



Installation Manual



Xtend Voice Logger

Digital Trunk (Pika)

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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 telephone calls. 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-Digital-ISDN PRI is explained.

Xtend Voice Logger for Digital Trunks is a multi-line voice recording solution that can be used to record telephone conversations occurring on Digital T1/E1 (ISDN PRI, R2MF) trunks. 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.

3. Unpacking

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

- ▶ Installation CD
- ▶ HASP HL Key
- ▶ PIKA Card
- ▶ USB LAN Adapter
- ▶ Patch Panel (RJ45 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. Getting Started

Xtend Voice Logger uses PIKA voice card for its functioning; the parallel line of the PRI should be connected to the PCI Express Voice Card. To get the parallel connection, the PRI line should be connected to the Patch Panel IN. And from the line OUT of the Patch Panel, connect to the EPABX. Take the third connection from the Patch Panel and connect to the Voice Logger.

Installation of Digital Voice Logger is briefly mentioned below:

- ▶ Fix the PIKA board on the PCI Express slot of the computer
- ▶ Install the PIKA voice card driver
- ▶ Install USB LAN driver
- ▶ Connect USB LAN Adapter
- ▶ Copy the Licence key to the specified location
- ▶ Install Voice Logger Software application
- ▶ Connect the HASP
- ▶ Configure Xtend Voice Logger software with hardware
- ▶ Connect PRI Line to the Voice Logger
- ▶ Check Live Calls through the browser interface

5.1. Installation of PIKA HMP Driver

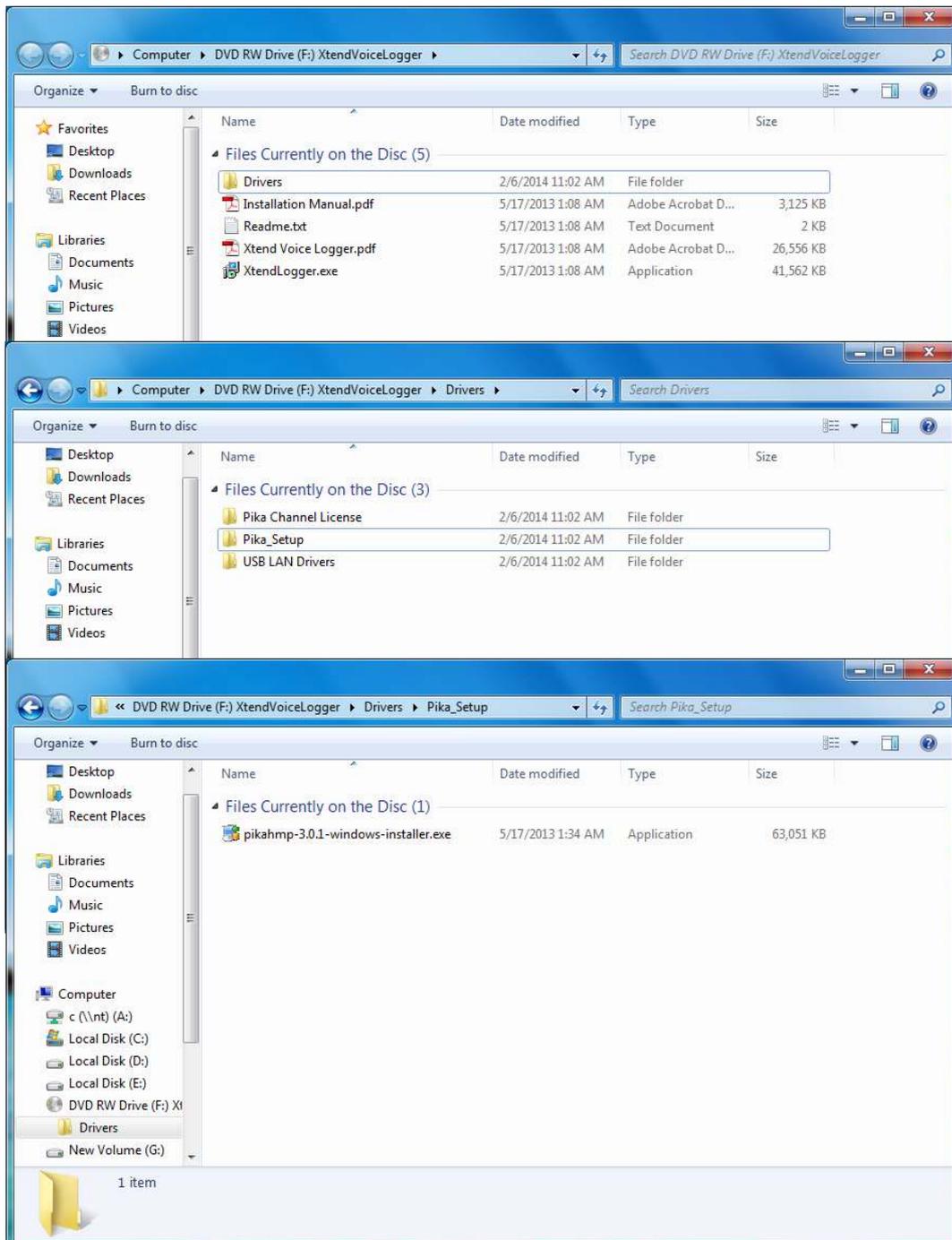
STEP - 1

Shutdown the PC and disconnect it from the power supply before connecting the PIKA card. Now insert the PIKA card in the PCI Express slot of the computer and fix it tightly. Once the PC is restarted, a window appears as shown below. Click *Cancel*.



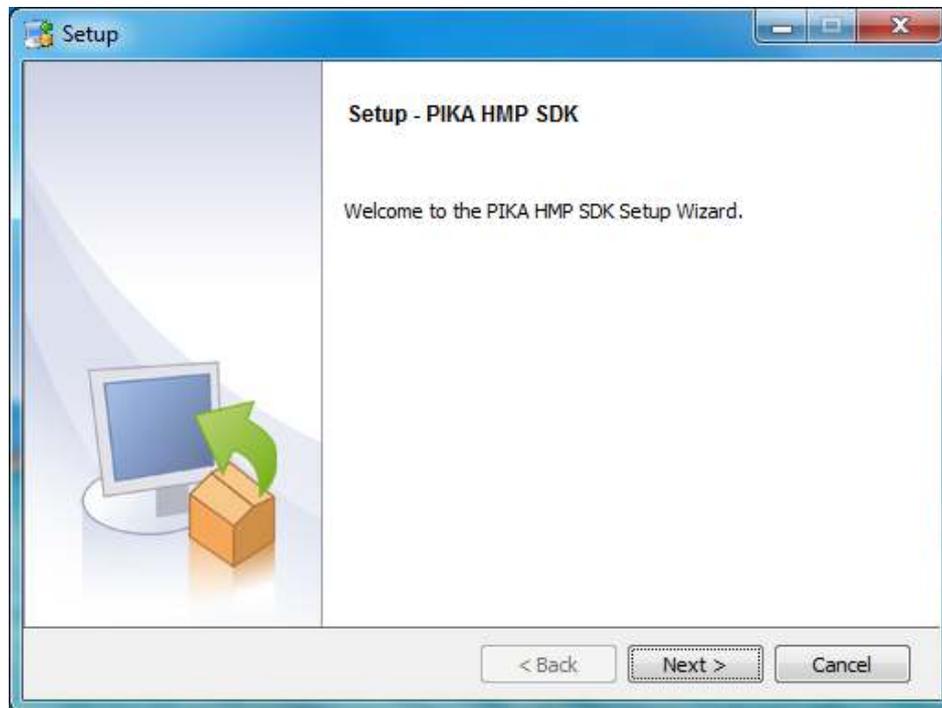
STEP - 2

Insert the installation CD in the CD / DVD drive, open the folder **Drivers**. Now, click **Pika_Setup** and run the setup **pikahmp-3.0.3-windows-installer.exe**.



STEP - 3

Click *Next* to proceed to next window.



