

Xtend Voice Logger

ISDN PRI

Installation Manual



Copyright Notice

The information given in this document is the property of Xtend Technologies. We take every care in preparing this document, but no guarantee is given to the matter present in the guide. Our products are under continual improvement and we reserve the right to change the content without any notice.

© 2021 Xtend Technologies. All Rights Reserved.

Welcome

Congratulations on your choice of a world-class product from Xtend, this will provide you with a full-featured voice recording solution. Xtend Voice Logger is a multi-channel telephone call recording product designed to suit organisational needs. The unique product with advanced call recording features ensures quality and productivity-wise upgradation in business.

1. Introduction5
2. Package Kit5
3. Minimum System Requirements5
4. <u>Connection Diagram5</u>
5. <u>Software Setup</u> 6
6. <u>Hardware Setup</u> 9
7. <u>Device Configuration</u> 12
8. Uninstallation
9. <u>Contact Information</u>

1. Introduction

Xtend Voice Logger for ISDN PRI is a USB based, easy to install, multi-line voice recording solution that can be used to record telephone calls on ISDN PRI Digital Trunk lines. The built-in tap splitter eliminates the need for complex cabling and the USB powered external unit enables a quick and easy voice logger installation. All 30 telephone channels of the PRI can be recorded in stereo or mono audio formats. In this manual, the installation of USB-based ISDN PRI Voice Logger is explained.

2. Package Kit

- i. Xtend Voice Logger
- ii. Installation Instructions
- iii. Software Installation CD
- iv. USB Cable
- v. Direct Cable

3. Minimum System Requirements

Operating System (32/64-bit)	:	Windows 7/8/8.1/10/
		Windows Server 2008/2012/2016/2019
Browser	:	Internet Explorer 6.0 or above
Processor Speed	:	Dual Core or higher
Memory	:	2 GB or above
Hard Disk Space	:	500 MB for software installation
		1 GB approx. for 175 hrs of recording

Note: The specification mentioned here will vary based on the actual requirement from the client.

4. Connection Diagram



5. Software Setup

Xtend Voice Logger implements an easy software installaton. To start the setup process turn on your computer and insert the CD into the CD ROM drive. Run the setup file named "XtendLogger.exe".

STEP - 1

Welcome Wizard

The first screen for installing Xtend Voice Logger appears, click Next.



STEP - 2 License Agreement

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

Please read the following important inforr	mation before continuing.
Please read the following License Agree before continuing with the installation.	ement. You must accept the terms of this agreemen
Xtend Analog Voice Logger License Ag	reement
PLEASE READ THE TERMS OF THIS A	AGREEMENT CAREFULLY BEFORE OPENING
Xtend Electronics (P) Ltd. is willing to lice you agreeing to the following terms and you acknowledge that you have agreed do not agree to these terms, Xtend Elect you. You should click on the "Cancel" bu	ense Xtend Analog Voice Logger to you only on conditions. By selecting "I accept the agreement", to the conditions set forth in the agreement. If you ronics (P) Ltd. is unwilling to license the software to atton to discontinue the installation process.
I accept the agreement	

STEP - 3 Destination Location

Default installation directory is "C:\XtendLogger", which can be changed by entering new location from the *Browse* button. Click *Next* to proceed.

etup - Xtend Voice Logger		
Select Destination Location		E
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		B <u>r</u> owse
At least 175.8 MB of free disk space is required.		
	< <u>B</u> ack	Next > Cancel

STEP - 4

Program Shortcut

Default program shortcut in the Start menu folder is "Xtend Voice Logger 3.0". You can choose new folder by clicking *Browse*, else press *Next* to continue.

Setup - Xtend Voice Logger		
Select Start Menu Folder		E
Where should Setup place the prog	gram's shortcuts?	
Setup will create the progra	am's shortcuts in the following Star	rt Menu folder.
To continue, click Next. If you would	l like to select a different folder, cl	ick Browse.
Xtend Voice Logger 3.0		B <u>r</u> owse
	< <u>B</u> ack	Next > Cancel

(Contents)

STEP - 5 Location Verification

Check the given location and press Install to begin the installation process.

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 installa settings.	ation, or click Back if you want to review or change any
Destination location: C:\XtendLogger	*
Start Menu folder:	
Alend Voice Logger 3.0	
	τ.
4	P. I.
	Park Install Correct
	< <u>p</u> ack <u>install</u> Cancel

Note: If the Windows Firewall blocked message appears, then click "Allow access" to proceed with the installation.

