

# 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 Vocie 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 multichannel 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*.



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**.

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👝 Local Disk (D:)							
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New Volume (G:)							
1 item							

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.

🔏 Setup		
License Agreement		<b>_</b>
Please read the following continuing with the instal	License Agreement. You must accept the terms lation.	s of this agreement before
PIKA Software Lice	nse Agreement (Revised September	30, 2010)
IMPORTANT - READ O	AREFULLY	
This PIKA Software ("License Agreemer its wholly owned subsidiary,	License Agreement constitutes a ht") between you and PIKA Technolo PIKA Technologies Europe BV. ("P	legal agreement ogies Inc. and IKA") for the +
Do you accept this license	e? I do not accept the agreement	
BitRock Installer		
	< Back Ne	ext > Cancel

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*.

诸 Setup	
Installation Directory	<b>S</b>
Please specify the directory where PIKA HMP SDK will be installed.	
Installation Directory C:\Program Files\PIKA\hmp	6
BitRock Installer	
Sack Ne	ext > Cancel

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



Setup

Installing

Please wait while Setup installs PIKA HMP SDK on your computer.
Note that this may take several minutes....

Installing
Unpacking C:\Program Files\PIKA\hmp\inc\pikagpapi.h

BitRock Installer

< Back Next > Cancel

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*.



Read the document and click *Ok*.

🖁 README	- 🗆 💌 X
**********	
PIKA HMP SDK 3.0	Ê
Thank you for choosing PIKA Technologies!	
This document describes the first steps for using the PIKA HMP SDK.	E
First Steps	
o Read the Release Notes for information on new features and changes that may affect existing applications o Read the Getting Started Guide for detailed installation instructions	
All PIKA documentation is available on the PIKA website http://www.pikatechnologies.com/english/View.asp?x=977	
The following documentation is available: * PIKA HMP Release Notes * PIKA HMP Getting Started Guide * PIKA High Level API Programmer's Guide * PIKA High Level API Configuration Guide * PIKA High Level API Reference * PIKA Low Level API Reference * PIKA Low Level API Reference	
In the HTML version of the documentation, the navigation frame may not appear or the scroll bar in the right window may not be displayed in some browsers due to pop-up blocking. Disable pop-up blocking when using the HTML versions of the documentation.	
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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.

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E Recent Places	😽 SETUP.exe	3/29/2013 1:51 PM	Application	357 KB		
	🛃 Uninstall.exe	3/29/2013 1:51 PM	Application	356 KB		
Libraries						
Documents						
J Music						
VIGEOS						
Computer						
🚽 c (\\nt) (A:)						
🏭 Local Disk (C:)						
👝 Local Disk (D:)						
👝 Local Disk (E:)						
🕑 DVD RW Drive (F:) XI						
👝 New Volume (G:) 🛛 🔻						

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**.

rganize ■ Burn to disc	UVD RW Driv	e (F:) XtendVoiceLogger 🕨 Drivers 🕨 Pika	Channel License	▼ + <sub>j</sub>	Search Pika Channel License	
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	Computer c (\\nt) (A:) Local Disk (C:) Local Disk (D:) Local Disk (E:) DVD RW Drive (F:) XI					

Contents

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

					0++	e
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🕇 Favorites 🕺	Name	Date modified	Туре	Size		
E Desktop	countryinfo.txt	11/8/2011 12:41 PM	Text Document	7 KB		
🚺 Downloads	inccpa.cfg	11/8/2011 12:41 PM	CFG File	6 KB		
🖳 Recent Places	incringpatterns.cfg	11/8/2011 12:41 PM	CFG File	4 KB		
	inctonedet.cfg	11/8/2011 12:41 PM	CFG File	9 KB		
Libraries	inctonegen.cfg	11/8/2011 12:41 PM	CFG File	10 KB		
Documents	inctonepatterns.cfg	11/8/2011 12:41 PM	CFG File	4 KB		
J Music	🚺 License.keys	8/29/2011 1:25 PM	KEYS File	1 KB		
E Pictures	i pikagp.cfg	10/17/2012 12:24	CFG File	27 KB		
H Videos						
🖳 Computer						
🖵 c (\\nt) (A:)						
🏭 Local Disk (C:)						
👝 Local Disk (D:)						
👝 Local Disk (E:)						
🕐 DVD RW Drive (F:) XI						
👝 New Volume (G:) 🍷						
License keys	ate modified: 8/20/2011 1-25 DM					