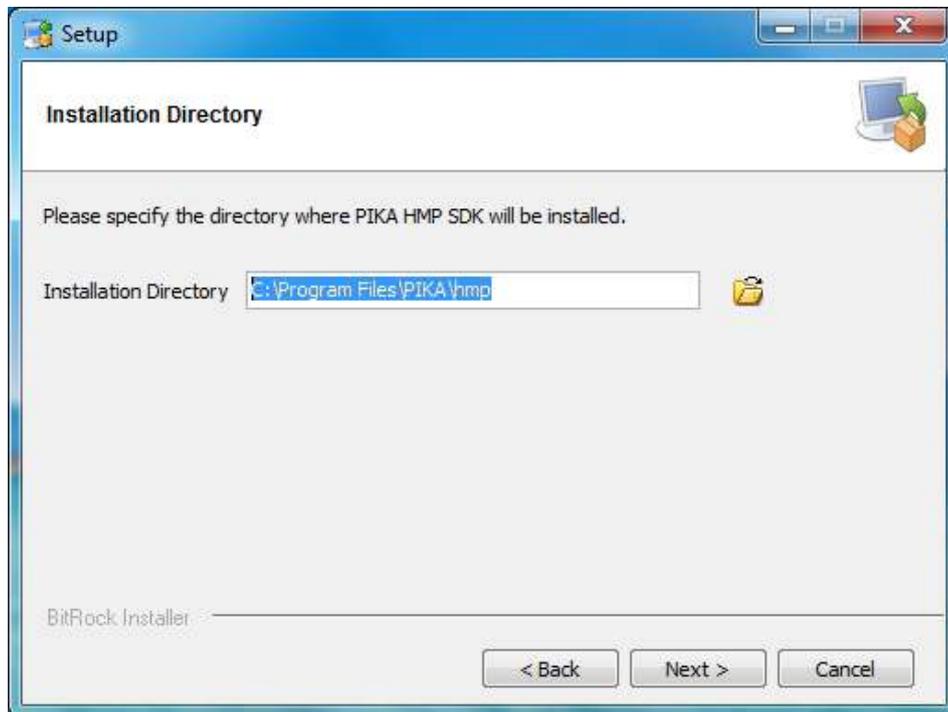
STEP - 4

Read all the information and enable the option "*I accept the agreement*" and click *Next* to continue.

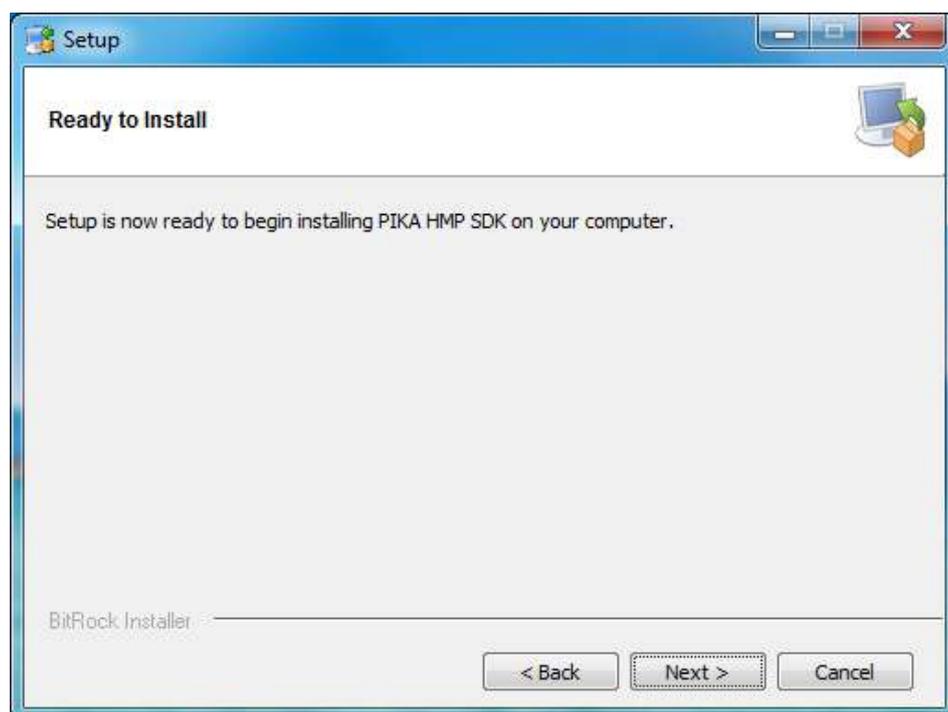


STEP - 5

Proceed with the default path **C:\Program Files\PIKA\hmp** as mentioned in the installation directory, else you can browse the path from the browser. Then, click *Next*.

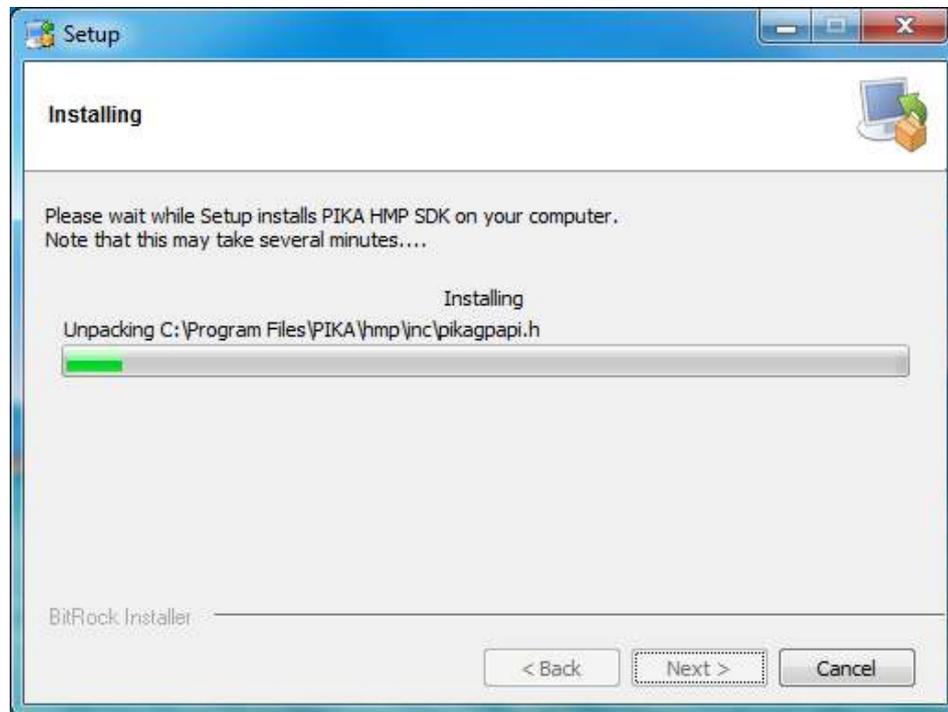


Click *Next* to start installing PIKA HMP SDK on your computer.



STEP - 6

This window shows the installation of PIKA_HMP SDK on your computer.



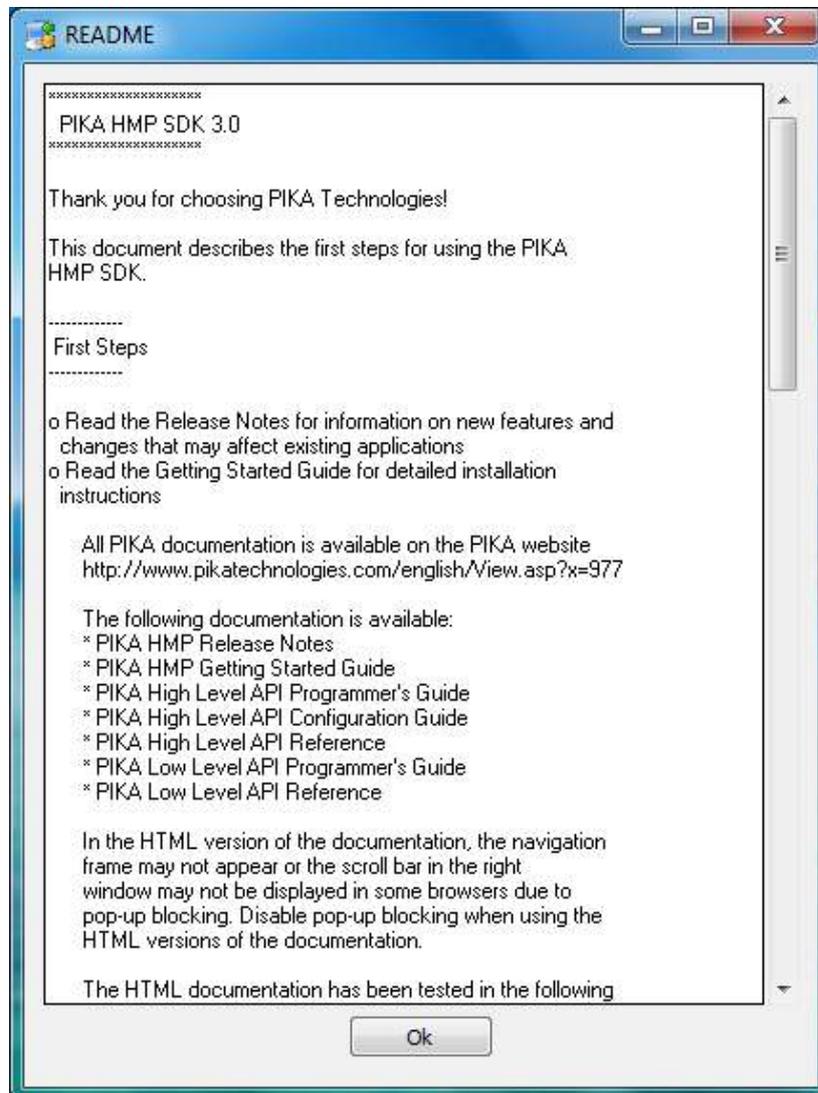
STEP - 7

Once the installation is complete you will get a screen as shown. Click *Finish*.