STEP - 6

Installation Process

Setup installs Xtend Voice Logger on the system.

Setup - Xtend Voice Logger	
Installing	6
Please wait while Setup installs Xtend Voice Logger on your computer.	
Extracting files	
C:\XtendLogger\10686\Scripts\ExtScripts\DHPL\English\Project2.wav	

STEP - 7 Process Completion

When the installation gets completed, click Finish.



On successful installation, Xtend Web Server 👾 icon is enabled on the notification area of the taskbar.

Note: If Xtend Voice Logger Feature Pack is present in the installed folder, then a popup appears automatically and prompts for installation once the main software installation is completed. Click Next and follow the steps shown on the window to install the Feature Pack.

6. Hardware Setup

Connect Xtend Voice Logger device using the USB cable to the USB slot on the rear side of the computer. Make sure that it is not connected to the USB slot on the front of computer.^a

The LED on the front-side of device turns red and blinking. Windows shall automatically detect and install the hardware for all operating systems. After installation, a message appears as **Device driver software installed successfully**.



After successful installation, the LED on the front-side of device blinks in red and green color.

^aFront USB Connectors may not provide the performance necessary to support such transfers due to non-standard wiring. It is recommended that only rear USB slots be used to connect to Xtend Voice Logger ISDN PRI.

Incase if the driver is not installed automatically, follow the below mentioned steps for driver updation.

STEP - 1 Device Manager

Go to Device Manager, update the driver software by right clicking on Xtend Voice Logger Digital Trunk under Universal Serial Bus Devices. Update driver software by clicking *Browse my computer for driver software*.

Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	100	v do you want to search for driver software:
Browse my computer for driver software	•	Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.
Locate and install driver software manually.	•	Browse my computer for driver software Locate and install driver software manually.

STEP - 2 Browse Driver Software

Select the location of driver software (for example; C:\XtendLogger\Setup) and then click Next.

Browse for driver software or	n your computer	
Search for driver software in this locati	ion:	
C:\XtendLogger\Setup	~	Browse

STEP - 3 Driver Installation

A Windows Security warning appears. Click *Install this driver software anyway*.



STEP - 4 Installation Completion

The software installation for Xtend Voice Logger is completed and a window appears after successful installation, click *Close*.



Now, connect the incoming line from ISDN PRI trunk to the LINE IN and the outgoing LINE OUT to the EPABX system.

7. Device Configuration

Go to **Start** \rightarrow **Programs** \rightarrow **Xtend Voice Logger** \rightarrow **Login** to activate the browser interface. Login page appears for user authentication. Enter Username and Password as "admin", click *Login*.



User will be prompted to configure the device, click Ok.

Oconfigure Device ? Ok	

Enter the name of the Trunk/Extension line. Default-selected log type is Handset Up To Down. Choose Log Type from the dropdown list and click *Next*.

O	evice	S				X Device Settings
Device	Enable	Device Name	Trunk Name	Trunk Type	Log Type	Protocol
1	4	Xtend Voice Logger Digital Trunk (XVLOGDT-1P 1197) Chn 2	Trunk1	ISDN PRI-E1 ¥	Handset Up to Down	V ISDN PRI V
						Next

Live Calls appears on the screen as shown below.

All	dive Olle 1					×
Trunk Name	Call Time	Caller No.	Called No.	Туре	Status	Downlo
[1] 🧲 trunk 1	25/3/2021 04:11:45 PM [00:04:59]	09020082096	8081	Incoming	4	98 @
[2] 🧉 trunk 1					8	
[<mark>3</mark>] 🔏 trunk 1					5	
[4] 🧉 trunk 1					5	
[5] 省 trunk 1					8	
[6] 🧉 trunk 1					=	
7] 🧉 trunk 1					Ξ	
[8] 🥌 trunk 1					E	

Notice that the status of the LED on the device turns green and static. Live Calls status in the browser interface turns green on incoming/outgoing calls. This indicates that the Voice Logger configuration is completed and the device is working correctly.

Note: The LED on the front-side of device blinks in red and green color when the ISDN PRI/EPABX line are disconnected from the RJ45 port or the ISDN PRI line/EPABX are not working properly.

This concludes the installation of Xtend Voice Logger for ISDN PRI Lines.

8. Uninstallation

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 un-installation & re-installation of the product.