**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.



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

etup - Xtend Voice Logger	
License Agreement Please read the following important information before continuing.	
Please read the following License Agreement. You must accept the terms of this as before continuing with the installation.	greement
Xtend Analog Voice Logger License Agreement	
PLEASE READ THE TERMS OF THIS AGREEMENT CAREFULLY BEFORE OP OR USING THIS SOFTWARE.	
Xtend Electronics (P) Ltd. is willing to license Xtend Analog Voice Logger to you or you agreeing to the following terms and conditions. By selecting "I accept the agre you acknowledge that you have agreed to the conditions set forth in the agreement do not agree to these terms. Xtend Electronics (P) Ltd. is unwilling to license the so you. You should click on the "Cancel" button to discontinue the installation process	nly on sement", nt. If you oftware to s.
●I accept the agreement	
○ I do not accept the agreement	
< <u>B</u> ack Next>	Cancel

#### 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.

Select Destination Location		G
Where should Xtend Voice Logger be	installed?	
Setup will install Xtend Voice L	ogger into the following folder.	
To continue, click Next. If you would like	e to select a different folder, cli	ck Browse.
C:\XtendLogger		B <u>r</u> owse
At least 175.8 MB of free disk space is	required.	

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

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

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 N	Nenu folder.
I o continue, click Next. If you would like to select a different folder, click Xtend Voice Logger 3.0	Browse.
< <u>B</u> ack	Next > Cancel

#### STEP - 5

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

Ready to In:	stall				6
Setup is no	ow ready to begin instal	ling Xtend Voice L	ogger on your cor	nputer.	
Click Insta settings.	I to continue with the ins	tallation, or click B	ack if you want to	eview or change a	iny
Destinatio C:\Xten	n location: dLogger				*
Start Men Xtend	ı folder: /oice Logger 3.0				
					Ŧ
*					Þ.

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	0
Please wait while Setup installs Xtend Voice Logger on your computer.	
Extracting files	
C:\XtendLogger\10686\Scripts\ExtScripts\DHPL\English\Project2.wav	
	Cancel

### STEP - 7

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



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# 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*.

Ok Configure Device ? Ok	

2 З 5 6 4 Oevices 📲 👍 Add Trunk Device Name Device Fnabl Trunk Na Trunk Type Log Type Pika AoH (30300075)(Span 0 1); Chn 1 Trunk1 🗸 1 🕥 ISDN PRI-E1 🗸 Handset Up to Down ~ ~ ISDN PRI ~ Next

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.

← → http://127.0.0.1/	Login.xbc?LoginUse 🔎 🗸	C >> Welcome to Xtend Voi	ce Lo ×					• ★ ☆
Xcend Vo	ice Logger			You ar	e logged in as ad	lmin 😈 Logi	out 🗃 He	ome 💽 About
Live Calls	<b>A</b>							
	🧭 Active							
Active	Total Number of Calls	:1						Download
	Trunk Name	Call Time	Caller No.	Called No.	Туре	Status		
	Trunk1	15/4/2016 2:03:12 PM [00:00:04]			Outgoing	Dialing	6	•
All								
<b>A</b> •								
( <u>(</u> ) `								
Logs Report								
Search								
Administration								
Statistics								
System Logs								
Configuration								
Backup								
Reports								
Manage Device								
								🔍 110% 🔻