STEP - 8

Read the document and click *Ok*.



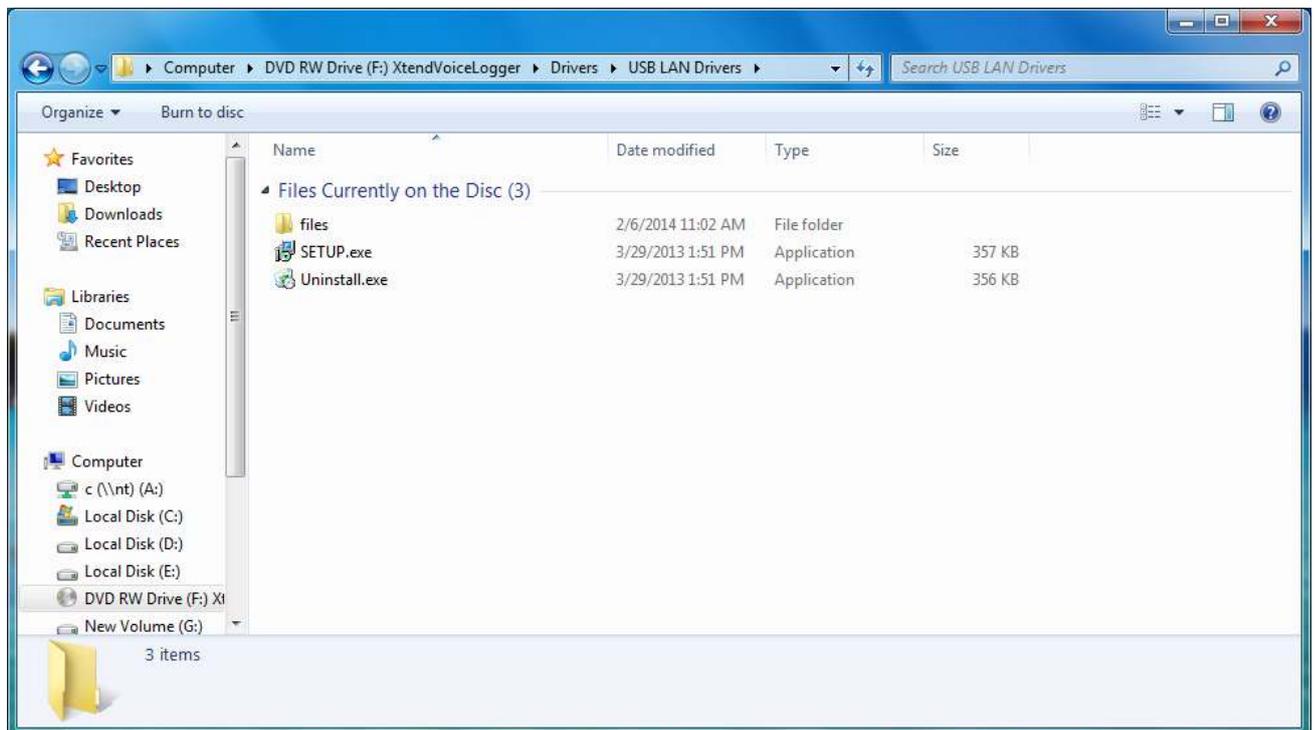
STEP - 9

A dialog box appears as given below asking to restart the computer, click *Yes*.



5.2 Installation of USB LAN Adapter driver

Once the PC restarts, the user has to install USB LAN DRIVER. Open the folder **Drivers** and locate the **USB LAN Drivers** file. Double click the **setup.exe** file to start installation.



The USB LAN adapter will be automatically installed.



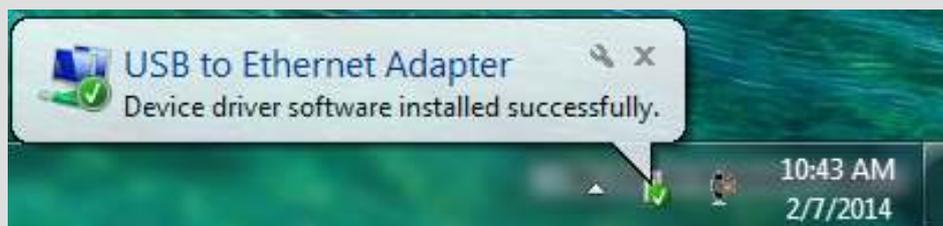
Insert USB LAN Adapter in the USB port

Note: Once the installation of the USB driver is complete, connect the USB LAN Adapter to the USB port. It is preferable to use USB LAN Adapter for safe connection as the Pika License is bounded to the MAC address of the USB LAN Adapter.

When the USB LAN Adapter is connected to the port, a popup will appear as below.



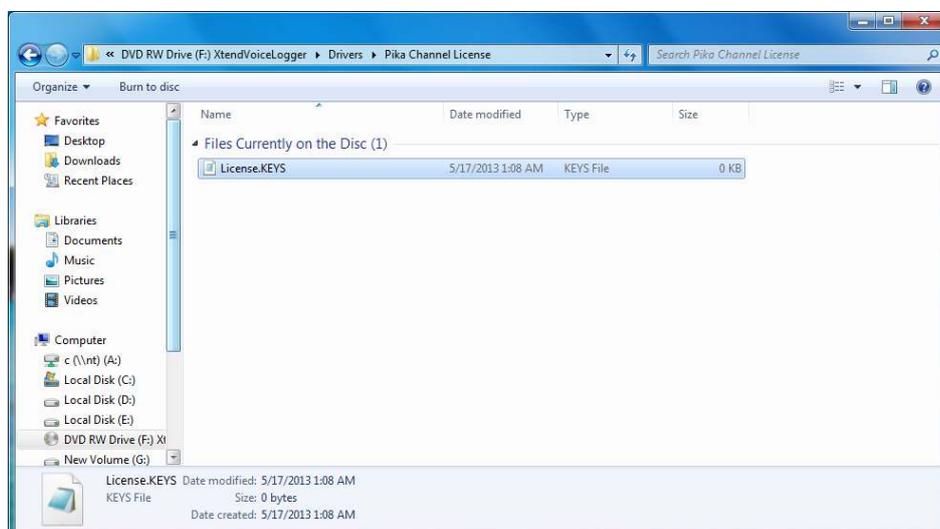
After some time, Message appears as “Device driver software installed successfully.”



PIKA Card Licensing

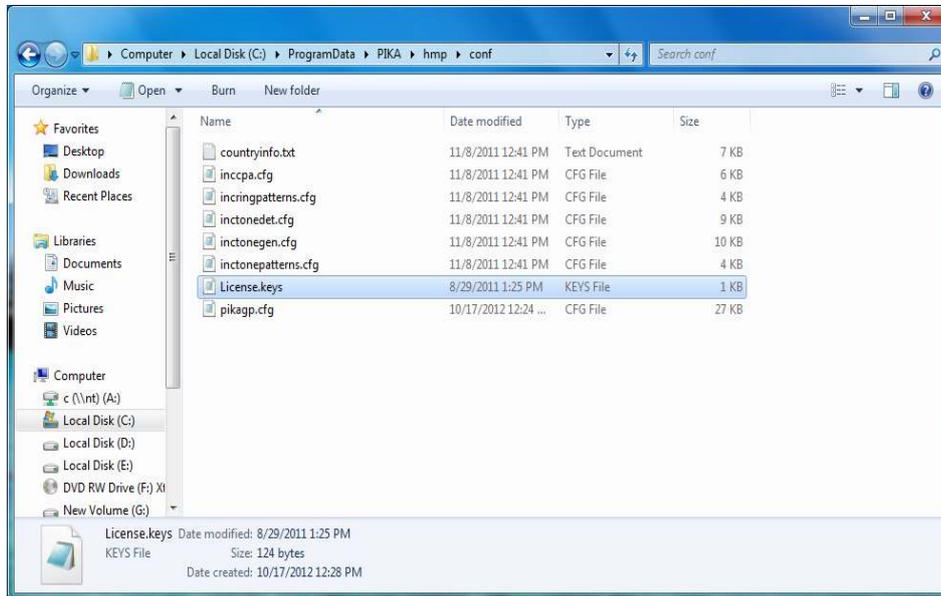
STEP - 1

From the Installation CD, open the folder **Drivers**. Locate the **Pika Channel License** file and copy the **License.KEYS**.