STEP - 1

Before starting the uninstallation process, take backup of logged files to prevent data loss. 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 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 > Programs > Uninstall a program**, all the currently installed programs will be displayed on the monitor.



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

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

Step 3: Click Yes to uninstall the program.

0	Programs and Features					-		\times			
	← → 🚽 ↑ 👩 > Control Panel > Programs > Programs and Features					Programs and I	Features	P			
	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 off	Organize 👻 Uninstall						0			
		Name	Publisher		Installed On	Size	Version				
		Firebird 2.5.6.27020 (Win32)	Firebird Project		9/20/2019		2.5.6.27	020			
		Firebird Uninstall Are you sure you want to completely remove F components?	imes irebird and all of its	td.	7/26/2019 9/2/2019 434 MB 7/23/2019 210 MB 9/16/2019 7/22/2019 1.76 MB 8/8/2019 8.07 MB		76.0.3809.13 8.0.2210.11 8.0.50727.42	9.132).11 !7.42			
		Yes Xtend WK Standard Edition 3.0.868:22235 Xtend VR Standard Edition 3.0.868:22235 Xtend Voice Logger 3.0	No Atend Technologies (P) I Xtend Technologies (P) I Xtend Technologies (P) I	orp. etd. Ltd. Ltd.	7/20/2019 7/23/2019 7/20/2019 7/20/2019 9/20/2019	43.5 MB 16.8 MB 141 MB 287 MB 130 MB	6.0.1.770 5.0.7572	D1 !			
		<						>			

Step 4: Click Yes to All to remove the shared files from the system.

0	Programs and Features					-		×
	→ ↑ ▲ Control Pa	Search	Programs and I	Features 🕽	ρ			
•	 →		Intersteen 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 ham. File name: Firebird2Control.cpl Location: C:\Windows\system32 Yes Yes No No to All	Search Iled On 2019 2	Size 434 MB 210 MB 1.76 MB 43.5 MB 16.8 MB 141 MB 287 MB	 eatures Version 2.5.6.2702 76.0.3809. 8.0.2210.1 8.0.50727. 7.7.1 6.0.1.7701 5.0.7572 	2 10 132 1 42	
		C Xter	nglish —	Cancel	/2019	130 MB		>

Step 5: After the uninstallation process, a window will be popped up as shown below. Click OK.

 Programs and Features ← → ∨ ↑ ○ > Control Patients 	anel > Programs > Programs and Features		~	ල Search	— Programs and	Features ,P
Control Panel Home View installed updates	Uninstall or change a program To uninstall a program, select it from the list and then					
Turn Windows features on or off	Organize 👻 Uninstall					= • ?
	Name	Publisher		Installed On	Size	Version
	Firebird 2.5.6.27020 (Win32)	Firebird Project		9/20/2019		2.5.6.27020
	Goor Firebird Uninstall Goor Firebird Uninstall Java Logg MSI MSI Note	X n your computer.	Ltd.	9/2/2019 7/23/2019 9/16/2019 7/22/2019 8/8/2019	434 MB 210 MB 1.76 MB 8.07 MB	76.0.3809.132 8.0.2210.11 8.0.50727.42 7.7.1
	Keaf Tean Xten Xtend IVR Standard Edition 3.0.868:22235 Xtend Voice Logger 3.0	OK Xtend Technologies (P) Xtend Technologies (P)	Corp. Ltd. Ltd. Ltd.	7/20/2019 7/23/2019 7/20/2019 7/20/2019 9/20/2019	43.5 MB 16.8 MB 141 MB 287 MB 130 MB	6.0.1.7701 5.0.7572
	¢					

Step 6: Select the program for **Xtend Voice Logger 3.0** from the list and click **Uninstall** to remove Xtend Voice Logger from the system.

