

## INSTALLATION MANUAL



## **XTEND VOICE LOGGER**

Digital Extension (Synway)

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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, Call Center Solutions, Outbound Dialers, etc. 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 an organisation. This user guide familiarises you to install the Xtend Voice Logger in the system.

### 2. Introduction

Xtend Voice Logger is a multi-channel voice logging solution that helps to supervise, record, monitor and review all incoming/outgoing calls and audio communication in your organisation. 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 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:

- Supports digital extension of most PBXs
- Stereo audio logs of all calls
- Browser-based user interface
- Logs complete call details
- Powerful search and reporting
- Call record commenting and tagging
- Advanced audio player
- Backup/archiving capability
- Alerts and client-side popups
- Phonebook and call statistics
- Multi-user login facility
- Audio compression capability
- Live call snoop
- Export of audio files to MP3/PCM/GSM

### 3. Unpacking

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

- Installation CD
- ▶ HASP HL Key
- Synway Card
- Patch Panel

### 4. Minimum System Requirements

| Operating System (32/64-bit) | : V  | Vindows 7/8/8.1/10/                 |
|------------------------------|------|-------------------------------------|
|                              | V    | Vindows Server 2008/2012/2016/2019  |
| Browser                      | : Ir | nternet Explorer 6.0 or above       |
| Processor Speed              | : C  | Dual Core or higher                 |
| Memory                       | : 2  | 2 GB or above                       |
| Hard Disk Space              | : 5  | 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.

## Other System Requirements

- Sound Card
- Headphone/Speaker
- ▶ LAN connection
- ▶ PCle Slot

### 5. Getting Started

This manual explains the installation of Xtend Voice Logger in the system. The Synway card serves as an interface to connect the Patch Panel to the Xtend Voice Logger installed in the system.

### Installation of Xtend Voice Logger is briefly mentioned below:

- ▶ Insert the Synway board on the PCle slot of the computer.
- ▶ Install the Synway hardware driver from the installation CD.
- Configure the Synway 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.

### Interconnection Diagram



Installation

### 5.1. Synway Voice Card - Driver Installation

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

Connect the power plug and switch on the computer after attaching the Synway voice card to the PCle slot.

### 5.2. Installation of Software Package

#### Step 1.

Insert the software CD and run the setup **SYNWAY\_PCIe** (**USB)\_5440\_EN.exe**. The **WinRAR self-extracting archive** will start extracting the files. Select the destination folder, then click *Install.* (*Note: Setup Version may change according to new releases.*)

| WinRAR self-extra | acting archive  |         | X       |
|-------------------|---|---------|---------|
|                   | Extracting _api\api\Vc6.0\Inc\BmpApi.h<br>Extracting _api\api\Vc6.0\Inc\shinitpci.h<br>Extracting _api\api\Vc6.0\Inc\shinitpci.h<br>Extracting _api\api\Vc6.0\Inc\shpa3api_for_shg.h<br>Extracting _api\api\Vc6.0\Inc\ShPcmApi.h<br>Extracting _api\api\Vc6.0\Inc\TA_Api.h<br>Extracting _api\api\Vc6.0\Inc\TCapData.h<br>Extracting _api\api\Vc6.0\Inc\TCapStruct.h<br>Extracting _api\api\Vc6.0\Inc\TCapStruct.h<br>Extracting _api\api\Vc6.0\Inc\TCapStruct.h<br>Extracting _api\api\Vc6.0\Inc\TCapStruct.h<br>Extracting _api\api\Vc6.0\Lib\DSTDecode.lib<br>Extracting _api\api\Vc6.0\Lib\MgCPDecode.lib<br>Extracting _api\api\Vc6.0\Lib\MtpAbstract.lib<br>I |         | 4 III 4 |
|                   | Destination folder  |         |         |
|                   | C:\Program Files\ShCtiSetup 🚽   | Browse. |         |
|                   | Installation progress   |         |         |
|                   | Install   | Cancel  |         |

#### Step 2.

Once installation is over, a pop up appears to choose setup language. Select English and then click *Next*.

| Synway CTI driver - InstallShield Wizard                             |                        |
|--|------------------------|
| Choose Setup Language<br>Select the language for the installation fr | rom the choices below. |
| Chinese (Simplified)<br>Chinese (Traditional)<br>English             |                        |
| InstallShield —  | < Back Next > Cancel   |

**Contents** 

#### Step 3.

A window appears like shown below. Click **Next** for Voice-board installation.



#### Step 4.

Select Typical and continue or click **Next**.



#### Step 5.

Then, select the destination location to "C:|ShCti" where setup will install files. Click Next to continue.

| Installation for Voice-board  |
|---|
| Choose Destination Location<br>Select folder where setup will install files.  |
| Please enter the location where you would like to install the program. You may type a new<br>folder name or click the Browse button to find a new location. |
| CASHCI  |
| Browse  |
| InstallShield   |

Click **Yes** to confirm new folder.

| Confirm New Folder  |
|---|
| You have entered the following folder specification:        |
| C:\ShCti\   |
| This folder does not exist. Should setup create it for you? |
| Yes <u>N</u> o  |

#### Step 6.

Select Compile or run 32bit application, Select this. Click Next.



### Step 7.

A message will appear as shown below.



### Step 8.

The board number is shown now. Click **OK**.



#### Step 9.

Installation of voice board driver is now finished. Click *Finish*.

| Installation for Voice-board |  |
|------------------------------|--|
|                              | Installation has finished<br>Installation of voice board driver has completed. |
|                              |  |
|                              | < Back Finish Cancel   |

### 5.3. Configuration of Synway Card using ShConfig

#### Step 1.

Now open ShCtiConfig from Windows **Start**  $\rightarrow$  **Programs**  $\rightarrow$  **ShCti**  $\rightarrow$  **ShCtiConfig**.