STEP - 2

Go to **Start>Programs>PIKA HMP SDK 3.0>PIKA Data**. Open the folder **conf** and paste the **Licence.KEYS** to this folder.



Note: If the License key is not provided to you, then please contact us.

5.3. Installation of Xtend Voice Logger

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

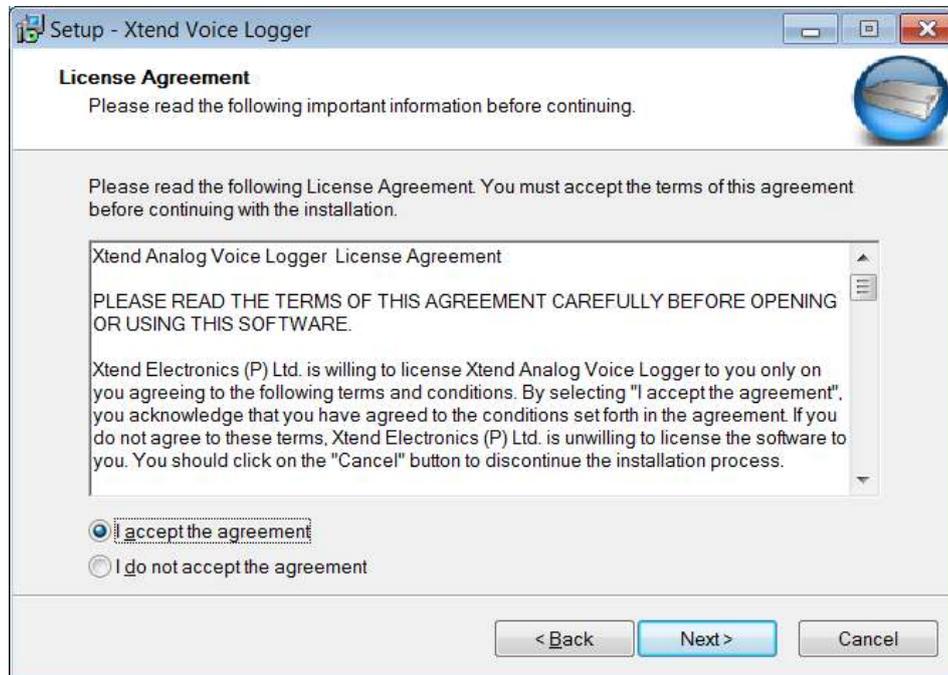
STEP - 1

Run the Xtend Voice Logger setup file, **XtendLogger.exe** from the installation CD. A welcome window appears on the monitor as the first step in the process of installation, click *Next* to continue.



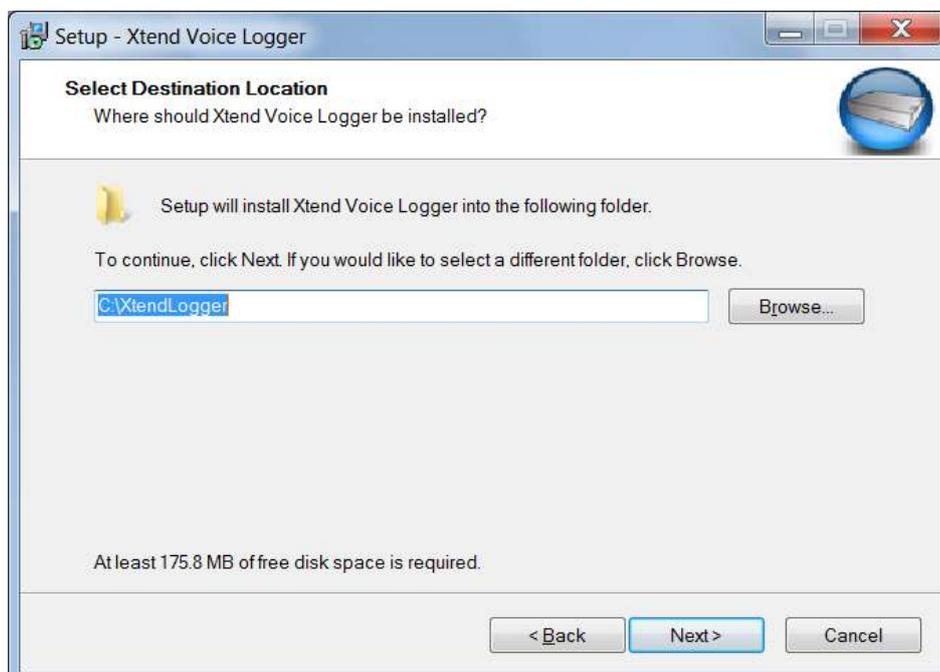
STEP - 2

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



STEP - 3

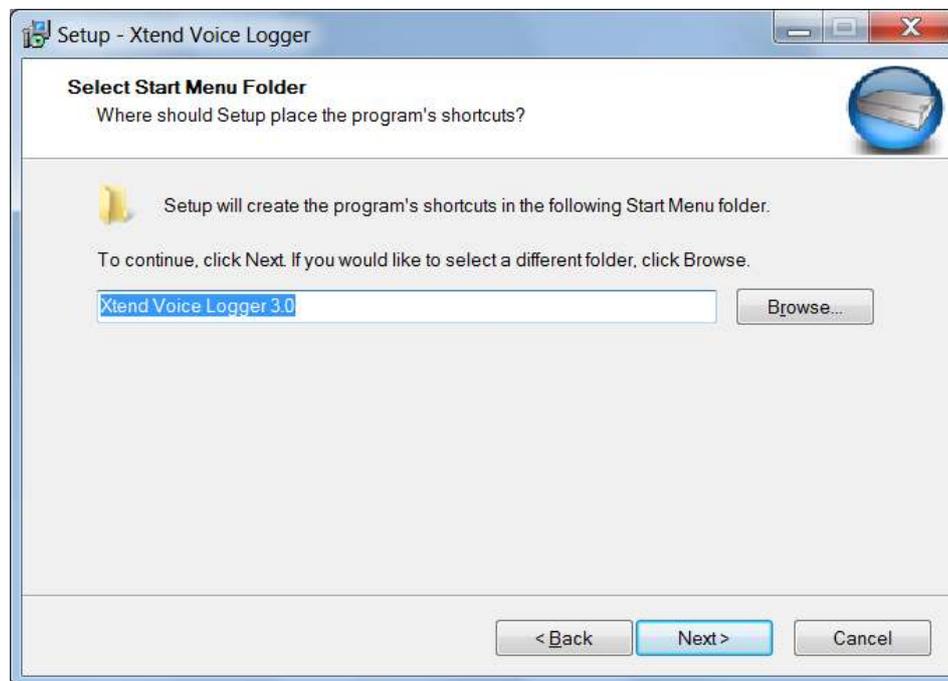
A default installation path "C:\XtendLogger" is mentioned, but if you would like to select a different folder you can click *Browse* and define the path. Click *Next* to continue.



Note: There should be 175.8 MB free disk to install the Xtend Voice Logger in your computer.