0	Programs and Features				-		×
	🕆 👩 > Control Pa	~	ට Search	Programs and F	eatures	P	
	Control Panel Home						
	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					•
		Name	Publisher	Installed On	Size	Version	
		GoldWave v5.55		7/26/2019			
		📀 Google Chrome	Google LLC	9/2/2019	434 MB	76.0.380	9.132
		🛃 Java 8 Update 221	Oracle Corporation	7/23/2019	210 MB	8.0.2210.	.11
		Logger Client 3.0.343:4467	Xtend Technologies (P) Ltd.	9/16/2019			
		MSI to redistribute MS VS2005 CRT libraries	The Firebird Project	7/22/2019	1.76 MB	8.0.5072	7.42
		📝 Notepad++ (32-bit x86)	Notepad++ Team	8/8/2019	8.07 MB	7.7.1	
		😹 Realtek High Definition Audio Driver	Realtek Semiconductor Corp.	7/20/2019	43.5 MB	6.0.1.770)1
		🔁 TeamViewer 5	TeamViewer GmbH	7/23/2019	16.8 MB	5.0.7572	6
		Xtend IVR Standard Edition 3.0.830:14608	Xtend Technologies (P) Ltd.	7/20/2019	141 MB		
		Xtend IVR Standard Edition 3.0.868:22235	Xtend Technologies (P) Ltd.	7/20/2019	287 MB		
		Xtend Voice Logger 3.0	Xtend Technologies (P) Ltd.	9/20/2019	130 MB		
			Uninst	tall			
		s					>

Step 7: Click Yes to complete the process of uninstallation.

0	Programs and Features					-		×			
	ightarrow $ ightarrow$ $ ightarrow$ Control P	∨ Ö Search	Programs and	Feature	s p						
	Control Panel Home	Uninstall or change a progra	m								
	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						0			
		Name ^		Publisher	Installed On 7/26/2019	Size	Versio	in			
		O Google Chrome		Google LLC Oracle Corporation	9/2/2019 7/23/2019	434 MB 210 MB	76.0.3 8.0.22	809.132 10.11			
		 Logger Client 3.0.343:4467 MSI to redistribute MS VS2005 CRT libra Notepad++ (32-bit x86) 	Xtend Voice Log	Stend Technologies (P) Ltd ger Uninstall	9/16/2019		×	727.42			
		Realtek High Definition Audio Driver TeamViewer 5 Xtend IVR Standard Edition 3.0.830:1460	Are you sure you want to completely remove Xtend Voice Logger a all of its components?				5	7701 172			
		 Xtend IVR Standard Edition 3.0.868:222 Xtend Voice Logger 3.0 			Yes	No					
		L.									
		٢						>			

Step 8: A window will be displayed as shown below, Click OK.

0	Programs and Features					-		×			
	$ ightarrow ~ \uparrow \overline{0} ightarrow { m Control Pa}$	ල් Search	Programs and P	eatures	P						
	Control Panel Home	Uninstall or change a pro									
	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							-			
	οπ	Organize 🔻 Uninstall						•			
		Name GoldWave v5.55		Publisher	Installed On 7/26/2019	Size	Version				
		🧿 Google Chrome		Google LLC	9/2/2019	434 MB	76.0.3809	9.132			
		Java 8 Update 221	(Oracle Corporation	7/23/2019	210 MB	8.0.2210.	.11			
		Logger Client 3.0.343:4467 X MSI to redistribute MS VS2005 CR	tend Voice Logger Ur	orce Logger Uninstall				7.42			
		Notepad++ (32-bit x86)	Xtend Void	e Logger uninstall complete.		07 MB	7.7.1	11			
		TeamViewer 5	Some elen	Some elements could not be removed. These can be ren			5.0.7572				
		Xtend IVR Standard Edition 3.0.83	manually.			41 MB					
		Xtend IVR Standard Edition 3.0.86				37 MB					
		Atend Voice Logger 3.0			OK	SUIMB					
		<						>			

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

Disclaimer: All other trademarks are the property of their respective owners.

9. Contact Information





Regional Office for South Central Asia:

Xtend Technologies (P) Ltd.,

Blue Hill, Kalathiparambil Cross Road, Ernakulam South, Kochi 682016, Kerala, India, Phone: +91-484-2378008, +91-9388686080, E-mail: sales@xtendtech.com, Web: www.xtendtech.com

Regional Office for South East Asia:

Xtend Technologies Pte Ltd.,

21, Bukit Batok Crescent, #18-83, Wcega Tower, Singapore - 658065, Phone: +65 - 67797972, E-mail: sales@xtendtech.com.sg, Web: www.xtendtech.com.sg

Regional Office for Middle East:

Xtend Technologies LLC

P.O. Box No. 83939, M-10, Shaikh Hilal Al Nehayan Bldg., Hor Al Anz, Dubai, UAE, Phone: +971-4-2545081, E-mail: sales@xtendtech.ae, Web: www.xtendtech.ae



54348-10