#### Step 2.

A window appears like shown below. Click *Default*. In **Board Settings**, the detected voice boards will be listed.

| VUP DS1-24B/PCIe<br>ne Detector Options<br>bal Voice Options<br>1 Output Options | Total N<br>Total<br>Channe | Settings<br>humOfBoards: 1 II<br>Num Of Vsed 24<br>ls: 24 | 0 of Board with System<br>lock: | 0 Load Rec/Pla<br>altiBoard/MultiProcess                    | y Engine |  |
|--|----------------------------|---|---------------------------------|---|----------|--|
| ense Management  | Board                      | Settings  | 0 0000                          | lana  |          |  |
|  | ID<br>O                    | Board Model<br>DST-24B/PCIe                               | Board Serial No.<br>254177      | Used Ch<br>24   |          |  |
|  |                            |   |                                 |   |          |  |
|  |                            |   |                                 |   |          |  |
|  |                            |   |                                 |   |          |  |
|  |                            | Add Modif;  | / Delete                        | Exchange ID1 $\checkmark$ $\langle \Longrightarrow \rangle$ | ∼ ID2    |  |
|  |                            |   |                                 |   |          |  |
|  |                            |   |                                 |   |          |  |
|  |                            |   |                                 |   |          |  |

#### Step 3.

Select the detected voice board (highlighted in red rectangular box). Two submenus **Digital Phone Options** and **Board Voice Options** will be listed out. Select **Digital Phone Options**.

| hCtiConfig.exe Current Version : 5, | 4, 0, 0                    |                                    |                              |                          |             | - | ) |
|-------------------------------------|----------------------------|------------------------------------|------------------------------|--------------------------|-------------|---|---|
| 🧬 Default 🕺 Apply                   | / 🖌 ок 🗶 clos              | e 🔌 INI FILE                       | 🗹 Minimize Dia               | llog at Next Start of TI | his Program |   |   |
| oards Setting                       | Current Type               |                                    |                              |                          |             |   |   |
| Digital Phone Options               | ModuleId Installed         | Туре                               | Version                      | VersionC                 |             |   |   |
| Board Voice Options                 | 0 YES<br>1 NO              | UNECNOW<br>UNECNOW                 | 0.0<br>MIL                   | 0.0<br>MIL               |             |   |   |
| lobal Voice Options                 | 2 30                       | UNIXAD                             | MILL                         | NULL                     |             |   |   |
| og Output Options                   |                            |                                    |                              |                          |             |   |   |
| sense management                    | PBX <u>P</u> HONE Settings |                                    |                              |                          |             |   |   |
|                                     | Pbx Model Alcatel 42       | 00/4400 ~                          | D-channel Event              | Filter                   |             |   |   |
|                                     | Phone Model 0, 0, 0, 0, 0, | 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0 | 0, 0, 0, 0, 0, 0, 0, 0, 0, 0 |                          |             |   |   |
|                                     |                            |                                    |                              |                          |             |   |   |
|                                     |                            |                                    | RawDataRe                    | ecordMode                |             |   |   |
|                                     |                            |                                    |                              |                          |             |   |   |
|                                     | T:====:=1                  |                                    |                              |                          |             |   |   |
|                                     | LINEWI UNVELEY ENCELLOCK   |                                    |                              |                          |             |   |   |
|                                     |                            |                                    |                              |                          |             |   |   |
|                                     |                            |                                    |                              |                          |             |   |   |
|                                     |                            |                                    |                              |                          |             |   |   |
|                                     |                            |                                    |                              |                          |             |   |   |
|                                     |                            |                                    |                              |                          |             |   |   |
|                                     |                            |                                    |                              |                          |             |   |   |
|                                     |                            |                                    |                              |                          |             |   |   |
|                                     |                            |                                    |                              |                          |             |   |   |
|                                     |                            |                                    |                              |                          |             |   |   |
|                                     |                            |                                    |                              |                          |             |   |   |

#### Step 4.

Select the appropriate Pbx Model from the drop down list and click *Apply* from the top panel (highlighted in green rectangular box).

| ShCtiConfig.exe Current Version : 5, 4, 0, 0 |                     |  |                                       |                                 | - | × |
|--|---------------------|--|---------------------------------------|---------------------------------|---|---|
| Default X Apply                              | 🗸 ок                | CLOSE 📂 I  | NI FILE Minimize Dial                 | og at Next Start of This Progra | m |   |
| Boards Setting<br>< <00> DST-24B/PCle        | Current Type        |  |                                       |                                 |   |   |
| Digital Phone Options                        | ModuleId Install    | ed Type  | Version                               | VersionC                        |   |   |
| - Tone Detector Options                      | 1 10                | UNECHOW  | NULL.                                 | NULL                            |   |   |
| Global Voice Options<br>Log Output Options   | 2 10                | UNISHOW  | NULL                                  | NULL                            |   |   |
| License Management                           | PROPERTY Settings   |  |                                       |                                 |   |   |
|  | Pbx Model           | Alcatel 4200/4400 ~  | D-channel EventFi                     | lter                            |   |   |
|  | Phone Model         | Alcatel 4200/4400 ALCATEL4300  | 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0 |                                 |   |   |
|  |                     | Avaya Definity 2W<br>Avaya Definity 4W   |                                       |                                 |   |   |
|  | LineWithReferenceCl | Ar yo Marlin Magiz<br>Belgacom<br>Ceadial<br>BOND ELLES/ELLOS<br>Friescom ELLOS<br>Friescom ELLOS<br>Friescom ELLOS<br>Friescom ELLOS<br>Friescom ELLOS<br>Friescom ELLOS<br>INFO<br>Inter Tal<br>ISUN<br>Inter Tal<br>ISUN<br>FORCINCE<br>Net JACTURE<br>Net JACTURE<br>Samung BCS-628 | ∏ RasDataKeo                          | er <b>d</b> lode                |   |   |