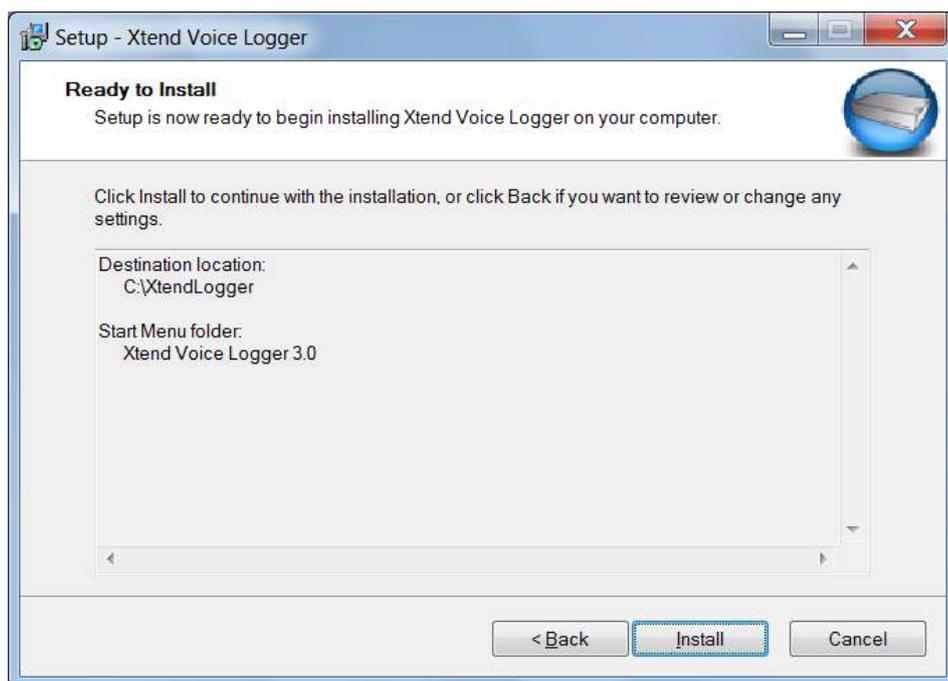
STEP - 4

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



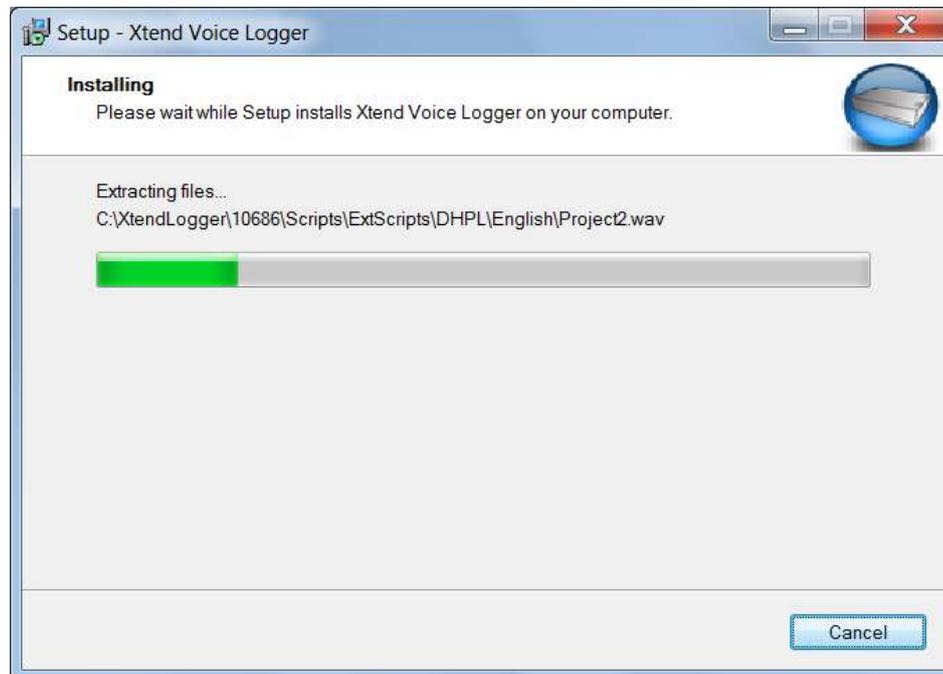
STEP - 5

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



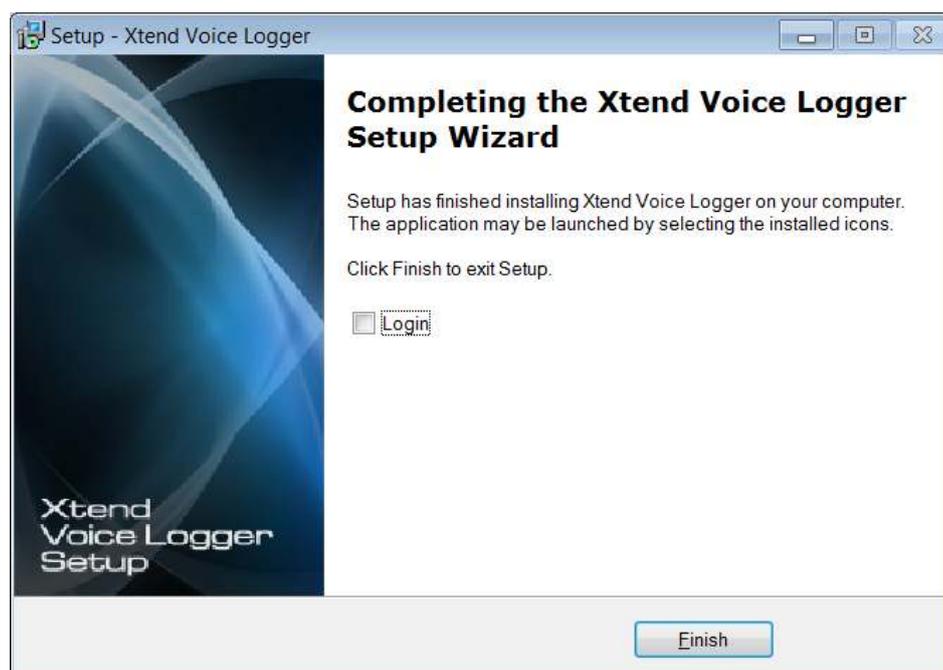
STEP - 6

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.



STEP - 7

After completing the installation of Xtend Voice Logger in your computer, a window appears as below. Click *Finish*.



5.4. Connecting HASP to USB port

The Xtend Voice Logger Software 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.



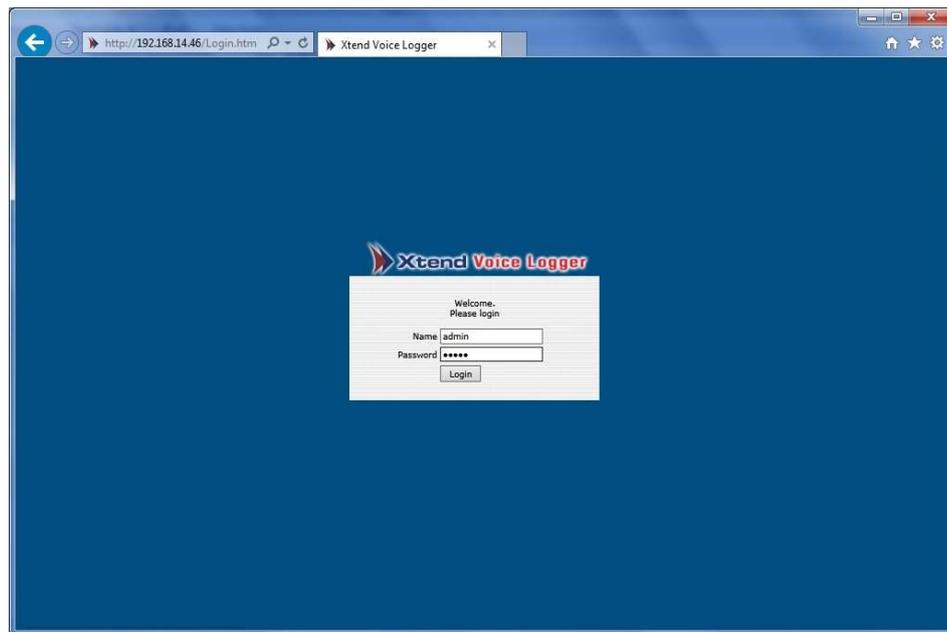
When the new hardware is installed and ready to use, you will see a red light glowing inside the HASP.



5.5. Configure Xtend Voice Logger Software with Hardware

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

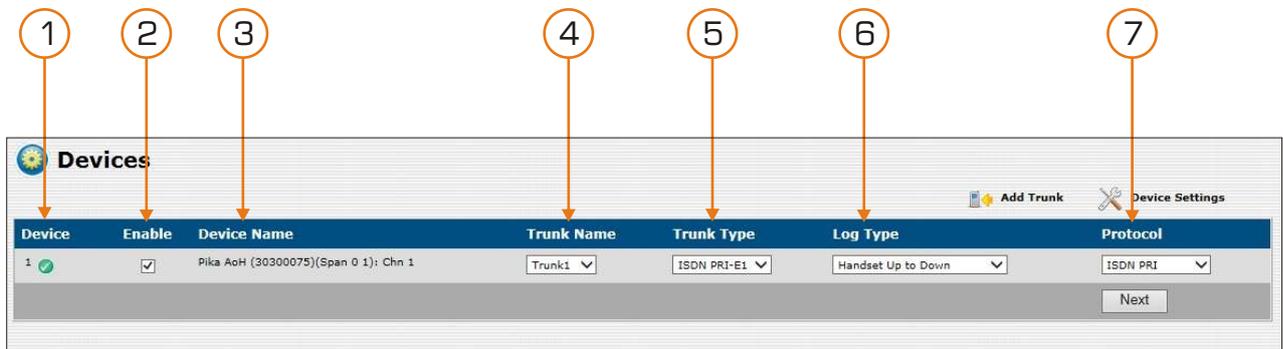
Go to **Start Menu>Programs>Xtend Voice Logger 3.0>Login**. Default **"Name"** and **"Password"** is "admin", click *Login*.



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



Xtend Voice Logger automatically detects the Pika voice device.



