driver		Size	3.00MB	ß
2	😽 High Definition Audio Driver Package - KB888111				
1	🕞 Logger Client 3.0.334:4213		Size	1.29MB	ls.
Add <u>N</u> ew Programs	🚯 MSI to redistribute MS VS2005 CRT libraries		Size	1.58MB	ß
	la NVIDIA Drivers		Size	837.00MB	pa
	NIKA HMP Low Level SDK		Size	80.04MB	E
Add/Remove	K Realtek High Definition Audio Driver		Size	60.70MB	ĕ
omponents	당 SR9600 driver for XP		Size	0.00MB	ē
	TATA Indicom Dialer		Size	9.38MB	B
	텡 UltraVNC v1.0.2		Size	3.77MB	
et Program Access and	 덍 Windows Installer 3.1 (KB893803)				
Defaults	🙀 Xtend IVR Standard Edition 3.0.348:4567		Size	95.76MB	B.
	🕞 Xtend Voice Logger 3.0		Size	69.87MB	
	Click here for support information.		Used	occasionally	
			Last Used On	5/29/2010	
	To remove this program from your computer, click Remove.			Remove	
	🕉 XvoiceTest		Size	472.00MB	

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

å Add or Re	move Programs			
5	Currently installed programs:	Show updates	Sort by: Name	~
Change or Remove Programs	Wicrosoft Visual C++ 2008 Redistributable - x86 9.0.210)22	Size	6.68MB
-	👸 Microsoft Visual Studio 2008 Remote Debugger - ENU		Size	14.69MB
	🔀 MSI to redistribute MS VS2005 CRT libraries		Size	1.58MB
	lange Strategy Strate		Size	837.00MB
riografiis	nterit SDK		Size	13.17MB
6	ntering PIKA HMP Low Level SDK		Size	86.59MB
d/Remove	Xtend Voice Logger Uninstall		• 🛛	60.70MB
<u>W</u> indows omponents	1		•	0.00MB
~	Are you sure you want to completely remove	xtend Voice Logger and all of	its components?	9.38MB
et Pr <u>o</u> gram	Yes	No	e.	3.77MB
ccess and Defaults	IG Xtend IVR Standard Edition 3.0.352:4593		Size	99.38MB
	🛃 Xtend Voice Logger 3.0		Size	75.27MB
et Program ccess and Defaults Xtend IVR Standard Edition 3.0.352:45 Xtend Voice Logger 3.0 Click here for support information.	Click here for support information.		Used g	occasionally
	To remove this program from your computer, click Remo	ve.		Remove
	% XvoiceTest		Size	472.00MB
	🥔 Zoiper Communicator		Size	11.09MB

Step 10

Now browse to C:\and select the folder **XtendLogger**. Right click and select **Delete**.



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



This concludes the uninstallation of Xtend Voice Logger.

CONTENTS

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