#### Step 5.

A message box appears saying "Current configuration succeeds!". Click OK



#### Step 6.

Click **OK** from the top panel (highlighted in green rectangular box)

| ShCtiConfig.exe Current Version : 5, 4, 0, 0   |   | CLOSE 🍅 IN   | NI Ell E                     | ing at Next Start of 1 | —             | ×    |
|--|---|--|------------------------------|------------------------|---------------|------|
| Boards Setting            <00> DST-24B/PCIe  | Current Type                                  |  |                              |                        | niis riogiain | <br> |
| Digital Phone Options     Board Voice Options     Tone Detector Options     Global Voice Options     Log Output Options     License Management | Modulaid Install<br>0 YES<br>1 NO<br>2 NO     | ed Type<br>ນັກເວທິ<br>າກເວທາ<br>າກເວທາ   | Version<br>0.0<br>WAL<br>WAL | 0.0<br>MLL<br>MLL      |               |      |
|  | PBEPHONE Settings<br>Fbx Model<br>Fhone Model | Alcatel 4200/4400<br>Alcatel 4200/4400<br>ALCATELASOO<br>Alcatel_View322D<br>Avays Definity 2%<br>Avays Definity 2%  | D-channel EventF             | ilter                  |               |      |
|  | Line#ithReferenceCl                           | Avays Marlin Magix<br>Belgacos<br>Condial<br>EOW<br>Ericsson ELU25/ELU28<br>Fujisson ELU5<br>Fujisson ELU5<br>Fujisson<br>MARRIS<br>MARRIS<br>MARRIS<br>HARRIS<br>IAF Console<br>IAF<br>IAF Tel<br>ISDN<br>HARRIS<br>INFO<br>ISDN<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS<br>HARRIS | ☐ RavDataRe                  | oor Mode               |               |      |
|  |   | NEC_DX2U_288M<br>Nortel Maridian1<br>Nortel Norstar<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC<br>PAMASONIC  |                              |                        |               |      |
|  |   |  |                              |                        |               |      |

#### Step 7.

From the taskbar, right click the icon for **ShCtiConfig** and click *Close* to exit the program.



### 5.4. Installation of Xtend Voice Logger

#### Step 1.

Insert the installation CD into the CD drive and open the CD. Double click **Xtend Voice Logger setup .exe** file.

#### 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**.

| 📴 Setup - Xtend Voice Logger   | ٢ |
|--|---|
| License Agreement Please read the following important information before continuing.   |   |
| Please read the following License Agreement. You must accept the terms of this<br>agreement before continuing with the installation.   |   |
| Xtend Digital Voice Logger License Agreement   |   |
| PLEASE READ THE TERMS OF THIS AGREEMENT CAREFULLY BEFORE OPENING OR USING THIS SOFTWARE.   |   |
| Xtend Technologies (P) Ltd. is willing to license Xtend Voice Logger to you only on you agreeing to the following terms and conditions. By selecting "I accept the agreement", you acknowledge that you have agreed to the conditions set forth in this agreement. If you do not agree to these terms, Xtend Technologies (P) Ltd. is unwilling to license the software to you. You should click on the "Cancel" button to discontinue the installation process. |   |
| <u>accept the agreement</u>  |   |
| ○ I do not accept the agreement  |   |
| < <u>Back</u> Next > Cancel  |   |

#### Step 4.

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

| 15 Setup - Xtend Voice Logger  |           |
|--|-----------|
| Select Destination Location<br>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 | k Browse. |
| C:\VtendLogger   | Browse    |
| At least 158.1 MB of free disk space is required.                              |           |
| < Back Next >  | Cancel    |

Note that there should be at least 158. 1MB free disk space available to install the Voice Logger setup.

#### Step 5.

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

| 15 Setup - Xtend Voice Logger  |             |
|--|-------------|
| Select Start Menu Folder<br>Where should Setup place the program's shortcuts?    |             |
| Setup will create the program's shortcuts in the following Start M               | enu folder. |
| To continue, click Next. If you would like to select a different folder, click B | Browse.     |
| Xtend Voice Logger 3.0   | Browse      |
|  |             |
|  |             |
|  |             |
|  |             |
|  |             |
|  |             |
|  |             |
| < <u>B</u> ack Next >  | Cancel      |

#### Step 6.

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

| Ready to Install                                 |   | 6 |
|--|---|---|
| Setup is now ready to begin instal               | ling Xtend Voice Logger on your computer.                   |   |
| Click Install to continue with the ins settings. | tallation, or click Back if you want to review or change an | у |
| Destination location:<br>C:\XtendLogger          |   | * |
| Start Menu folder:<br>Xtend Voice Logger 3.0     |   |   |
|  |   |   |
|  |   | ~ |
| *  | •   |   |

#### Step 7.

The installation process proceeds by copying all the related files and programs into the specified location. It will take few seconds for the process to get over, as the time taken will vary from system to system. An illustration of the installation process is shown below.



#### Step 8.

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



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. **Contents** 

**Contents** 

#### Step 9.

Open the ShCti folder from C: ShCti and copy the files ShIndex.ini and ShConfig.ini.