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

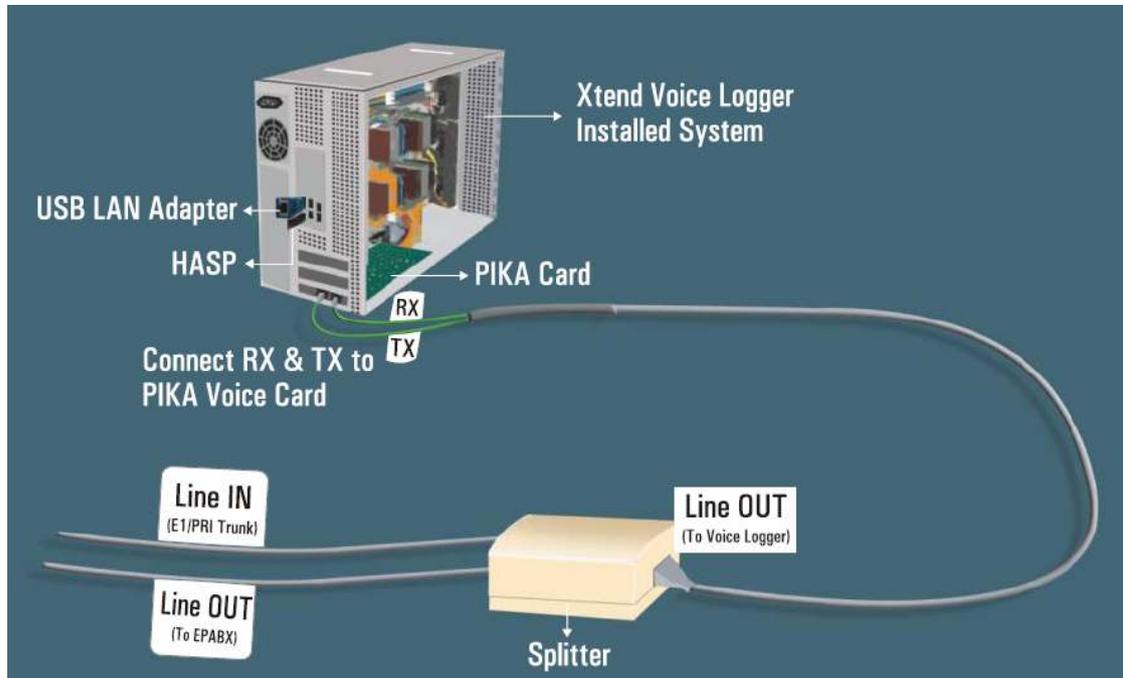
1. Displays the number of voice cards detected.
2. Click on the check box to enable the trunk.
3. Shows the name of the connected device with serial number of the device.
4. Keep the default Trunk name as it is, or in case if you desire you can give a new trunk name.
5. By default the Trunk Type appears 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.

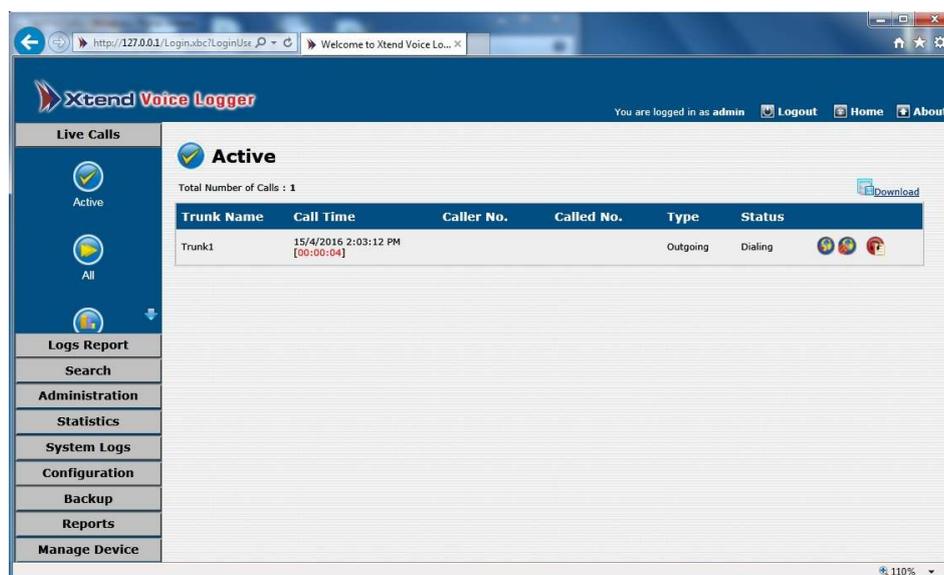
5.6. Connecting the PRI Line to the Voice Logger

The ISDN PRI Line is connected to the Voice Logger from the EPABX.



5.7. Checking Live Calls in the browser interface

The below window shows the Live Calls. It shows Total Number of Calls, Trunk Name, Call Time, Caller No., Called No., Type and Status.



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 PIKA board on the PCI express slot of the computer?
- ▶ Have you installed the PIKA driver from the installation CD?
- ▶ Have you installed the USB LAN driver and is it connected to USB port?
- ▶ Have you copied the License key to the specified location?
- ▶ 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?
 - From Telecom Line
 - To EPABX
 - To Voice Logger
- ▶ Have you connected the Transmit and Receive connectors to the socket of PIKA board?
- ▶ Have you configured the PIKA voice 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.

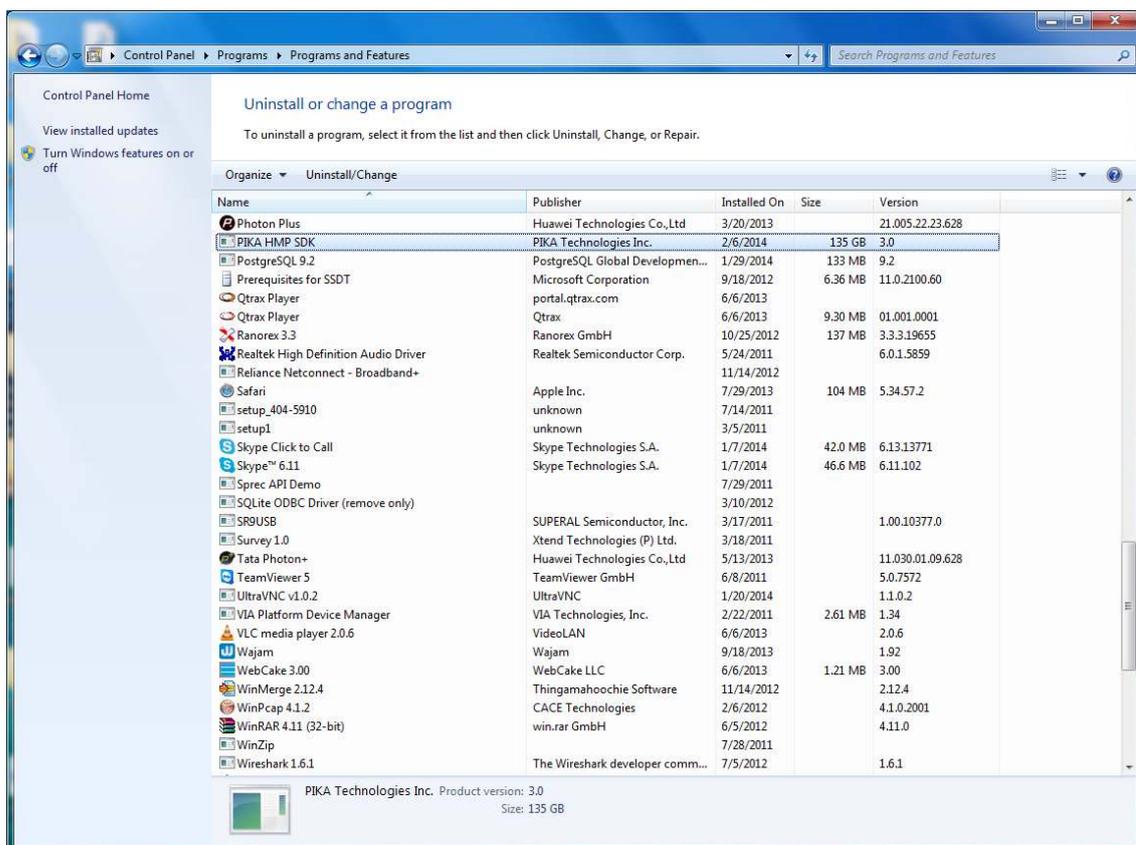
7. Uninstallation

7.1. Uninstallation of PIKA HMP Driver

Follow the steps below for uninstallation:

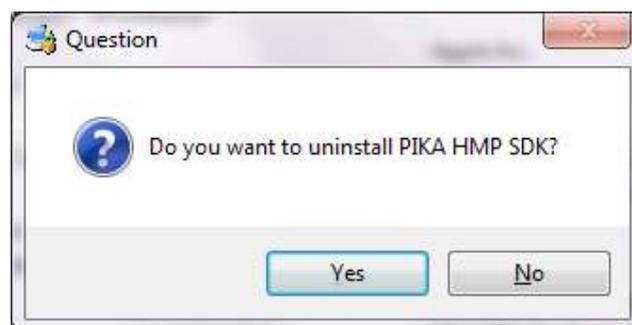
STEP - 1

Go to **Start>Control Panel>Uninstall a program** and select **PIKA HMP SDK**. Then click *Uninstall/Change*.