### 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*.

Control Panel Home	Delense Inc. 12 control a communication					
	Uninstall or change a program					
View installed updates	To uninstall a program, select it from the list	and then click Uninstall, Change, or Repair.				
Turn Windows features on or						
off	Organize - Uninstall/Change					
	Name	Publisher	Installed On	Size	Version	
			a ran ran a	5120	21.005.00.00 C00	
	Photon Plus	Huawei Technologies Co.,Ltd	3/20/2013	135.00	21.005.22.23.028	
		PIKA Technologies Inc.	2/0/2014	135 GB	3.0	
	PostgresQL 9.2	PostgreSQL Global Developmen	1/29/2014	133 MB	9.2	
	Prerequisites for SSD1	Microsoft Corporation	9/18/2012	6.36 MB	11.0.2100.60	
	Qtrax Player	portal.qtrax.com	6/6/2013			
	O Qtrax Player	Qtrax	6/6/2013	9.30 MB	01.001.0001	
	Kanorex 3.3	Ranorex GmbH	10/25/2012	137 MB	3.3.3.19655	
	Realtek High Definition Audio Driver	Realtek Semiconductor Corp.	5/24/2011		6.0.1.5859	
	Reliance Netconnect - Broadband+		11/14/2012			
	Safari	Apple Inc.	7/29/2013	104 MB	5.34.57.2	
	setup_404-5910	unknown	//14/2011			
	setup1	unknown	3/5/2011	122		
	Skype Click to Call	Skype Technologies S.A.	1/7/2014	42.0 MB	6.13.13771	
	Skype™ 6.11	Skype Technologies S.A.	1/7/2014	46.6 MB	6.11.102	
	Sprec API Demo		7/29/2011			
	SQLite ODBC Driver (remove only)		3/10/2012			
	SR9USB	SUPERAL Semiconductor, Inc.	3/17/2011		1.00.10377.0	
	Survey 1.0	Xtend Technologies (P) Ltd.	3/18/2011			
	Tata Photon+	Huawei Technologies Co.,Ltd	5/13/2013		11.030.01.09.628	
	TeamViewer 5	TeamViewer GmbH	6/8/2011		5.0.7572	
	UltraVNC v1.0.2	UltraVNC	1/20/2014		1.1.0.2	
	VIA Platform Device Manager	VIA Technologies, Inc.	2/22/2011	2.61 MB	1.34	
	📥 VLC media player 2.0.6	VideoLAN	6/6/2013		2.0.6	
	🕕 Wajam	Wajam	9/18/2013		1.92	
	WebCake 3.00	WebCake LLC	6/6/2013	1.21 MB	3.00	
	WinMerge 2.12.4	Thingamahoochie Software	11/14/2012		2.12.4	
	🞯 WinPcap 4.1.2	CACE Technologies	2/6/2012		4.1.0.2001	
	WinRAR 4.11 (32-bit)	win.rar GmbH	6/5/2012		4.11.0	
	WinZip		7/28/2011			
	Wireshark 1.6.1	The Wireshark developer comm	7/5/2012		1.6.1	

### STEP - 2

Click Yes to uninstall PIKA.



Click *Yes* again at the next prompt.

•	a backup directory .bakX (where X is the newest backup number) in the installation directory. Other related files, such as log files, configuration files, and license files also remain on the computer.
	WARNING - Activated licenses that are deleted cannot be reused without contacting PIKA Customer Care. Delete license files ONLY if they are no longer needed.
	Do you want the installation directory, all subdirectories (including the the source code backup directories), and all related files on the computer removed?

### STEP - 4

Please wait for the uninstallation to get completed.

Setup	
Uninstalling PIKA HMP SDK	<b>S</b>
Uninstall Status	
Uninstalling PIKA HMP SDK	
Executing pre uninstallation script	
BitRock Installer	
< Back Next :	> Cancel

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*.



Contents

Delete Folder

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.

Click Yes to uninstall the program.