| 🕞 🗕 📙 🕨 Compi  | uter 🕨 Local Disk (C:) 🕨 ShCti 🕨 |                                     |                       |                | - 49 Search ShC | ti    | R |
|--|----------------------------------|-------------------------------------|-----------------------|----------------|-----------------|-------|---|
| Drganize 👻 🧻 Op  | en Print Burn New folder         |                                     |                       |                |                 | 8== • | 0 |
| 🔶 Favorites  | Name<br>👔 DCh_EvtManual          | Date modified<br>04/12/2014 1:21 PM | Type<br>Compiled HTML | Size<br>390 KB |                 |       |   |
| Desktop  | DCh_EvtManual                    | 04/12/2014 1:21 PM                  | Adobe Acrobat D       | 1,180 KB       |                 |       |   |
| Lownloads  | DST_PBX_Support                  | 04/12/2014 1:21 PM                  | Microsoft Excel 97    | 695 KB         |                 |       |   |
| 🕍 Recent Places  | 🛃 GetInfoTool                    | 04/12/2014 1:24 PM                  | Application           | 300 KB         |                 |       |   |
|  | 🕲 MsuDecode                      | 04/12/2014 1:24 PM                  | Application           | 244 KB         |                 |       |   |
| Libraries  | 😵 Msudecode_UserManual           | 04/12/2014 1:20 PM                  | Compiled HTML         | 407 KB         |                 |       |   |
| <ul> <li>Documents</li> <li>Music</li> <li>Pictures</li> </ul> | Msudecode_UserManual             | 04/12/2014 1:20 PM                  | Adobe Acrobat D       | 192 KB         |                 |       |   |
|  | 🖉 setup                          | 28/04/2017 11:33                    | LOG File              | 18 KB          |                 |       |   |
|  | ShConfig                         | 29/04/2017 10:40                    | Configuration sett    | 9 KB           |                 |       |   |
| Videos   | ShConfig_advanced_options_sample | 04/12/2014 1:24 PM                  | Configuration sett    | 39 KB          |                 |       |   |
|  | ShCtiConfig                      | 04/12/2014 1:24 PM                  | Application           | 1,261 KB       |                 |       |   |
| Computer   | 3 ShIndex                        | 04/12/2014 1:23 PM                  | Configuration sett    | 1 KB           |                 |       |   |
| Local Disk (C:)  | shn_upgrade                      | 04/12/2014 1:23 PM                  | Application           | 196 KB         |                 |       |   |
| 🕞 Local Disk (D:)  | ShTA                             | 04/12/2014 1:24 PM                  | Application           | 1,465 KB       |                 |       |   |
|  | 😵 ShTA_UserManual                | 04/12/2014 1:22 PM                  | Compiled HTML         | 375 KB         |                 |       |   |
| Network  | 5 ShTA_UserManual                | 04/12/2014 1:22 PM                  | Adobe Acrobat D       | 16,804 KB      |                 |       |   |
|  | UN ShUninstall                   | 04/12/2014 1:24 PM                  | Application           | 216 KB         |                 |       |   |
|  | SS7 Cfg                          | 04/12/2014 1:24 PM                  | Application           | 317 KB         |                 |       |   |
|  | 😵 SS7Cfg_UserManual              | 04/12/2014 1:20 PM                  | Compiled HTML         | 406 KB         |                 |       |   |
|  | 🔁 SS7Cfg_UserManual              | 04/12/2014 1:20 PM                  | Adobe Acrobat D       | 724 KB         |                 |       |   |
|  | ss7linkd                         | 04/12/2014 1:23 PM                  | Application           | 73 KB          |                 |       |   |
|  | Ss7Monitor                       | 04/12/2014 1:24 PM                  | Application           | 477 KB         |                 |       |   |
|  | Ss7Server                        | 04/12/2014 1:23 PM                  | Configuration sett    | 1 KB           |                 |       |   |
|  | 😵 SynCTI Programmer's Manual     | 09/12/2014 9:22 AM                  | Compiled HTML         | 3,901 KB       |                 |       |   |
|  | 🔁 SynCTI Programmer's Manual     | 09/12/2014 9:22 AM                  | Adobe Acrobat D       | 12,645 KB      |                 |       |   |
|  | 🕲 Test                           | 04/12/2014 1:24 PM                  | Application           | 1,005 KB       |                 |       |   |
|  | UmctCardManage                   | 04/12/2014 1:24 PM                  | Application           | 44 KB          |                 |       | - |

#### Step 10.

Paste the two files into *C:|XtendLogger*|*18162*|*xivr*: (Here, 18162 is the version folder which may change according to new releases).

| igunice i 🔄 op    |                              |                    |                    |           | 0 0 |  |
|-------------------|------------------------------|--------------------|--------------------|-----------|-----|--|
| Favorites         | Name                         | Date modified      | Туре               | Size      |     |  |
| 🧮 Desktop         | Drivers                      | 29/04/2017 11:11   | File folder        |           |     |  |
| 🚺 Downloads       | 📙 LOGS                       | 29/04/2017 11:11   | File folder        |           |     |  |
| Recent Places     | 🐌 Plugins                    | 29/04/2017 11:11   | File folder        |           |     |  |
|                   | 🟉 about                      | 16/03/2015 4:12 PM | HTML Document      | 1 KB      |     |  |
| Libraries         | 🛋 about                      | 24/01/2009 2:10 PM | JPEG image         | 108 KB    |     |  |
| Documents         | card_vendors                 | 30/10/2014 6:25 PM | XML Document       | 2 KB      |     |  |
| J Music           | <ul> <li>ConfigIT</li> </ul> | 13/12/2016 11:35   | Application        | 2,073 KB  |     |  |
| E Pictures        | DebugParser.dll              | 13/12/2016 11:35   | Application extens | 1,501 KB  |     |  |
| 🛃 Videos          | § frmgrab.dll                | 11/01/2012 10:02   | Application extens | 488 KB    |     |  |
|                   | 📑 haspdinst                  | 16/03/2015 4:12 PM | Application        | 16,512 KB |     |  |
| Computer          | 🛃 logo                       | 27/01/2009 12:59   | Bitmap image       | 109 KB    |     |  |
| 🚢 Local Disk (C:) | lv                           | 16/03/2015 4:12 PM | Application        | 204 KB    |     |  |
| 👝 Local Disk (D:) | osip2.dll                    | 16/05/2013 11:07   | Application extens | 106 KB    |     |  |
|                   | osipparser2.dll              | 16/05/2013 11:07   | Application extens | 183 KB    |     |  |
| Network           | ShConfig                     | 29/04/2017 10:40   | Configuration sett | 9 KB      |     |  |
|                   | ShIndex                      | 04/12/2014 1:23 PM | Configuration sett | 1 KB      |     |  |
|                   | 🚳 XEI.dll                    | 13/12/2016 11:35   | Application extens | 1,753 KB  |     |  |
|                   | 🖉 XEI                        | 29/04/2017 11:11   | LOG File           | 1 KB      |     |  |
|                   | III xic                      | 16/03/2015 4:12 PM | Application        | 1,641 KB  |     |  |
|                   | 🚳 xivr.dll                   | 16/03/2015 4:12 PM | Application extens | 3,699 KB  |     |  |
|                   | 🐣 xivr                       | 16/03/2015 4:12 PM | Application        | 40 KB     |     |  |
|                   | a xivr                       | 29/04/2017 11:11   | Configuration sett | 3 KB      |     |  |
|                   | 🖉 xivrcfg                    | 16/03/2015 4:12 PM | Application        | 2,691 KB  |     |  |
|                   | xivrcmd                      | 16/03/2015 4:12 PM | Application        | 140 KB    |     |  |
|                   | T sister of                  | 16/03/2015 4-12 PM | Application        | 59 KB     |     |  |

#### Step 11.

Insert the provided HASP HL Key into the USB port of the computer.



After connecting HASP to USB port, please wait for few seconds. A popup appear with the message "*Your device is ready to use*".



### 5.5. Configuration of Xtend Voice Logger

#### Step 1.

Go to Start  $\rightarrow$  Programs  $\rightarrow$  Xtend Voice Logger 3.0  $\rightarrow$  Login to activate the browser interface.