STEP - 2

Click *Yes* to uninstall PIKA.



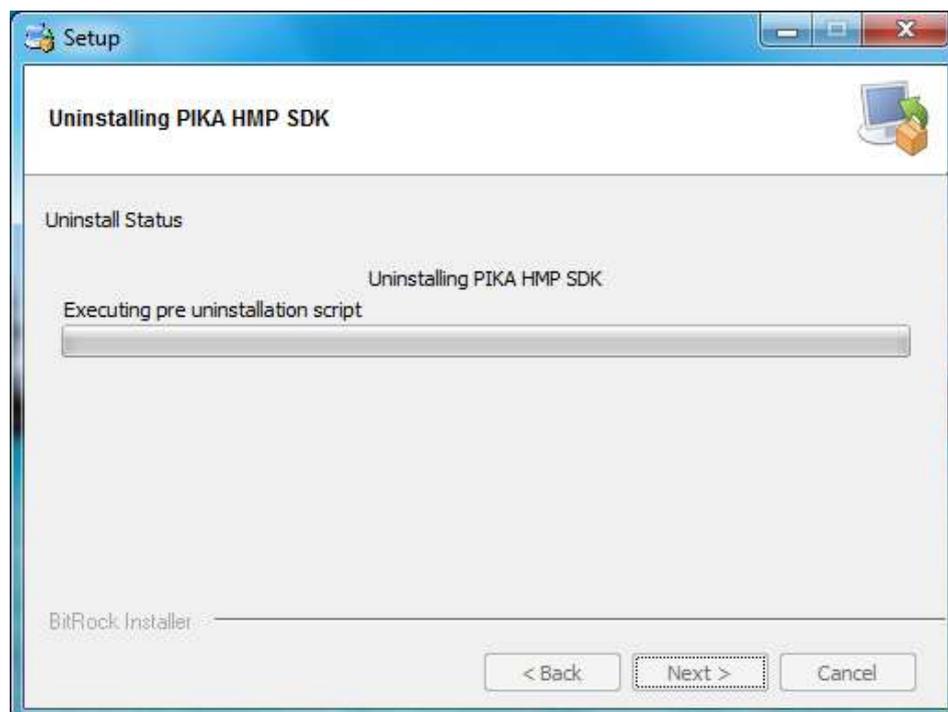
STEP - 3

Click *Yes* again at the next prompt.



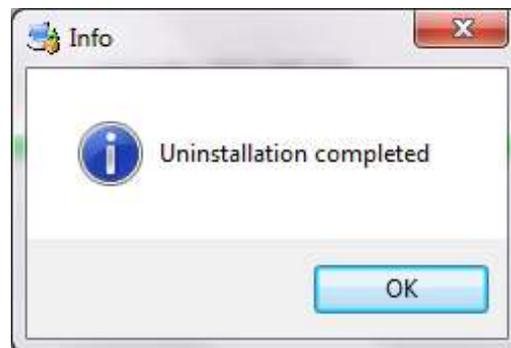
STEP - 4

Please wait for the uninstallation to get completed.



STEP - 5

A prompt appears as shown below after successful installation. Click *OK*.



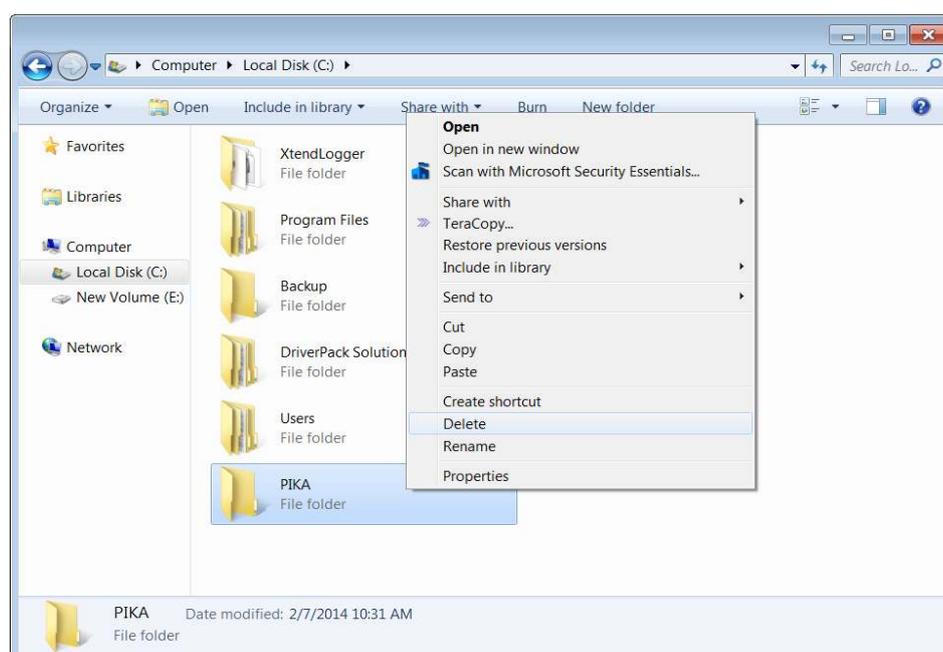
STEP - 6

A dialog box appears for getting confirmation of restarting the computer. Click *Yes* to restart the computer.



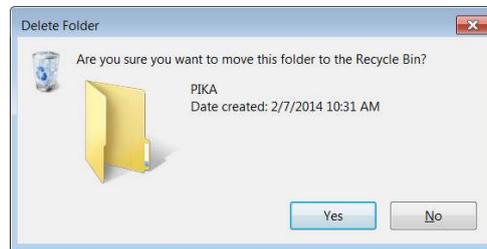
STEP - 7

Once the computer is restarted, go to **C:\Program Files** and select **PIKA**. Right click and select *Delete*.



STEP - 8

Again, click *Yes* to confirm the deletion of the folder to recycle bin.



7.2. Uninstallation of Xtend Voice Logger

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 & re-installation of the product.

STEP - 1

Take backup of logged files, if required. Before starting the uninstallation process, close Xtend Voice Logger and shutdown Xtend Web Server running in the system. To do so, go to 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

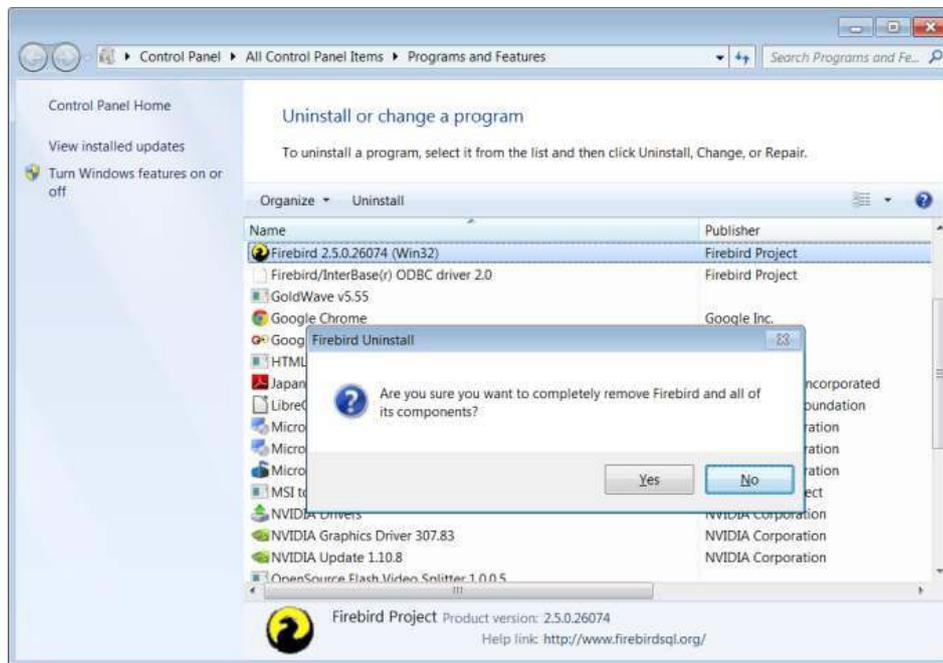
Go to **Start>Control Panel>Uninstall a program**, all the currently installed programs will be displayed on the monitor.