### STEP - 4

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

Control Panel Home View installed updates Turn Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and then cl	ick Uninstall, Change, or Repair.
off	Organize - Uninstall	§≣ • (
	Name	Publisher
	Firebird/InterBase(r) ODBC driver 2.0	Firebird Project
	GoldWave v5.55	
	😨 Google Chrome	Google Inc.
	Geogle Toolbar for Internet Explorer	Google Inc.
	HTML Help Workshop	
	Lapanese Fonts Support For Adobe Reader 9	Adobe Systems Incorporated
	LibreOffice 3.5	The Document Foundation
	Microsoft .NET Framework 4 Client Profile	Microsoft Corporation
	Microsoft .NET Framework 4 Extended	Microsoft Corporation
	Microsoft Security Essentials	Microsoft Corporation
	MSI to redistribute MS VS2005 CRT libraries	The Firebird Project
	SNVIDIA Drivers	NVIDIA Corporation
	NVIDIA Graphics Driver 307.83	NVIDIA Corporation
	Several Alter Alte	NVIDIA Corporation
	CopenSource Flash Video Splitter 1.0.0.5	
	14 A	Cincer Parela

- C × Control Panel • All Control Panel Items • Programs and Features ✓ 4 Search Programs and Fe. Control Panel Home Uninstall or change a program View installed updates To uninstall a program, select it from the list and then click Uninstall, Change, or Repair. 😵 Turn Windows features on or H · 0 Organize · Uninstall Publisher Name Firebird/InterBase(r) ODBC driver 2.0 Firebird Project GoldWave v5.55 Google Inc Google Chrome Google T Firebird ODBC Driver Uninstall HTML He orporated Mapanese Are you sure you want to completely remove Firebird ODBC Driver and all of its components? 2 LibreOffic undation tion Microsoft tion **Microsof** ation No Yes ect MSI to re SNVIDIA Drivers NVIDIA Corporation NVIDIA Graphics Driver 307.83 NVIDIA Corporation WIDIA Update 1.10.8 NVIDIA Corporation OpenSource Flash Video Splitter 1.0.0.5 Programmer's Notenad Simon Steele Firebird Project Product version: 2.0 Help link: http://www.firebirdsqLorg

### 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.

Control Panel Home View installed updates View Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and then click Uninstall, Change, or	Repair.
off	Firebird ODBC Driver Uninstall	
	Na Uninstall Status Please wait while Firebird ODBC Driver is removed from your computer.	12
	Kemove Shared File?     Ur     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 n function properly. If you are unsure, choose No. Leaving the file on your system not cause any harm.	iot i d
	File name: OdbcFb dll Location: C:\Windows\system32 Yes Ves to All No No to All	
		Cancel

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.

Control Panel Home						
	Uninstall or change a program					
View installed updates	To uninstall a program, select it from the list and then cl	ick Uninstall, Change, or Repair.				
Turn Windows features on or off	to annound program second name as and and the distributed branding change, or nepation					
	Organize • Uninstall	## • <b>(</b>				
	Name	Publisher				
	MSI to redistribute MS VS2005 CRT libraries	The Firebird Project				
	SNVIDIA Drivers	NVIDIA Corporation				
	STATES OF CONTRACT OF CONTRACT.	NVIDIA Corporation				
	NVIDIA Update 1.10.8	NVIDIA Corporation				
	CopenSource Flash Video Splitter 1.0.0.5					
	Ø Programmer's Notepad	Simon Steele				
	Kealtek High Definition Audio Driver	Realtek Semiconductor Corp.				
	TeraCopy 2.27	Code Sector				
	UltraVNC v1.0.2	UltraVNC				
	📫 Windows Essentials 2012	Microsoft Corporation				
	Windows Movie Maker 2.6	Microsoft Corporation				
	WordWeb	WordWeb Software				
	Xtend Client 1.0	Xtend Technologies (P) Ltd.				
	Xtend IVR Developer Edition 3.0.605:9792	Xtend Technologies (P) Ltd.				
	Xtend Voice Logger 3.0	Xtend Technologies (P) Ltd.				

### 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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