**Contents** 

#### Step 2.

Login page appears for user authentication. Enter "Name" and "Password" as "admin" and click *Login*.



#### Step 3.

Click **Ok** to configure the device.

| Warning: De | vice not configured.  |  |
|-------------|-----------------------|--|
|             | Ok Configure Device ? |  |
|             |                       |  |

#### Step 4.

Enter the "**Trunk/Extension Name**", "**Trunk Type**" and "**Log Type**" from the drop-down list. The default-selected "Log Type" is "Handset Up To Down". Click *Next* to proceed.

| 🗿 De   | vices        | ice not working. Di     | and complete the con  | Gaugatian      |                    | No. Continue Southinger             |
|--------|--------------|-------------------------|-----------------------|----------------|--------------------|-------------------------------------|
| Warnin | Enable       | Device Name             | case complete the con | Inguration as  |                    | Contraction Contraction Contraction |
| 1 0    |              | Synway UNKNOWN 254177 0 | Trunk1 V              | Digital Extn V | Handset Up to Down | ~                                   |
| 2 🕥    | ~            | Synway UNKNOWN 254177 1 | Trunk2                | Digital Extn 🗸 | Handset Up to Down | ~                                   |
| 3 🥥    | 2            | Synway UNKNOWN 254177 2 | Trunk3 🗸              | Digital Extn 🗸 | Handset Up to Down | ~                                   |
| 4 🥥    | $\checkmark$ | Synway UNKNOWN 254177 3 | Trunk4 🗸              | Digital Extn 🗸 | Handset Up to Down | ~                                   |
| 5 🥥    | $\checkmark$ | Synway UNKNOWN 254177 4 | Trunk5 🗸              | Digital Extn 🗡 | Handset Up to Down | ~                                   |
| 6 🥥    | $\checkmark$ | Synway UNKNOWN 254177 5 | Trunk6                | Digital Extn 🗡 | Handset Up to Down | ~                                   |
| 7 🥥    | $\checkmark$ | Synway UNKNOWN 254177 6 | Trunk7 🗸              | Digital Extn 🗸 | Handset Up to Down | ~                                   |
| 8 🥥    | $\checkmark$ | Synway UNKNOWN 254177 7 | Trunk8 V              | Digital Extn 🗸 | Handset Up to Down | ~                                   |
|        |              | Total no of Li          | censes available- 488 |                | Next               |                                     |

**Contents** 

#### Step 5.

From the list, select PBX and Phone type, for example as "SIEMENS". Click **Start Device**. User can select Apply Settings For All if the same settings are needed for all channels,

| 🥥 Device Settings             |                         |               |                       |  |
|-------------------------------|-------------------------|---------------|-----------------------|--|
| Device [Channel]              | Trunk/Extension<br>Name | Trunk<br>Type | Log Type              |  |
| 1 [0] Synway UNKNOWN 254177 0 | Trunk1                  | Digital Extn  | Handset Up to<br>Down | Select PBX SIEMENS Settings for all                  |
|                               |                         |               |                       | Select Phone Optipoint_500                           |
| 2 [1] Synway UNKNOWN 254177 1 | Trunk2                  | Digital Extn  | Handset Up to<br>Down | Select PBX SIEMENS V<br>Select Phone Optipoint_500 V |
| 3 [2] Synway UNKNOWN 254177 2 | Trunk3                  | Digital Extn  | Handset Up to<br>Down | Select PBX SIEMENS V<br>Select Phone Optipoint_500 V |
| 4 [3] Synway UNKNOWN 254177 3 | Trunk4                  | Digital Extn  | Handset Up to<br>Down | Select PBX SIEMENS V<br>Select Phone Optipoint_500 V |
| 5 [4] Synway UNKNOWN 254177 4 | Trunk5                  | Digital Extn  | Handset Up to<br>Down | Select PBX SIEMENS V<br>Select Phone Optipoint_500 V |
| 6 [5] Synway UNKNOWN 254177 5 | Trunk6                  | Digital Extn  | Handset Up to<br>Down | Select PBX SIEMENS V<br>Select Phone Optipoint_500 V |
| 7 [6] Synway UNKNOWN 254177 6 | Trunk7                  | Digital Extn  | Handset Up to<br>Down | Select PBX SIEMENS V<br>Select Phone Optipoint_500 V |
| 8 [7] Synway UNKNOWN 254177 7 | Trunk8                  | Digital Extn  | Handset Up to<br>Down | Select PBX SIEMENS V<br>Select Phone Optipoint 500 V |
|                               |                         |               |                       | Default Settings Start Device                        |

The configured trunk status with total number of active calls appear as shown below.

|                                  |                                 |            |             |          |        |      | 2  |
|----------------------------------|---------------------------------|------------|-------------|----------|--------|------|----|
| Total Number of Active Calls : 2 |                                 |            |             |          |        |      | ad |
| Trunk Name                       | Call Time                       | Caller No. | Called No.  | Туре     | Status |      |    |
| [1] 🔏 Trunk1                     | 8/9/2020 12:52:34<br>[00:00:45] |            | 04844363399 | Outgoing | 4      | 98 📦 |    |
| [2] 🔏 Trunk2                     | 8/9/2020 12:51:57<br>[00:01:22] | 4843066099 |             | Incoming | 4      | 98 🔞 |    |
| [3] 🧭 Trunk3                     |                                 |            |             |          | 5      |      |    |
| [4] 🗸 Trunk4                     |                                 |            |             |          | E      |      |    |

Now Xtend Voice Logger is ready for recording calls.

### 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 Synway board on the PCIe slot of the computer?
- ▶ Have you installed the Synway Voice Card driver from the installation CD?
- ▶ 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 copied the configuration files to the path C:\XtendLogger\18162\xivr?\*
- ▶ Have you configured the Synway Card 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 Xtend Voice Logger

Before uninstallation, take backup of logged files to prevent data loss.

To uninstall Xtend Voice logger, follow the steps given below:

#### Step 1.

Go to Manage Device  $\rightarrow$  Shutdown. Click *Ok* to Shutdown device.

| Varning: Devic | e is running. Shutdown will stop recording. |  |
|----------------|---|--|
| Shutdown I     | Device                                      |  |
|                | Ok Are you sure ? Ok                        |  |

\* The version number may vary depending on the latest product release.