Click the icon named **Firebird 2.5.0.26074 (Win32)** to select this particular program for uninstallation. Click *Uninstall* button to delete this program.

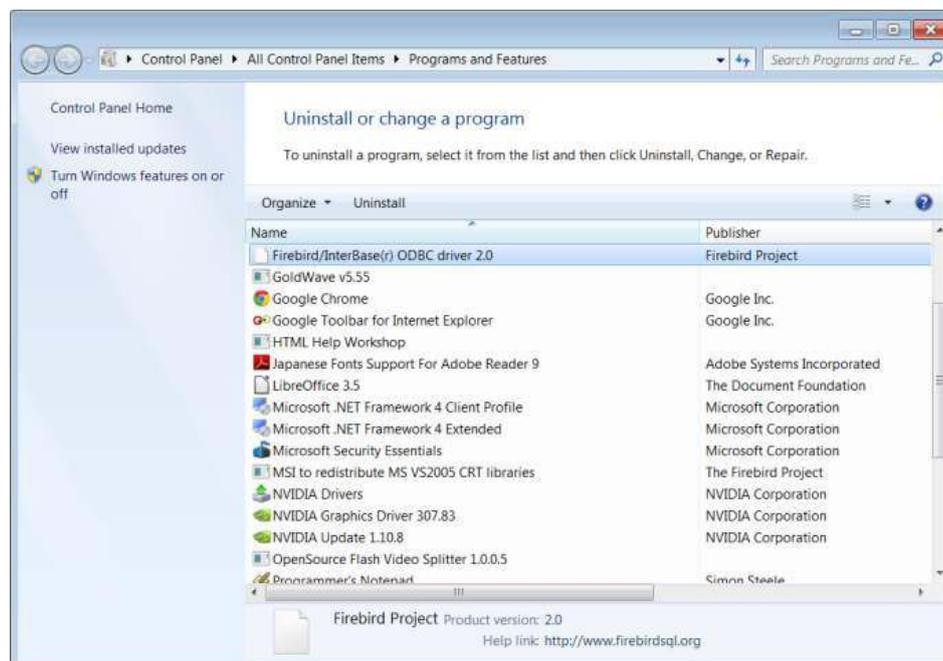
STEP - 3

Click *Yes* to uninstall the program.



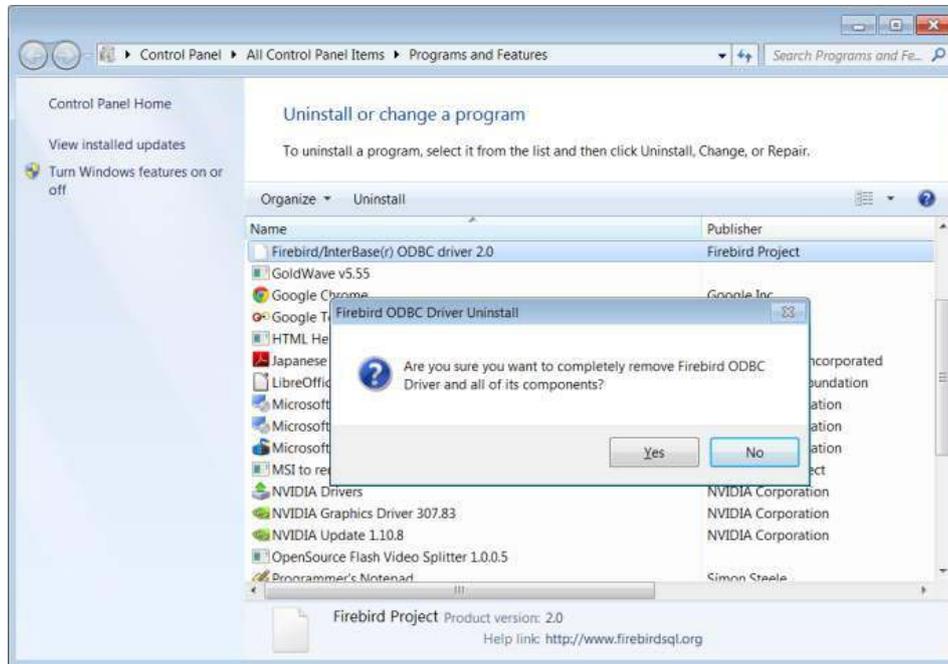
STEP - 4

Select **Firebird/InterBase(r) ODBC driver 2.0** for uninstallation. Click *Uninstall* button.



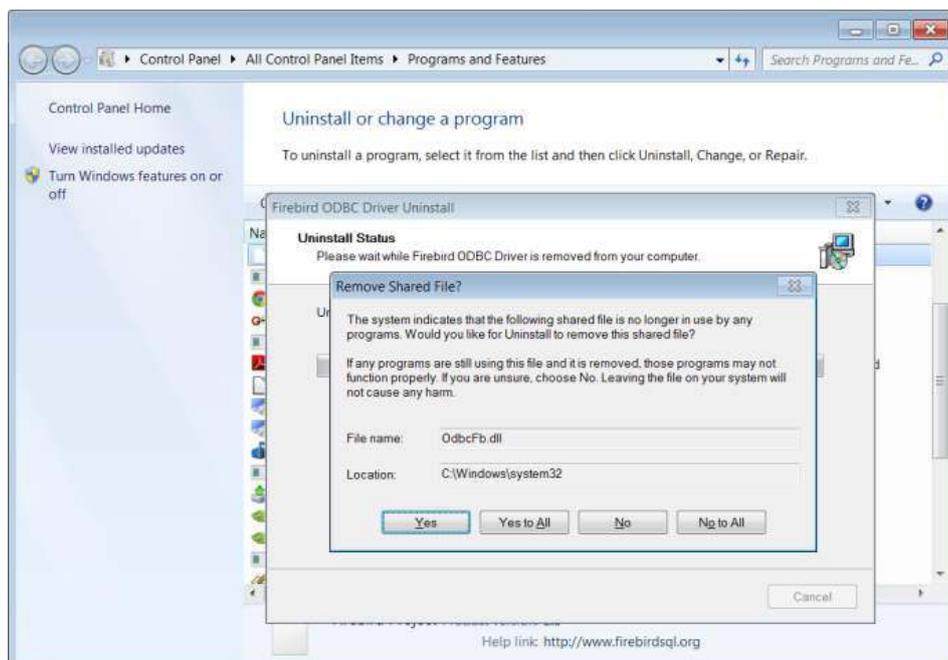
STEP - 5

Click *Yes* to delete Firebird ODBC driver and all its components from the system.



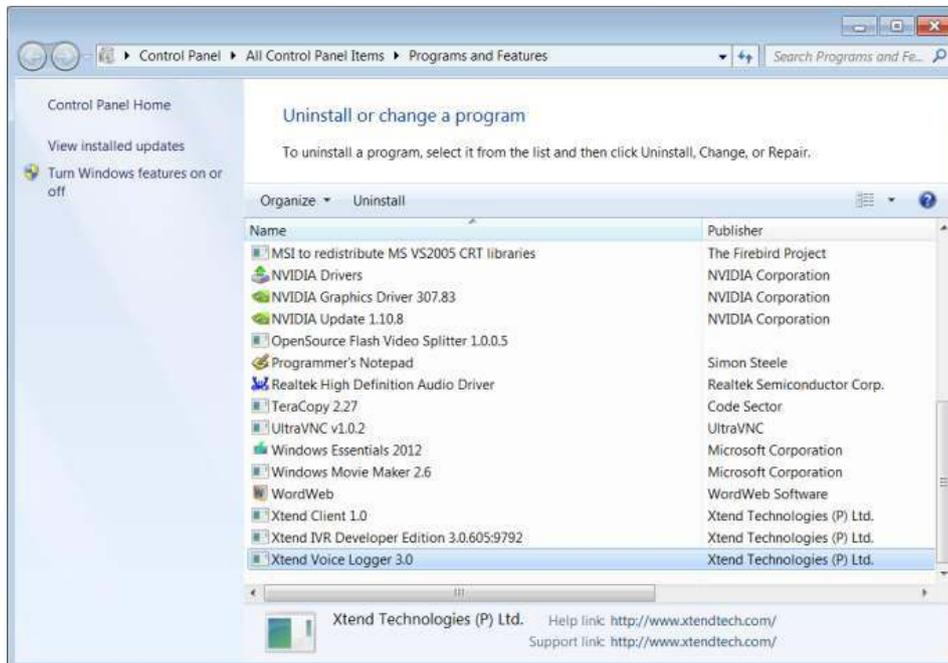
STEP - 6

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



STEP - 7

Select the program for **Xtend Voice Logger 3.0** in the Add or Remove Programs list. Click *Uninstall* to uninstall the Xtend Voice Logger from the system.



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.



8. Contact Us



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