Again, click **OK** on the message box that appears.



A message appears as "Device has been shutdown successfully".



#### Step 2.

From the task bar, right click the icon **Xtend Web Server** and click **Shutdown** to stop the program.



Click **Yes**to confirm.



**Step 3:** Go to Start > Control Panel > Programs > Uninstall a program, all the currently installed programs will be displayed on the monitor.

| Programs and Features       |  |  |                        | -            |           | $\times$ |
|-----------------------------|--|--|------------------------|--------------|-----------|----------|
| ← → × ↑ 🖸 > Control         | Panel > Programs > Programs and Features                                 |  | ✓ C Search             | Programs and | Features  | P        |
| Control Panel Home          | Uninstall or change a program  |  |                        |              |           |          |
| View installed updates      | To uninstall a program, select it from the list and                      | I then click Uninstall, Change, or Repair. |                        |              |           |          |
| Turn Windows features on or |  |  |                        |              |           | -        |
| on                          | Organize 🔻   |  |                        |              |           | ?        |
|                             | Name   | Publisher                                  | Installed On           | Size         | Version   |          |
|                             | <ul> <li>Firebird 2.5.6.27020 (Win32)</li> <li>GoldWave v5.55</li> </ul> | Firebird Project                           | 9/20/2019<br>7/26/2019 |              | 2.5.6.270 | )20      |
|                             | Google Chrome  | Google LLC                                 | 9/2/2019               | 434 MB       | 76.0.380  | 9.132    |
|                             | Java 8 Update 221 Java 8 Update 221                                      | Oracle Corporation                         | 7/23/2019              | 210 MB       | 8.0.2210  | .11      |
|                             | 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 | 01       |
|                             | TeamViewer 5   | TeamViewer GmbH                            | 7/23/2019              | 16.8 MB      | 5.0.7572  | 1        |
|                             | Xtend IVR Standard Edition 3.0.830:14608                                 | Xtend Technologies (P) Ltd.                | 7/20/2019              | 141 MB       |           |          |
|                             | Xtend IVK Standard Edition 3.0.808:22235                                 | Xtend Technologies (P) Ltd.                | 0/20/2019              | 287 MB       |           |          |
|                             | Nend Voice Logger 3.0  | Atena rechnologies (P) Eta.                | 5/20/2015              | 130 1910     |           |          |
|                             |  |  |                        |              |           |          |
|                             |  |  |                        |              |           |          |
|                             |  |  |                        |              |           |          |
|                             | <  |  |                        |              |           |          |
|                             | Currently installed programs Total s                                     | ize: 1.24 GB                               |                        |              |           |          |
|                             | 12 programs installed  |  |                        |              |           |          |

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 4:** Click **Yes** to uninstall the program.

| eatures                    |  |  |                      |  | _   |   | $\times$   |
|----------------------------|--|--|----------------------|--|---|---|--|
| > Control Panel > Pro      | grams > Programs and Features                                    |  | ~ (                  | 5 Search   | Programs and  | Features                                  | P  |
| <sup>lome</sup> Uni        | nstall or change a program                                       |  |                      |  |   |   |  |
| pdates To u                | ninstall a program, select it from the list a                    | and then click Uninstall, Change, o  | r Repair.            |  |   |   |  |
| features on or<br>Organize | uninstall  |  |                      |  |   |   | 0  |
| Name                       | ~  | Publisher  | 1                    | nstalled On  | Size  | Version                                   |  |
| 😮 Firebii                  | d 2.5.6.27020 (Win32)  | Firebird Project   | 9                    | 9/20/2019  |   | 2.5.6.27                                  | 020  |
| Firebird U                 | ninstall<br>Are you sure you want to completely r<br>components? | imes emove Firebird and all of its   | td.                  | 7/26/2019<br>9/2/2019<br>7/23/2019<br>9/16/2019<br>7/22/2019<br>8/8/2019 | 434 MB<br>210 MB<br>1.76 MB<br>8.07 MB  | 76.0.380<br>8.0.2210<br>8.0.5072<br>7.7.1 | 9.132<br>).11<br>!7.42   |
| Xtend     Xtend            | IVR Standard Edition 3.0.868:22235<br>Voice Logger 3.0           | Yes No<br>Atend Technologies (P)<br>Xtend Technologies (P)<br>Xtend Technologies (P) | orp.<br>ctd.<br>Ltd. | 7/20/2019<br>7/23/2019<br>7/20/2019<br>7/20/2019<br>9/20/2019            | 43.5 MB<br>16.8 MB<br>141 MB<br>287 MB<br>130 MB  | 6.0.1.770<br>5.0.7572                     | 01   |
|                            | Features   | Features   | Features             | Features   | Image: Source Panel → Programs → Programs and Features       Image: Source Programs → Programs and Features       Image: Source Programs → Programs and Features       Image: Source Program → Programs and Features       Image: Source Program → Programs and Features       Image: Source Program → Prog | Features                                  | Features       - |

**Step 5:** Click **Yes to All** to remove the shared files from the system.

| 0 | Programs and Features  |               |   |  |   | -   |  | ×        |
|---|--|---------------|---|--|---|---|--|----------|
|   | 🚽 🕆 👩 > Control Pa   | Search        | Programs and  | Features ,   | Q   |   |  |          |
| • | → → ↑ □ → Control P. Control Panel Home View installed updates Turn Windows features on or off | organ<br>Name | install or char<br>uninstall a nrogram<br>Firebird Uninstall<br>Uninstall Stat<br>Please wait<br>Uninstalling | ams and Features       ©         age a program       •         acelect it from the lict and then click Uninctall Change or Renair       •         Remove Shared File?       •         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:       Firebird2Control.cpl       •         Location:       C:\Windows\system 32       •         Yes       Yes to All       No       No to All | Search<br>lled On<br>(2019<br>(2019<br>(2019<br>(2019<br>(2019<br>(2019<br>(2019<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>(2019)<br>( | Size<br>434 MB<br>210 MB<br>1.76 MB<br>43.5 MB<br>16.8 MB<br>141 MB<br>214 MB | Features         J           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 | P 132 11 |
|   |  | Xter          | English   | Cancel   | (2019   | 130 MB  |  | >        |

**Step6**: After the uninstallation process, a window will be popped up as shown below. Click **OK** 

| Programs and Features                              | and > Programs > Programs and Features   |  |                               | 7. Search   | -  | Eesturer                                  | ×                      |  |  |
|--|--|--|-------------------------------|---|--|---|------------------------|--|--|
| Control Panel Home                                 | Uninstall or change a program  |  | v                             | 0 Jealen  | Programs and                                     | reatures                                  | ~                      |  |  |
| View installed updates Turn Windows features on or | To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.                                     |  |                               |   |  |   |                        |  |  |
| off  | Organize 👻 Uninstall   |  |                               |   |  | -   | ?                      |  |  |
|  | Name   | Publisher  |                               | Installed On  | Size   | Version                                   |                        |  |  |
|  | Firebird 2.5.6.27020 (Win32)   | Firebird Project                                       |                               | 9/20/2019   |  | 2.5.6.270                                 | 020                    |  |  |
|  | Good Firebird Uninstall     Good Firebird Uninstall     Java     Logc     MSI     MSI     Firebird was successfully removed from | X<br>n your computer.                                  | Ltd.                          | 9/2/2019<br>9/2/2019<br>7/23/2019<br>9/16/2019<br>7/22/2019<br>8/8/2019 | 434 MB<br>210 MB<br>1.76 MB<br>8.07 MB           | 76.0.380<br>8.0.2210<br>8.0.5072<br>7.7.1 | 9.132<br>).11<br>!7.42 |  |  |
|  | Kealf         Tean         Xtend         Xtend         Xtend IVR Standard Edition 3.0.868:22235         Xtend Voice Logger 3.0   | OK<br>Xtend Technologies (P)<br>Xtend Technologies (P) | Corp.<br>Ltd.<br>Ltd.<br>Ltd. | 7/20/2019<br>7/23/2019<br>7/20/2019<br>7/20/2019<br>9/20/2019           | 43.5 MB<br>16.8 MB<br>141 MB<br>287 MB<br>130 MB | 6.0.1.770<br>5.0.7572                     | 51                     |  |  |

**Step7**: 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                  |  |                                     |              | -              |           | ×     |
|---|--|--|-------------------------------------|--------------|----------------|-----------|-------|
|   | $ ightarrow ~ \uparrow$ 🖸 > Control Pa | anel > Programs > Programs and Features                  | ~                                   | ල් Search    | Programs and F | eatures   | 9     |
|   | 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<br>off     | Organize 👻 Uninstall                                     |                                     |              |                | 8EE 💌     | 0     |
|   |  | 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  |       |
|   |  | 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           |           |       |
|   |  |  |                                     |              |                | _         |       |
|   |  |  |                                     |              |                |           |       |
|   |  |  |                                     |              |                |           |       |
|   |  | <  |                                     |              |                |           | >     |
|   |  |  |                                     |              |                |           | 1.0   |

| Step 8: | $Click \mathbf{Yes} to complete the process of uninstallation.$ |
|---------|---|
|---------|---|

| 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.         Image: Turn Windows features on or off       Organize ▼ Uninstall         Image: SolidWave v5.55       Orgogle Chrome         Image: SolidWave v5.55       Google LLC         Image: SolidWave v5.55       Oracle Corporation         Image: SolidWave v5.55       Google LLC         Image: SolidWave v5.55       Oracle Corporation         Image: SolidWave v5.55       Google LLC         Image: SolidWave v5.55       Oracle Corporation         Image: SolidWave v5       <   | 0 | Programs and Features  |  |  |                           | -              |               | ×            |   |  |
|--|---|--|--|--|---------------------------|----------------|---------------|--------------|---|--|
| 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.         Image: Turn Windows features on or off       Organize Uninstall         Image: Turn Windows features on or off       Image: Turn Windows features on or off         Image: Turn Windows features on or off       Organize Uninstall         Image: Turn Windows features on or off       Image: Turn Windows features on or off         Image: Turn Windows features on or off       Image: Turn Windows features on or off         Image: Turn Windows features on or off       Image: Turn Windows features on or off         Image: Turn Windows features on or off       Image: Turn Windows features on or off         Image: Turn Windows features on or off       Image: Turn Windows features on or off         Image: Turn Windows features on or off       Image: Turn Windows features on or off         Image: Turn Windows features on or off       Image: Turn Windows features on or off         Image: Turn Windows features on or off       Image: Turn Windows features on or off         Image: Turn Windows features on or off       Image: Turn Windows features on or off         Image: Turn Windows features on or off       Image: Turn Windows features on or off         Image: Turn Windows features on or off       Image: Turn Windows features on or off         Image: Turn Wi  |   | In the second se | anel > Programs > Programs and Feature   | 5  | ✓ Ö Search                | Programs and I | Feature       | es 🔎         |   |  |
| View installed updates       To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.         Image: Turn Windows features on off       Organize Turn Uninstall       Image: Turn Windows features on off         Image: Turn Windows features on off       Organize Turn Windows features on off       Image: Turn Windows features on off         Image: Turn Windows features on off       Organize Turn Windows features on off       Image: Turn Windows features on off         Image: Turn Windows features on off       Image: Turn Windows features on off       Image: Turn Windows features on off         Image: Turn Windows features on off       Image: Turn Windows features on off       Image: Turn Windows features on off         Image: Turn Windows features on off       Image: Turn Windows features on off       Image: Turn Windows features on off       Image: Turn Windows features on off         Image: Turn Windows features on off       Image: Turn Windows features on off       Image: Turn Windows features on off       Image: Turn Windows features on off         Image: Turn Windows features on off       Image: Turn Windows features on off       Image: Turn Windows features on off       Image: Turn Windows features on off       Image: Turn Windows features on off         Image: Turn Windows features on off       Image: Turn Windows features on off       Image: Turn Windows features on off       Image: Turn Windows features on off       Image: Turn Windows features on off         Imag   |   | Control Panel Home   | Uninstall or change a progra   | n  |                           |                |               |              |   |  |
| Image: Install       Image: Ima                                    |   | View installed updates   | To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.                                 |  |                           |                |               |              |   |  |
| Organize Vuninstall       Publisher       Installed On       Size       Version         Image: Source Sou  | • | Turn Windows features on or  |  |  |                           |                |               |              |   |  |
| Name     Publisher     Installed On     Size     Version       Image: GoldWave v5.55     7/26/2019     434 MB     76.0.380       Image: GoldWave v5.55     Google LLC     9/2/2019     434 MB     76.0.380       Image: GoldWave v5.55     Google LLC     9/2/2019     434 MB     76.0.380       Image: GoldWave v5.55     Google LLC     9/2/2019     210 MB     8.0.2210       Image: GoldWave v5.55     Xtend Technologies (P) Ltd     9/16/2019     9/16/2019     9/16/2019       Image: GoldWave v5.55     Xtend Voice Logger Uninstall     Xtend Voice Logger Voinstall     772       Image: GoldWave v5.55     Are you sure you want to completely remove Xtend Voice Logger and all of its components?     772       Image: TeamViewer 5     Image: GoldWave v5.03800000000000000000000000000000000000   |   | off  | Organize 🔻 Uninstall   |  |                           |                | 855 <b>-</b>  | · ?          |   |  |
| Image: Second                          |   |  | Name   | Publisher  | Installed On<br>7/26/2019 | Size           | Versio        | on           |   |  |
| Java 8 Update 221       Oracle Corporation       7/23/2019       210 MB       8.0.2210         Im Logger Client 3.0.343:4467       Xtend Technologies. (P) Ltd       9/16/2019       010 MB       8.0.2210         Im Motion 2.0.343:4467       Xtend Voice Logger Uninstall       Xtend Voice Logger Uninstall       7/23/2019       210 MB       8.0.2210         Im Motion 2.0.343:4467       Xtend Voice Logger Uninstall       Xtend Voice Logger Uninstall       7/23/2019       072         Im Notepad++ (32-bit x86)       Are you sure you want to completely remove Xtend Voice Logger and all of its components?       7/7       7/7         Im Xtend IVR Standard Edition 3.0.830:146       Yes       No       7/2   |   |  | 🧿 Google Chrome  | Google LLC   | 9/2/2019                  | 434 MB         | 76.0.3        | 3809.132     |   |  |
| Cogger Client 3.0.343:4467     Most or redistribute MS VS2005 CRT libr.     Most or redistribute MS VS205 |   |  | 🕌 Java 8 Update 221  | Oracle Corporation                                       | 7/23/2019                 | 210 MB         | 8.0.22        | 210.11       |   |  |
| Molto redistribute MS VS2005 CKT libri<br>Note add voice Logger onlinkal     Note add voice Logger onlinkal  |   |  | Logger Client 3.0.343:4467   | Xtend Technologies (P) I<br>Xtend Voice Logger Uninstall | td 9/16/2019              |                | $\overline{}$ |              |   |  |
| Realtek High Definition Audio Driver     TeamViewer 5     Xtend IVR Standard Edition 3.0.830:146     Xtend Voice Logger 3.0     Yes No   |   |  | MSI to redistribute MS VS2005 CRT libra  | Atend voice Logger Oninstan                              |                           |                | ~             | 0727.42      |   |  |
| Xtend IVR Standard Edition 3.0.868:222      Xtend Voice Logger 3.0 Yes No  |   |  | Kotepac++ (32-bit x86)     Kealtek High Definition Audio Driver     TeamViewer 5     Xtend IVR Standard Edition 3.0.830:1466 | Are you sure you want to comp<br>all of its components?  | oletely remove Xtend Void | ce Logger and  | 5             | .7701<br>572 |   |  |
|  |   |  | Xtend IVR Standard Edition 3.0.868:222     Xtend Voice Logger 3.0  |  | Yes                       | No             |               |              |   |  |
|  |   |  | ·  |  |                           |                |               |              |   |  |
| 5  |   |  | <  |  |                           |                |               | 3            | > |  |

Step 9: A window will be displayed as shown below, Click OK.

| 0 | Programs and Features                                      |  |                               |   |   |         | -  |  | ×                   |
|---|--|--|-------------------------------|---|---|---------|--|--|---------------------|
|   | $ ightarrow ~ \uparrow \overline{0}  ightarrow Control Pa$ | →  |                               |   |   |         |  | eatures  | Q                   |
|   | Control Panel Home<br>View installed updates               | Uninstall or change a program<br>To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.  |                               |   |   |         |  |  |                     |
| • | Turn Windows features on or<br>off                         | Organiza = Uninstall   |                               |   |   |         |  |  | 0                   |
|   |  | Name  GoldWave v5.55  Google Chrome Java 8 Update 221  MSI to redistribute MS V52005 CF Notepad++ (32-bit x86) Kealtek High Definition Audio Dr TeamViewer 5 Xend IVR Standard Edition 3.0.83 Xend IVR Standard Edition 3.0.86 | Xtend Voice L<br>i<br>Sc<br>m | Publisher<br>Google LLC<br>Oracle Corporation<br>ogger Uninstall<br>end Voice Logger uninstall co<br>pome elements could not be rea<br>anually. | Instal<br>7/26/<br>9/2/2<br>7/23/<br>mplete.<br>moved. These can be | removed | 434 MB<br>210 MB<br>76 MB<br>77 MB<br>5 MB<br>8 MB<br>8 MB<br>41 MB<br>37 MB | Version<br>76.0.3809<br>8.0.2210.<br>8.0.50727<br>7.7.1<br>6.0.1.770<br>5.0.7572 | 1.132<br>11<br>1.42 |
|   |  | Xtend Voice Logger 3.0   |                               |   |   | OK      | 30 MB  |  |                     |
|   |  | <  |                               |   |   |         |  |  | >                   |

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

### 7.2. Uninstallation of Synway Driver

To uninstall the Synway Driver follow the steps given below:

#### Step 1.

```
Go to Start \rightarrow Programs \rightarrow ShCti \rightarrow Uninstall.
```



#### Step 2.

Click **Yes** to confirm uninstallation.



#### Step 3.

Click **OK**to continue.



#### Step 4.

Uninstallation is now in progress. Click **Yes** to delete. You may be prompted again if you want to delete some important information, click **Yes** to continue.



#### Step 5.

Uninstallation is now successfully completed. Click **OK**.



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

# 8. Contact Us

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

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